

*Si necesita esta  
información en español  
solamente, por favor  
llame:*

**1-888-800-6799**

For:  
*En los Condados:*

**Collin, Dallas,  
Ellis, Hunt,  
Kaufman,  
Navarro and  
Rockwall  
Counties**

If your Provider is not  
listed, please call:  
*Si usted no ve a su Proveedor  
en este Directorio, por favor  
llame al:*

**1-888-800-6799**

TDD:  
*Aparato de telecomunicaciones  
para personas sordas:*

**1-888-800-6792**

Visit our website at:

[www.valueoptions.com/northstar](http://www.valueoptions.com/northstar)



**NorthSTAR**



**NorthSTAR MEMBER INFORMATION  
AND PROVIDER DIRECTORY**  
*Libro de Miembros y Directorio  
de Proveedores*

**06/01/16**

DA4B-0616

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Please note: This list is current as of 06/01/16. Every day ValueOptions® is adding more providers to serve NorthSTAR enrollees. If you do not see your provider listed, please call the ACCESS LINE at 1-888-800-6799 and we will give you the latest provider information from ValueOptions®.

# Welcome to ValueOptions®

ValueOptions® manages the NorthSTAR program for the State. NorthSTAR serves Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall counties (the NorthSTAR area). We manage publicly funded mental health and substance abuse services for people who live in the NorthSTAR area, to make sure that you get the best care and service. We also make sure that everyone who is helping you is working together. Our services are close to you and easy to use.

This handbook will tell you about ValueOptions® and NorthSTAR. If there are words or phrases in this handbook that you do not understand, there is a helpful list to tell you what they mean on page 13. If you have questions or comments about your services, or in case of emergency, you can call:

## ValueOptions® toll free ACCESS LINE

24 Hours A Day, 7 Days a Week  
1-888-800-6799

TDD 1-888-800-6792

Visit our website at

[www.valueoptions.com/northstar](http://www.valueoptions.com/northstar)

## WHO IS VALUEOPTIONS®?

ValueOptions® is licensed as a Health Maintenance Organization (HMO) by the Texas Department of Insurance (TDI). We are a special kind of HMO that manages programs for mental health and substance abuse services. This type of HMO is called a Behavioral Health Organization (BHO).

In 1999, the State of Texas created new programs to provide better health care to low income families. The physical health plan is called STAR, and NorthSTAR is the mental health and substance abuse plan.

ValueOptions® understands mental health and substance abuse problems, and we are here to help you with any problems you may have. ValueOptions® has a lot of experience in more than 24 other states and Tarrant and Harris Counties with increasing the quality of mental health and substance abuse care and improving access to needed services for people who get their services through public programs.

Please call us if you have any questions or need to get care.

## ValueOptions® Mission Statement is to:

- Empower the consumers we serve within their communities,
- Ensure the provision of integrated, high-quality, culturally competent, community-based mental health and substance abuse treatment services,
- Enrich the lives of those we serve by providing services when they are needed in a manner that is respectful and cost-efficient, and
- Assist consumers in achieving the success that they deserve.

ValueOptions® believes that persons who have a mental illness and/or a substance abuse problem can, with treatment, get well enough to have meaningful lives in their communities. This idea is called Recovery. There is information at the end of the member handbook section of this book about Recovery. There is also a workbook to help you make your own recovery plan.

You can also find information about your diagnosis and tips for getting and staying well on our NorthSTAR Achieve Solutions® website. Click on the Achieve Solutions® link at [www.valueoptions.com/northstar](http://www.valueoptions.com/northstar).

*ValueOptions® does not discriminate against anyone on the basis of race, religion, gender, age, disability or sexual orientation. The decision to provide services is based on the clinical and psychosocial needs of the individual and what will best assist his or her recovery.*

## WHERE IS VALUEOPTIONS®?

We are as close as your telephone. Call the toll free ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792. Our phone lines are staffed 24 hours a day, 7 days a week with licensed behavioral healthcare clinicians.

Our qualified and helpful staff will answer questions about your benefits, what behavioral health services you want, or who would be a good provider of mental health or substance abuse services for you. You can also talk to a clinician if you or a family member is having a mental health or substance abuse crisis. Our customer services staff who answer our ACCESS LINE can also help persons who need information interpreted into another language.

## ValueOptions® central office location and mailing address is:

### ValueOptions®

1199 S. Beltline Road, Suite 100  
Coppell, TX 75019

## AM I ELIGIBLE TO ENROLL IN THE VALUEOPTIONS® NORTHSTAR PROGRAM?

You are eligible to enroll in the NorthSTAR program if you live in the NorthSTAR area and meet any of the criteria listed below.

## MEDICAID-ELIGIBLE INDIVIDUALS

If you believe that you may be eligible for one of the following programs, contact your local office of the Texas Department of Human Services. To find the nearest office, look in your telephone book or call ValueOptions® Customer Service at 1-888-800-6799.

- Temporary Assistance to Needy Families (TANF) Adults
- Temporary Assistance to Needy Families (TANF) Children
- Pregnant Women—Medical Assistance Only (MAO)—Pregnant women whose family income is below 185% of the Federal Poverty Level
- Newborns—children under age one born to MAO Mothers
- Expansion Children and Federal Mandate Children(MAO)
- Disabled or Blind Individuals receiving Supplemental Security Income (SSI) with or without Medicare
- Children who are ineligible for Supplemental Security Income (SSI) for reasons other than disability.
- Persons of all ages who qualify for NorthSTAR-eligible Medicaid types are automatically enrolled in NorthSTAR by Maximus, the state's enrollment broker. They may not choose to remain in fee-for-service Medicaid.
- State or Federal Adoption Subsidy

## NON-MEDICAID-ELIGIBLE INDIVIDUALS

If you do not receive Medicaid, you are eligible to enroll in the NorthSTAR program if you reside in the NorthSTAR area and meet the criteria listed below.

Individuals who have income at or below 200% of the Federal Poverty Level (FPL) and fit into one of the following groups:

- Individuals who meet the Texas Department of State Health Services (TDSHS) mental health target population definition
- Adults or Youth with a substance abuse or chemical dependency diagnosis

**Individuals who are in one of the groups listed above are eligible for covered services that are medically necessary.**

## HOW DO I ENROLL IN VALUEOPTIONS® NORTHSTAR?

Maximus, the State's enrollment broker for STAR and NorthSTAR will enroll Medicaid-eligible individuals, who qualify for NorthSTAR eligible Medicaid types, in NorthSTAR. The State will let Maximus know when you are approved for Medicaid, and Maximus will enroll you in NorthSTAR. If you are a Medicaid-eligible individual and have a question about your enrollment you may call Maximus at 1-800-964-2777, or you may call ValueOptions® at 1-888-800-6799 or TDD 1-888-800-6792.

Within five days after enrollment, you will be sent an enrollment package that will include a welcome letter and this handbook and provider directory,

Non-Medicaid-eligible individuals may enroll in NorthSTAR at any of our enrollment sites by completing a short form that tells us about your income (a financial assessment form). To find the enrollment site nearest you call ValueOptions® Access Line at 1-888-800-6799 or TDD 1-800-888-6792.

Non-Medicaid members may obtain a Member Handbook and Provider Directory at their provider site or by calling ValueOptions® toll free at 1-888-800-6799.

## HOW MUCH WILL I PAY FOR NorthSTAR SERVICES?

Medicaid-Eligible Individuals receive approved covered services at no cost. If you are not Medicaid-eligible, you may pay a fee based on your income and ability to pay. If you have questions about what you might have to pay, ask your provider or call ValueOptions® at 1-888-800-6799 or TDD 1-888-800-6792.

ValueOptions® cannot pay for services that are not covered by the NorthSTAR program. If you receive services that are not pre-approved by ValueOptions®, you may have to pay for them, except for emergency behavioral healthcare.

If you are receiving benefits that are covered by another insurance plan (such as Medicare or private insurance), those insurance plans must pay before ValueOptions® pays. If you receive a bill for services, please contact the other insurance plan about paying for those services.

You must use NorthSTAR network providers in order for ValueOptions® to pay for services. Some services must be pre-approved by ValueOptions® in order to be paid for by NorthSTAR.

## ARE THERE OTHER HEALTH INSURANCE PROGRAMS MY CHILDREN OR I MAY QUALIFY FOR?

### CHIP and Medicaid

Children whose families have incomes below 133% of the Federal Poverty Level (FPL) and who have limited resources may qualify for Medicaid.

The State of Texas also has a program called CHIP (Children's Health Insurance Program) to insure low-income children from birth through age 19 who do not qualify for Medicaid. CHIP has both physical and behavioral health benefits. The income limit for CHIP is 200% of the FPL. Non-Medicaid-eligible children who are eligible for NorthSTAR are probably also eligible for CHIP.

You can apply for both CHIP and Medicaid in the same application. Apply online at [www.yourtexasbenefits.com](http://www.yourtexasbenefits.com), by phone by calling 211 or 1-800-647-6558 (toll free), or in person. You can locate the closest office by calling 211 or 1-800-647-6558. You can also locate a local service agency that can help you apply by calling those numbers.

### STAR and STAR-Plus

STAR is the state's managed Medicaid plan that in the NorthSTAR area covers persons with TANF Medicaid benefits for health services other than behavioral health. Behavioral health services are still covered for STAR recipients under NorthSTAR in the seven county NorthSTAR region. (In other parts of the state, STAR and STAR-Plus also provide behavioral health coverage.)

Aged, blind, or disabled persons who receive Supplemental Security Income (SSI) are eligible for the STAR-Plus program, even if they also receive Social Security Disability Insurance (SSDI) payments. Only children who receive SSI can opt out of STAR-Plus. Maximus, the enrollment broker for STAR, STAR-Plus, and NorthSTAR, will send Medicaid recipients appropriate information about the program they must sign up for as well as about the various plans in our area that they may choose among. Both STAR and STAR-Plus provide benefits for the Medicaid members who receive them by providing a primary care physician in a medical family home and access to unlimited prescriptions through those plans.

### The Affordable Care Act (ACA)

You and your family may also be able to get health insurance at low or no cost through the Affordable Care Act (ACA) Marketplace. You can apply online at [www.Healthcare.gov](http://www.Healthcare.gov) or by calling 1-800-318-2596. If you wish to apply in person or to find an agency that will help you apply call 1-800-318-2596. There are low income subsidies and/or tax credits for families or individuals with incomes between 100% and

400% of the FPL that can help you pay the cost of the premiums for insurance through the ACA Marketplace. The Marketplace will also screen your application for eligibility for CHIP or Medicaid.

If you did not begin your application for insurance through the ACA Marketplace by March 31, 2014, you will need to wait until the open enrollment period for the ACA. The open enrollment period will begin each year on November 15th, and will run through February 15th of the following year. For example, the open enrollment period for 2015 will be November 15, 2014, through February 15, 2015.

## HOW DO I GET MENTAL HEALTH OR SUBSTANCE ABUSE SERVICES?

You can get these services by:

- Calling the toll free ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792,
- Calling or visiting any ValueOptions network provider, or
- Asking your primary care physician.

You are the most important part of the NorthSTAR program. We want to provide you the information you need. We have two departments to serve you—a Customer Service Department and a Clinical Department. They can help you get the best possible care.

To talk to someone from Customer Service or the Clinical Department, call the toll free ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792. We have Spanish-speaking employees available 24 hours a day, 7 days a week, and a service to interpret more than 100 foreign languages.

Our Customer Service Department is available Monday through Friday from 8 a.m. until 5 p.m. to answer your questions about:

- If you or your family are eligible to receive mental health or substance abuse services
- How to get mental health or substance abuse services
- How to find out about services you or your family members can receive if you are receiving STAR, CHIP, or other benefits,
- Information about having someone interpret for you in another language
- Information about educational information or programs or about preventing illness or substance abuse, including how to receive tip sheets or brochures
- How to find information about community resources including self-help programs
- Information about how to give a compliment or make a complaint or file a grievance or appeal

- Our Clinical Department is available 24 hours a day, 7 days a week. The Clinical Department includes licensed behavioral health professionals (called Care Managers) who can help you:
- Find a provider who can provide the services you need and who is near by
- Obtain mental health or substance abuse services
- Deal with a mental health or substance abuse crisis

### WHAT IF I NEED EMERGENCY CARE?

A mental health or substance abuse emergency is when you feel like hurting yourself or someone else, or if you believe your life or health may be in danger. If you, a family member, or someone you know is having a mental health or substance abuse emergency you should do at least one of these things:

- Call your mental health or substance abuse provider or
- Call the toll-free ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792 or
- Call the Mobile Crisis Team toll free at 1-866-260-8000
- Call 911
- Go to the nearest hospital emergency room

### WHAT IF I NEED TO BE ADMITTED TO A HOSPITAL?

NorthSTAR members who have Medicaid or who have no insurance other than NorthSTAR must be screened at Green Oaks Hospital in Dallas before admission to inpatient treatment at a hospital. NorthSTAR will provide transportation from any other emergency room or hospital to Green Oaks for the screening.

Members who have no insurance will only be admitted to Green Oaks Hospital. Members who have Medicaid who need to be hospitalized may choose Green Oaks, or any hospital in the NorthSTAR network to receive treatment after being screened at Green Oaks. NorthSTAR will provide transportation for Medicaid members to the chosen network hospital.

NorthSTAR members who have Medicare hospital benefits remaining may still choose any hospital that accepts Medicare. Medicare eligible members who have remaining hospital benefits do not have to be screened at Green Oaks prior to admission to a Medicare provider hospital.

The location and phone number for Green Oaks Hospital is:

Green Oaks Hospital  
(972) 991-9504  
7808 Clodus Fields Drive  
Dallas, TX 75251

### WHAT IF I AM AWAY FROM HOME AND NEED ROUTINE OR EMERGENCY CARE?

The NorthSTAR service area includes Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall counties. When you receive services outside the NorthSTAR service area, this is called out-of-area care. **Only emergency care for persons who have Medicaid and no other insurance is covered by NorthSTAR when you are out of the NorthSTAR service area. The Local Mental Health Authority (LMHA) for the area you are in may be able to help you with emergency services if you do not have Medicaid or other insurance such as Medicare or private insurance. You should ask the provider of your emergency services to contact the LMHA for that area.**

*\*\*(Note: some NorthSTAR providers may be located near you in neighboring non-NorthSTAR counties. Receiving care from these contracted NorthSTAR providers is not considered out-of-area care.)*

If you have a mental health or substance abuse emergency when you are outside of the service area, you can:

- Go straight to the hospital. Tell the hospital your name and the ValueOptions® ACCESS LINE phone number, 1-888-800-6799. The hospital will call us to tell us you are there, or
- Call the ValueOptions® ACCESS LINE first. A ValueOptions® Care Manager will help you get the care you need at the closest hospital.
- If you believe that you or someone with you is in immediate danger, call 911. Give the ValueOptions® ACCESS LINE number to the hospital if you are taken to a hospital.

When your emergency care is completed, we will work with the hospital to transfer you back to your provider in the NorthSTAR area.

When you know you will be traveling outside of the NorthSTAR service area, be sure that you take enough of your medications to last until you return. It is also a good idea to take a list that includes your provider's name and phone number, the ValueOptions® ACCESS LINE number, a list of your medications and when you take them, and a phone number for a friend or relative who is your emergency contact.

This information can be written on the ValueOptions® NorthSTAR Program Information Card that you got in your packet of information when you enrolled, or you can request one by calling the ValueOptions® ACCESS LINE.

### HOW CAN I FIND A PROVIDER?

You have the right to get the best possible treatment. You also have the right to choose your NorthSTAR provider and to change providers if you wish. Our mental health or substance abuse providers have been helping people for

many years. They are located throughout the NorthSTAR service area.

The NorthSTAR Provider Directory section of this handbook lists the providers who are contracted to provide behavioral health services to individuals enrolled in NorthSTAR. If you know a provider you would like to use and that provider is listed in the NorthSTAR Provider Directory section of this handbook, call that provider to find out how to get services.

If you do not know a provider you want to use, or if the provider you want to use is not a NorthSTAR provider, call ValueOptions® ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792. We can help you find a provider that you feel is right for you that is located close to where you live or work. Please tell us if you need a provider who speaks your native language, understands your culture, or if you have any other special needs, so the ACCESS LINE Care Manager will be able to help you find the right provider.

Be sure to tell your provider about your special needs when you call to make an appointment.

Remember, you need to receive treatment from a ValueOptions® NorthSTAR provider.

### HOW DO I GET A REFERRAL TO ANOTHER PROVIDER?

If you are already in treatment and are having problems with your provider, or do not feel that you are getting the services you need, call our ACCESS LINE for assistance before you make your next appointment.

If you need different services from those your provider offers, you can also call the ACCESS LINE to find a provider who has those services.

**If you are not satisfied with your provider for any reason, call our ACCESS LINE for help.**

Our ACCESS LINE staff can help you file a complaint or grievance, or they can help you find another provider. You will be given a referral, which is the name, address, and telephone number of one or more mental health or chemical dependency professionals who can help you.

### WHAT IF I HAVE NO WAY TO GET TO MY PROVIDER?

For transportation to your provider for routine care, if you are Medicaid-eligible and you have no other form of transportation to your provider, you may call the Medicaid Medical Transportation vendor for our area, LogistiCare, from 8 a.m. to 5 p.m. The toll free number to call to arrange your ride is:

**LogistiCare Medicaid  
Transportation Provider**  
1-855-687-3255

The number to call to cancel your ride or to check on your ride the day you need it is:

**LogistiCare Medicaid  
Transportation Ride Help**  
1-877-564-9832

*Please call for transportation as soon as you know about your appointment. You must call at least 48 hours (2 days) before your appointment.*

When you call, be sure to have:

- Your 9-digit Medicaid number
- Your address
- The name, address, and phone number of your provider
- The date and time of your appointment

If you cancel or change your appointment with your provider, you must call the LogistiCare office and cancel your ride. LogistiCare can refuse to give you a ride after the second time you fail to call to cancel a ride, or if you are not able to give a good reason for not calling to cancel the ride.

A parent or guardian, or a person named by the parent or guardian, must ride with children under 14 years of age. To choose another person to accompany your child, call the toll-free LogistiCare number 1-855-687-3255 and ask for the form to name another person to ride with your child. This policy is strictly enforced by LogistiCare. If you are not Medicaid-eligible and you are unable to get to your NorthSTAR provider, call your provider for help in getting to your appointment. You can also call the toll-free ValueOptions® ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792.

### HOW DO I CANCEL OR CHANGE AN APPOINTMENT?

If you cannot keep your appointment with a NorthSTAR provider, please call the provider at least 24 hours before your appointment. Calling your provider makes it possible for someone else to receive care they may need. If you cannot make a new appointment when you call to cancel, please remember to call as soon as possible to make another appointment.

### WHAT ARE MEDICALLY NECESSARY SERVICES?

Medically necessary services are mental health or substance abuse services that:

- Are reasonably necessary for the diagnosis or treatment of a mental health or substance abuse disorder or to improve, maintain, or prevent deterioration of functioning due to such a disorder
- Are in accordance with professionally accepted clinical guidelines and standards of practice in behavioral health care

- Are furnished in the most appropriate and least restrictive setting in which services can be delivered safely
- Are the most appropriate level or amount of service that can be provided safely
- Services that could not be omitted without negatively affecting the individuals mental and/or physical health or the quality of care given

### WHAT SERVICES OR BENEFITS DOES VALUEOPTIONS® OFFER ME IN NORTHSTAR IF I AM MEDICAID-ELIGIBLE?

If you are a Medicaid-eligible enrollee, you may receive the following services from ValueOptions® NorthSTAR behavioral plan if they are medically necessary and you meet the criteria for age and diagnosis, as indicated. If you have both a mental health and a substance abuse diagnosis, you may receive both types of services.

#### 1. MENTAL HEALTH SERVICES — ADULT/CHILD/ADOLESCENT, MEDICAID-ELIGIBLE ENROLLEE

- Outpatient services, including assessment, individual and group therapy, psychological testing, medication management, and health education.
- Inpatient services, including general hospital and freestanding psychiatric hospitals
- Other services-crisis stabilization, subacute inpatient, in-home services, targeted/focused case management, 23-hour observation bed, emergency services, and services to interpret information in a foreign language, as needed.
- Medication is covered by your STAR plan if you are enrolled in STAR, or by the State Medicaid vendor drug program if you are not enrolled in STAR. If you are enrolled in STAR-plus and have Medicare, your medications are covered by your Medicare Part D plan.

#### 2. MENTAL HEALTH SERVICES — CHILD/ADOLESCENT, MEDICAID ELIGIBLE ENROLLEE

Medicaid-eligible children and adolescents may receive all the services listed in section 1 above, as well as the following medically necessary services:

- Rehabilitative Services through the Specialty Provider Network (SPN) day treatment, partial hospitalization programs, community support services, service coordination/case management, respite, and early intervention for ages 3 to 5.

#### 3. MENTAL HEALTH SERVICES — ADULTS WITH A SERIOUS MENTAL ILLNESS (SMI), MEDICAID-ELIGIBLE ENROLLEE

Medicaid-eligible adults who have been diagnosed with a serious mental illness may receive all the services listed in section 1 above, as well as:

- Rehabilitative Services through the Specialty Provider Network (SPN)-day treatment, partial hospitalization programs, community support services, service coordination/case management, supported housing, supported employment, and ACT Teams.

#### 4. SUBSTANCE ABUSE/CHEMICAL DEPENDENCY — ADULT/CHILD/ADOLESCENT, MEDICAID-ELIGIBLE ENROLLEE

- Outpatient services, including assessment, individual and group therapy, intensive outpatient programs, partial hospitalization programs, medication management, outpatient detox, special female services with child care, services to interpret information into another language, as needed, and health education services.
- Inpatient services, including medically managed residential detox and residential rehabilitation.
- Medication is covered by your STAR plan, or by your Medicare Part D plan if you have both Medicaid and Medicare.

### IF I AM NOT MEDICAID-ELIGIBLE, WHAT SERVICES DOES VALUEOPTIONS® OFFER ME?

If you are not Medicaid-eligible and not enrolled in one of the STAR physical health plans, you may still receive services from ValueOptions® NorthSTAR behavioral health plan if you meet the eligibility criteria described on page 2 for non-Medicaid eligible enrollment. The services you are eligible for are based on medical necessity, your age, or your diagnosis, as described in the lists below. If you have both a mental illness and a substance abuse condition, you may receive services from both lists.

#### 1.) MENTAL HEALTH — ADULT/CHILD/ADOLESCENT, NON-MEDICAID-ELIGIBLE AND NON-SMI/SED

Persons who are financially eligible for NorthSTAR but do not have a target diagnosis, as defined by the state as Schizophrenia, Schizoaffective Disorder, Bipolar Disorder, or Major Depression are eligible for

- Emergency services including crisis stabilization, 23 hour observation, and inpatient care when medical necessity criteria are met.

**2.) MENTAL HEALTH — ADULT WITH A SERIOUS MENTAL ILLNESS (SMI), NON-MEDICAID-ELIGIBLE**

NorthSTAR-enrolled adults who have been diagnosed with a serious mental illness that is a target diagnosis as defined by the state and who are not Medicaid-eligible may receive, when medically necessary, all the Mental Health services listed in Section 1 above, as well as:

- Outpatient services, including assessment, medication management, psychiatric medications, individual and group therapy, and psychological testing
- Crisis stabilization, subacute inpatient, in-home services, targeted/focused case management, 23hour observation bed
- Rehabilitative Services through the Specialty Provider Network (SPN)-day treatment, partial hospitalization programs, community support services, service coordination/case management, supported housing, supported employment, intensive crisis residential services, personal care homes/assisted living, adult foster care, and ACT Teams
- Transportation (when authorized)

**3.) MENTAL HEALTH — CHILD/ ADOLESCENT WITH A SERIOUS EMOTIONAL DISORDER (SED)–NON-MEDICAID-ELIGIBLE**

NorthSTAR-enrolled children and adolescents who have been diagnosed with a serious emotional disorder who are not Medicaid-eligible may receive, when medically necessary, all the services listed in Sections 1 and 2 above, as well as:

- Rehabilitative Services through the Specialty Provider Network (SPN)-day treatment, partial hospitalization programs, community support services, service coordination/case management, supported housing, supported employment, respite, intensive crisis residential services, residential treatment centers, and early intervention for ages 3 to 5.

**A.) SUBSTANCE ABUSE – ADULT/CHILD/ ADOLESCENT, NON-MEDICAID-ELIGIBLE**

- Outpatient services, including assessment, individual and group therapy, intensive outpatient programs, partial hospitalization programs, medication management, outpatient detox, special female services (including primary care for pregnant women only) with child care, needed interpretive services, and health education services

**B.) SUBSTANCE ABUSE — CHILD/ ADOLESCENT, NON-MEDICAID-ELIGIBLE**

NorthSTAR-enrolled children and adolescents who are not Medicaid-eligible may receive, when medically necessary, all substance abuse treatment services listed in Section 1, as well as:

- Inpatient services, including medically managed residential detox and residential rehabilitation

**SPECIAL POPULATIONS**

If you are a pregnant woman, a woman with dependent children, a parent of children in foster care, HIV-positive, or use needles to take drugs, you are eligible to receive, as medically indicated, all the outpatient substance abuse services listed in Section 1, as well as:

- Inpatient services, including medically managed residential detox and residential rehabilitation

**CHEMICAL DEPENDENCY — ADULT/CHILD/ ADOLESCENT, NON-MEDICAID-ELIGIBLE**

If you are diagnosed with chemical dependency you are eligible to receive, if medically necessary, all of the substance abuse treatment services listed above.

**CAN I GET PRESCRIPTION DRUGS?**

**Medicaid-eligible, enrolled in STAR**

If you are Medicaid-eligible and enrolled in the STAR program, your STAR plan will pay for almost all of your prescriptions. This includes the medicine your provider orders as part of your behavioral health treatment as long as it is on the list of drugs provided under the plan. Please call your physical health plan if you have questions about prescriptions.

- Molina 1-866-449-6849
- AMERIGROUP 1-800-600-4441
- Parkland Health Plan 1-888-672-2277

**Medicaid-eligible, enrolled in STAR-Plus**

Some NorthSTAR members may be enrolled in the STAR-Plus plan, which serves the aged, blind, and disabled who receive Supplemental Security Income (SSI) benefits, and may also receive Social Security Disability Insurance payments. These members receive medications through their STAR-plus plan if they do not have Medicare, and through their Medicare Part D plan if they do have Medicare as well as Medicaid. There is no prescription limit. The companies that provide STAR-Plus programs in the NorthSTAR area are:

- Molina Healthcare of Texas 1-866-449-6849
- Superior Healthplan Plus 1-866-516-4501

**Medicare-Part D Recipient**

Medicare-Part D Recipient NorthSTAR members who have Medicare Part D will receive their prescriptions through their Medicare Part D plans. If a member who has Medicare Part D but does not also have Medicaid needs a prescription that is not included in any Medicare Part D Plan because the government excluded those types of drugs, such as benzodiazepines or barbiturates, NorthSTAR may pay for those drugs when they are prescribed by a NorthSTAR doctor and are considered medically necessary. Members that need excluded drugs will need to call ValueOptions Customer Service at 1-888-800-6799 in order to find out how NorthSTAR may help with medications.

**Non-Medicaid-eligible**

If you are not Medicaid-eligible and you are a person with a serious mental illness or a serious emotional disorder, you may be eligible for prescription drugs for your behavioral health treatment under the NorthSTAR plan. For more information, please check with your provider or call the toll free ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792.

**HOW MUCH WILL I PAY FOR PRESCRIPTIONS?**

Persons who have Medicaid (but not Medicare) get their prescriptions through their STAR or STAR-plus plans. Medicaid members will not have copays on medications.

Persons who have both Medicaid and Medicare are called dual eligible. NorthSTAR members who are dual eligible will receive their prescriptions through their Medicare Part D plan. Because they are dual eligible, they must enroll in Medicare Part D or Medicare will enroll them in Part D. They will have the lowest cost Part D plans with no premium, no gap in coverage (called the doughnut hole), and only very small copays. It is a good idea for dual eligible members to use the Medicare Part D plan finder each year during the open enrollment period for Medicare to make sure the plan D they have is the best one for them.

**ARE THERE ANY BENEFIT LIMITS OR EXCLUDED SERVICES?**

The NorthSTAR plan only provides mental health and substance abuse related services (behavioral health services). It does not cover physical medical services except for some specialized female services for pregnant women who are not eligible for other healthcare benefit plans such as Medicaid. The following behavioral health services are excluded from the NorthSTAR benefits for Medicaid individuals, but may be covered by your physical health plan:

- Screening for behavioral health disorders during well adult checks
- Texas Health Steps exams and other ambulatory health exams

- Emergency medical transportation for behavioral health emergencies
- Behavioral health services provided by primary care physicians, other STAR physicians, or other applicable Medicaid physicians within the scope of their licenses
- Behavioral health services provided by federally qualified health centers and rural health clinics
- Ambulatory laboratory services
- Certain emergency room services
- Certain inpatient hospital services
- The STAR plans pay for prescription medications for STAR-enrolled Medicaid-eligible enrollees in NorthSTAR. STAR-plus plans pay for medications for persons enrolled in STAR-plus who do not have Medicare as well as Medicaid. Medicare Part D plans pay for medications for Star-plus enrollees who have Medicare.

For Non-Medicaid-eligible adults, new generation anti-psychotic medications may be limited, depending on the availability of designated funding.

Family planning services are not covered services under NorthSTAR. If you are interested in family planning services, ask your primary care physician (PCP), family doctor, health clinic, or local county health department for help in finding these services. Your city or county information and referral service can also tell you which agencies in your community provide these services at low or no cost. Medicaid members who are enrolled in STAR can call their STAR plans for help in finding family planning services.

### WHAT IF I AM UNHAPPY WITH MY CARE OR YOUR SERVICE?

ValueOptions® cares about you and the quality of services that you receive. We work hard to give you the best care. We also understand that sometimes problems happen. If you are unhappy with any part of your mental health or substance abuse treatment, or if you are denied care, you can contact the ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792. A customer service representative can tell you how to make a complaint or file a grievance or appeal. If you wish to find a new provider, a Clinical Care Manager can help you find a provider that fits your needs.

You have the right to ask questions or make a complaint about your mental health or substance abuse care, provider, or ValueOptions® without penalty. Medicaid recipients may request a Fair Hearing at any point in the complaint and appeals process. Information on how to ask for a Fair Hearing is on page 7.

Non-Medicaid NorthSTAR members may request a review by an Independent Review Organization (IRO) at any point in the appeal process if you are receiving inpatient services or are appealing non-authorization of emergency services, or services that need immediate review.

### WHAT IS A COMPLAINT, AND HOW DO I MAKE ONE?

A complaint is an easy way for you or your family member to resolve issues or problems with your mental health or substance abuse care before they become more serious. You can make a complaint to the ValueOptions® customer service department through our ACCESS LINE or in writing. You can talk to a customer service representative who will do everything possible to solve your problem.

#### To make a complaint, you may call:

ValueOptions® Customer Service  
1-888-800-6799 or TDD 1-888-800-6792

Maximus NorthSTAR Enrollee Services  
1-800-964-2777

NTBHA Consumer Ombudsman  
1-877-653-6363

Texas Department of Insurance  
1-800-252-3439

NorthSTAR Enrollee and Provider Services at the Texas Department of State Health Services (DSHS)  
1-512-206-5551

#### Or, you can mail a letter of complaint to:

**ValueOptions®, ATTN: Complaint and Grievance Coordinator**  
1199 South Beltline, Suite 100  
Coppell, TX 75019

#### Or to

**Texas Department of State Health Services**  
NorthSTAR Program  
PO Box 149347/Mail Code 2012  
Austin, TX 78714-9347

If you make a written complaint to ValueOptions®, our Quality Management Department will send you a letter within five working days or contact you to let you know we got your complaint. We will send you a letter within 30 days after that to tell you how we resolved the problem. If we can't solve your problem within 30 days, we will send you a letter telling you why, and when you will get an answer.

If you are unhappy with our answer to your complaint, you may file a grievance, which is a verbal or written communication that tells us that you are not satisfied with the outcome of your complaint resolution. To file a grievance, either call our Customer Service department at 1-888-800-6799 for information on how to file, or send your request for a grievance in writing to ValueOptions® at the address given above.

### WHAT IS AN APPEAL, AND HOW DO I FILE ONE?

An appeal is a request that ValueOptions® change a clinical decision, such as a change or denial of services. If you are unhappy with a ValueOptions® decision about your behavioral health treatment, you may file an appeal. A ValueOptions® clinician or manager who was not involved with the original decision will review the original decision and decide whether or not to change that decision.

#### To file an appeal, you can:

- Call the ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792 and ask the Customer Service representative to mail you an appeal form. If you need help with the appeal process, ValueOptions® has peer and family advocates to help you.

- Complete an appeal form or write a letter and send it to:

**ValueOptions®, ATTN: Complaint and Grievance Coordinator**  
1199 S. Beltline, Suite 100  
Coppell, TX 75019

- Ask your provider for an appeal form

The Complaint and Grievance Coordinator will send you a letter within five working days after we receive your appeal. If we need more information, we will contact you to ask you for the information we need to work on your appeal. Your help is necessary to help us resolve your appeal. A decision will be made in response to your appeal within 30 days from when we receive it.

You may ask for an expedited appeal if it involves inpatient care or urgent or emergent treatment. A decision will be made on an expedited appeal within one day. Your provider will be notified by phone of the decision on the appeal. A letter describing the decision on your expedited appeal will be sent to you within three working days.

### HOW DO I GET A FAIR HEARING?

Medicaid-eligible NorthSTAR enrollees who disagree with the results of the ValueOptions® appeal process may request a Fair Hearing. To request a fair hearing, NorthSTAR Medicaid eligible enrollees or someone acting on their behalf as a representative can call or write the following:

ValueOptions® ACCESS line at 1-888-800-6799

ValueOptions®  
1199 S. Beltline, Ste 100  
Coppell, TX 75019

Or contact the Department of State Health Services (DSHS) Office of Consumer Rights at 1-800-252-8154



Or you may call 1-512-206-5551 for DSHS NorthSTAR Enrollee and Provider Relations for assistance in filing for a Fair Hearing.

Or write to:

### NorthSTAR Enrollee and Provider Services

Texas Department of State Health Services  
NorthSTAR Program  
PO Box 149347/Mail Code 2012  
Austin, TX 78714-9347

Non-Medicaid-eligible NorthSTAR enrollees who disagree with the results of the ValueOptions® appeal process may request a review of the appeal decision by an Independent Review Organization (IRO).

If you disagree with our decision to deny, delay, reduce, suspend, or stop services, a Medicaid-eligible enrollee may file a request for a Fair Hearing, or a non-Medicaid-eligible enrollee may request an IRO review, by calling the ValueOptions® ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792. The customer service representative or a peer or family advocate will help you complete the request form.

### CAN I BE DISENROLLED FROM NORTHSTAR?

The State must approve any disenrollment that is not requested by the enrollee. However, ValueOptions® may ask the State to disenroll you from the program due to:

- Unruly behavior on the part of an enrollee that is not caused by the enrollee's mental illness or substance abuse disorder
- Loaning of your Medicaid enrollee ID card to another person
- An enrollee moving away from the NorthSTAR service area
- A change in financial status of a non-Medicaid-eligible enrollee so that the enrollee no longer meets the income limits for NorthSTAR

### WHAT IF I MOVE?

If you move within the NorthSTAR area, be sure to give your new address to your provider, and to call ValueOptions® ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792 to report your new address. If you need a new provider because your new address is not near your current provider, a ValueOptions® Clinical Care Manager can help you find a new provider that is right for you and located near to your new address.

If you move outside of the NorthSTAR area, call the ValueOptions® ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792 before you move to report that you are moving out of the area. We will give you information about how to find the behavioral health services you need

in your new area. It is important that you keep getting care, especially if you take medicine to help you manage your illness. It is a good idea to see your current provider and get adequate medications before you move, so that you will not run out of medication before you have time to make an appointment with a provider near your new address.

### WHAT IS FRAUD AND ABUSE?

Health care fraud and abuse is a willful deception or lie, made by an enrollee, family member, provider, or any other person, knowing that this could result in some unauthorized benefit to that person or another interested party.

If you think that a provider, an enrollee, or any other person is involved with fraud and abuse involving the NorthSTAR plan, report it immediately to ValueOptions® by calling our Customer Service Department on our ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792.

### WHAT ARE MY RIGHTS?

ValueOptions® believes that individuals who receive services in the NorthSTAR program are full partners in their mental health or substance abuse care. Certain rights are guaranteed to you while you are receiving services under the NorthSTAR program. You should be aware of these rights.

#### 1. You have the right to respect, dignity, privacy, confidentiality, and non-discrimination. That includes the right:

- a. To be treated fairly and with respect, and
- b. To know that your medical records and what you tell your providers will be kept private and confidential, and not shared without your written permission.

#### 2. You have the right to a reasonable opportunity to choose a mental health or substance abuse provider from the ValueOptions® NorthSTAR network of providers, and to change that provider if you choose to do so. That includes the right to be informed about how to choose and change your provider.

#### 3. You have the right to ask questions and get answers about anything you don't understand. This includes the right:

- a. To have your provider explain your behavioral health care needs to you and talk to you about the different ways your behavioral health care problems can be treated, and
- b. To be told why care or services were denied and not given when you or your provider requested them.

#### 4. You have the right to consent or refuse treatment, and to actively participate in decisions about your care. That includes the right:

- a. To be treated in the least restrictive clinically appropriate setting
- b. To give permission for your family members or guardians to be involved in the planning of your treatment
- c. To work as part of a team with your provider in deciding what behavioral health care is best for you, and
- d. To say yes or no to the care recommended by your provider.

#### 5. You have the right to use each available complaint process through ValueOptions® and through Medicaid and/or the State. This includes the right:

- a. To make a complaint to ValueOptions® or to the State about your behavioral health care, your behavioral health provider, or about ValueOptions®.
- b. To get a timely answer to your complaint, and
- c. For Medicaid-eligible-enrollees to ask for and receive a Fair Hearing, or for Non-Medicaid-enrollees to ask for a review by an Independent Review Organization (IRO).

#### 6. You have the right to timely access to care that does not have any communication or physical access barriers. This means that you have the right to get in and out of a behavioral health provider's office, with no barriers to access if you have a disability that limits your mobility, in accordance with the Americans with Disabilities Act. This includes the right:

- a. To have telephone access to a behavioral health professional 24 hours a day, 7 days a week to obtain any needed emergency or urgent care,
- b. To have someone interpret for you if you need information in another language, both when you call ValueOptions® or your provider, and when you go to see your provider. Interpreters include people who can speak in your native language, assist with a disability, or help you understand information you need to make sure you get the care you need.
- c. To be given an explanation that you can understand about the ValueOptions® NorthSTAR plan rules, including what services you can get and how to get them.

## WHAT ARE MY RESPONSIBILITIES IN MY RECOVERY?

As a partner in your recovery, you have a responsibility to take part in meeting the goals that you and your provider set. The following list can help you, your provider, and everyone else involved in your care make sure that you get the most out of your treatment.

### 1. You have the responsibility to learn and understand the rights you have under the NorthSTAR program. That includes the responsibility:

- To ask questions if you don't understand your rights
- To call ValueOptions® ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792 and inform a Clinical Care Manager when you change your provider
- To keep your scheduled appointments with your provider
- To cancel appointments at least 24 hours in advance, or as soon as you know you cannot keep them, so that your provider can use that time to give someone else care.
- To use a NorthSTAR provider for all but emergency room care in an emergency or life or health threatening situation
- To understand when you should and should not go to the emergency room
- In all but emergency situations, to call ValueOptions® or the provider you wish to use to find out if that provider is a NorthSTAR provider.
- To abide by the NorthSTAR policies and procedures, and, if you do not understand the policies and procedures, to call ValueOptions® or your provider to have them explained to you.

### 2. You have the responsibility to share information about your mental health or substance abuse status with your provider, and to become fully informed about the different types of treatment you can get for your disorder. This includes the responsibility to help your behavioral health provider get your medical records from past providers.

### 3. You have the responsibility to actively participate in decisions relating to who your provider is, what services you want from that provider, and what type of care you get. This includes the responsibility to make personal choices and to take action to

### maintain your behavioral health. It also includes the responsibility to:

- Work as a team with your provider in deciding what care is best for you
- Understand how the things you do can affect your behavioral health
- Do your best to stay healthy, and
- To treat behavioral health providers and staff with respect

## DO YOU OFFER PREVENTION OR EDUCATION PROGRAMS?

The best time to take care of a problem is before it gets so big that you need to see a doctor. In other words, prevention is the best medicine.

Our prevention, education, and outreach programs can help you find support groups and community programs in your area. We attend many community events and hold or sponsor workshops to provide information that can be helpful to you or your family. We also have tipsheets and other information that can help you with everyday problems like:

- Addiction
- Anger and Child Discipline
- Dealing with Anger
- Good Parenting
- Helping Kids Like Themselves
- HIV and AIDS
- Hyperactive Children
- Preventing Relapse
- Understanding Stress

ValueOptions® believes that healthy communities produce healthy families. We work with many community organizations to address issues that impact the mental health of the people who live in the NorthSTAR area. If you would like information on a special subject or about problems you may be facing, please call the ACCESS LINE at 1-888-800-6799 and ask to speak to our Prevention, Education, and Outreach Department. You can also ask your provider for information about your mental health or substance abuse, or about handling the problems that you and your family face in everyday life.

You can find helpful information about your diagnosis, health and wellness tips, and how to cope with things that happen in life on our ValueOptions NorthSTAR Achieve Solutions® site by clicking on the link to Achieve Solutions® at [www.valueoptions.com/northstar](http://www.valueoptions.com/northstar).

## WHAT ABOUT PROGRAMS FOR FAMILY MEMBERS?

Families play an important role in a person's recovery. We encourage family members to become involved in the treatment and recovery of their loved one. Family members can call ValueOptions® ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792 for information on the

NorthSTAR program, how to get services for their family member, or how to resolve a complaint about a provider, services, or ValueOptions®.

If your family member calls, ValueOptions® will keep all information about your case confidential, but we can answer general questions about the NorthSTAR plan and services.

We can help you find special programs for family members including:

- Educational programs for family members to help them learn about mental illness and substance abuse
- Support groups for family members

Your provider can also help you find resources for education and support for your family.

There are listings of groups and community resources on page 11 of this handbook.

## ARE THERE ANY SELF-HELP OR CONSUMER-RUN PROGRAMS?

ValueOptions® believes that everyone who receives mental health or substance abuse services should be able to live the fullest life possible. Sometimes, people with a behavioral health problem want to develop their own programs to help themselves and others who have similar problems. These programs, called Consumer-run Programs, are used with professional mental health or substance abuse programs. Together, professional services and Consumer-run Programs can help people recover a meaningful life.

ValueOptions® sponsors Consumer-run Programs, self-help groups, and drop-in centers. We also offer technical assistance to consumer groups who want to build their own self-help groups. *To get information about these programs, or to locate the ones near you, call ValueOptions® ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792.*

## WHAT ARE ADVANCE DIRECTIVES?

Advance Directives are legal papers you prepare while you are healthy. Advance directives give instructions to those who might treat you in the future if you are unable to make decisions about your care due to your illness. Advance Directives are a way for you to still be a partner in your health care, even if you are not able to make decisions.

Advance Directives say what types of care you do or do not want. There are two types of Advance Directives:

- Medical Advance Directives, which tell your family and providers about your wishes in case you become disabled by a medical problem and are unable to make decisions. An example would be if you were unconscious.

- Psychiatric or Mental Health Advance Directives, which tell doctors and family members what your wishes are if you become disabled by a psychiatric illness.

The State Legislature has developed forms for both types of Advance Directives. These forms are simple to complete, and you are not required to have to have a lawyer, even though Advance Directives are legal forms.

It is a good idea to discuss what might go in an Advance Directive with your doctor or provider; however, your doctor or provider is not allowed to help you complete an Advance Directive.

If you have an Advance Directive, it is a good idea to tell your Provider, and to give a copy to your provider. You or your provider should call ValueOptions® ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792 and speak to a Clinical Care Manager so that the information about your Advance Directive can be put in your record. This way, in an emergency, your wishes for the type of treatment you want, or do not want, can be respected.

It is also a good idea to give a copy of your Advance Directive to a family member or other person who acts as your emergency contact person.

A Living Will is a special type of Medical Advance Directive that tells your family members and doctors what you want them to do about medical procedures that would prolong your life if you are unable to tell them yourself.

*For more information about Advance*

*Directives and Living Wills, call*

*ValueOptions® ACCESS LINE at*

*1-888-800-6799 or*

*TDD 1-888-800-6792 and ask to*

*speak to a member of the Prevention,*

*Education, and Outreach Staff.*

## HOW CAN I FIND OTHER COMMUNITY RESOURCES?

We have listed some excellent community resources below. Our Customer Service Representatives or our Prevention, Education, and Outreach staff can give you additional resources if you call our ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792. The North Texas Behavioral Health Authority (NTBHA) can also help you with resources if you call them at toll free at 1-877-653-6363, or go to their website [www.ntbha.org](http://www.ntbha.org). The Mental Health Association of Greater Dallas and NAMI Dallas, listed below, can also provide lists of support groups and other resources in the area.

AIDS Arms, Inc. ....	214/521-5191
Al-Anon Information Service .....	214/363-0461
Alcoholics Anonymous, Dallas .....	214/363-0461 or <a href="mailto:info@dallasal-anon.org">info@dallasal-anon.org</a>
The ARC of Dallas .....	214/634-9810
Battered Womens Hotline .....	214/941-1991
BRAIN (North TX Brain Injury Resource & Information Network, Inc.) (metro) .....	817/477-3300
Community Helpline (for information on a wide array of needs) .....	214/ 379-HELP or 214/379-4357
Depressive and Bipolar Support Alliance (metro) .....	817/654-7100
Deaf Action Alliance(TDD) .....	214/521-0407
Mental Health Association of Greater Dallas .....	214/871-2420
NAMI Dallas .....	214/341-7133
NAMI Collin County .....	(214) 908-NAMI (6264) or <a href="mailto:info@namicco.org">info@namicco.org</a>
NAMI Southern Sector Dallas .....	972/401-3834
Obsessive-Compulsive Disorder Support Group .....	972/278-0318
Recovery, Inc .....	214/904-0296
Salvation Army .....	214/688-4494
Texas Narcotics Anonymous .....	888/NAWORKS
United Way of Greater Dallas Help Line .....	214/379-4357
United Way of Greater Dallas Hispanic Help Line .....	214/379-4357

## WHAT ARE MY PRIVACY RIGHTS?

### VALUEOPTIONS® NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY

If you have any questions, please contact ValueOptions® at 1-888-800-6799 or TDD 1-888-800-6792.

#### I. How we Safeguard Your Protected Health Information.

Your individual information about your past, present, or future health, the health care you receive, or the payment for the health care is

called "Protected Health Information" ("PHI"). We are required to protect PHI that we have received or created, and to give you this Notice about our privacy practices. We may receive PHI from sources other than you through a paper or electronic inquiry to your group health plan or its business associates, your other health insurance companies, your providers, or other available databases. This Notice explains how, when and why we may use or share your PHI. In most cases, we must use or share only the minimum necessary PHI to accomplish a task. The law has special protections for some kinds of information, including substance abuse information.

We are required to follow the privacy practices described in this Notice, but we may change our privacy practices and this Notice at any time. If we make changes, we will put a new Notice on our Website at [www.ValueOptions.com](http://www.ValueOptions.com). You may request a copy of the new Notice by calling the customer service number in your member materials or handbook.

#### II. How We May Use Your Protected Health Information and Share It With Others

We use PHI and share it with others for a variety of reasons. Examples of the types of persons who have access to your PHI are our customer service representatives, our care managers, our medical professionals, our claims administration staff, your group health plan, if it complies with the law, and public authorities that are permitted access under the law. Sometimes we must have your written agreement to share PHI. Sometimes we are allowed by law to use or share your PHI without your written agreement. Here are examples of how we use and share PHI.

**For treatment:** We may disclose your PHI to caregivers who are involved in providing your health care or Employee Assistance Program (EAP) services. For example, your PHI may be shared with the health professional that is treating you.

**For payment:** We may use and share your PHI to pay claims from the health professionals who have provided services to you. We may also use and share your PHI to obtain payment for our services. For example, we may release portions of your PHI to a state Medicaid agency or to another insurance company that provides your coverage. We may also use your PHI, along with the PHI of many others, to set our premiums.

**For health care operations:** We may use and share your PHI to operate our health plans, EAP programs, and other programs. For example, we may use your PHI in deciding whether you are eligible for specific services, or share your PHI with other professionals involved in your care. We may combine and analyze data from different sources so that your health plans and treating professionals can receive information about the products and services you are receiving in order to better coordinate your care. Unless you provide us with different directions, we may send appointment reminders and other similar information to your home. We may also send you information about treatment alternatives and health-related benefits. We may also use your PHI in studying the quality of the health care services provided, or share your PHI with our accountants or attorneys for audits or litigation. If we are providing health benefits to you under an employer-sponsored group health plan, we may disclose your PHI to the sponsor of the plan.

Individuals involved in your care or payment for your care: We may release PHI about you to a friend or family member who is involved in your medical care. We may also give information to someone who helps pay for your care.

**When required by law:** We will share PHI about you when required by federal, state or local law. We may share PHI when a law requires us to report information about suspected abuse, neglect or domestic violence, or relating to suspected criminal activity. We must also share

PHI with authorities that monitor our compliance with privacy requirements.

For public health activities: We may share PHI when we are required to collect information about disease or injury, or to report information to a public health authority.

For health oversight activities: We may share PHI with an agency responsible for monitoring the health care system for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections and licensing.

Relating to decedents: We may share PHI relating to an individual's death with coroners, medical examiners or funeral directors, and to organ procurement organizations relating to organ, eye, or tissue donations or transplants.

For research purposes: In certain circumstances, and under supervision of a privacy board, we may share PHI in order to assist medical or psychiatric research.

To prevent threats to health or safety: In order to avoid a serious threat to health or safety, we may share PHI with law enforcement or other persons who might prevent or reduce the threat of harm.

For specific government functions: We may share PHI of military personnel and veterans in certain situations, with correctional facilities in certain situations, with other government programs for eligibility and enrollment, and for national security reasons.

Lawsuits and disputes: If you are involved in a lawsuit or dispute, we may disclose PHI about you in response to a court or administrative order. We may also disclose PHI about you in response to a subpoena, discovery request or other lawful request by someone else involved in the dispute, but only if efforts have been made to tell you about the request (which may include written notice to you) or to obtain an order protecting the information requested.

Law enforcement: We may release PHI if asked to do so by a law enforcement official:

- In response to a court order, subpoena, warrant, summons or similar process;
- To identify or locate a suspect, fugitive, material witness, or missing person;
- About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
- About a death we believe may be the result of criminal conduct;
- About criminal conduct at a hospital; and
- In emergency circumstances to report a

crime, the location of the crime or victims; or the identity, description or location of the person who committed the crime.

By law we must have your written permission (an "authorization") to use or give out your PHI for any purpose that is not set out in this Notice. You may take back ("revoke") your written permission at any time, except if we or our subcontractors have already acted based on your permission.

#### IV. Your Rights Regarding Your Protected Health Information.

You have the following rights relating to your PHI. You may exercise these rights by contacting ValueOptions® at 1-888-800-6799.

To request restrictions on uses or sharing with others: You have the right to ask us to limit how we use or share your PHI. We will consider your request, but we don't have to agree to it. If we do agree to restrictions, we will put the agreement in writing and follow it, except in emergency situations. We cannot agree to limit the uses or sharing of information that are required by law.

To choose how we contact you: You have the right to ask that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail. To make a request regarding how we communicate with you, you must make your request in writing as indicated in your member materials. We will agree to your request as long as it is reasonable for us to do so.

To inspect and copy your PHI: You have a right to see and copy your protected health information if you put your request in writing as directed in your member materials. We will respond to your request within the time required by law. If we deny your request, we will give you written reasons for the denial and explain your appeal rights. In certain situations, we may deny access to some parts of your PHI and you cannot appeal that decision. We will not provide access to psychotherapy notes, information we collect for legal actions, or any lab test information protected by law, and you can't appeal those decisions. If you want copies of your PHI, a charge for copying may be required, depending on your circumstances. You have a right to choose to get a summary instead of a copy of the whole record.

To request changes or corrections of your PHI: If you believe that there is a mistake or missing information in your PHI, you may request that we correct or add to the record. You must submit your request in writing as indicated in your member materials, along with a reason that supports your request. We will respond within the time required by law. We may deny the request if we determine that the PHI: (i) is correct and complete; (ii) was not created by us and/or is not part of our records, or (iii) is a type of information that we cannot disclose. If

we deny your request for changes, we will tell you in writing the reasons for denial and explain your rights to have your request and our denial, together with any statement of disagreement made part of your PHI. If we approve the request for changes, we will change the PHI, and tell you and others that need to know, about the change.

To find out what disclosures have been made: You have the right to get a list of the disclosures we made of your PHI, including the date, the person receiving the PHI and the purpose of the disclosure. This list will not include disclosures for treatment, payment or health care operations, any release of information we made to you or to those you authorized, your family, or any release to national security or intelligence authorities. The list will not include any disclosures made before April 14, 2003 and may not include disclosures that law enforcement or health authorities asked us not to list. To request this list, you must send your request in writing as indicated in your member materials. We will respond to your written request for a list within a period required by law. You can request a list of disclosures going back up to six years but no earlier than April 14, 2003. There will be no charge for one list each year. There may be a charge for more than one list per year.

To receive this notice: You have a right to receive a paper copy of this Notice and/or an electronic copy by email upon request.

#### V. How to Complain about our Privacy Practices:

If you think we may have violated your privacy rights, or you disagree with a decision we made about access to or changes to your PHI, you should follow the appeal instructions we will give you. You may file a complaint at the number listed in your member materials. You also may file a complaint with the Office for Civil Rights, U.S. Department of Health and Human Services, 1301 Young Street, Suite 1169, Dallas, TX 75202. Voice Phone (214) 767-4056. FAX (214) 767-0432. TDD (214) 767-8940. We will not discriminate against you in any way because you file a complaint.

# WHAT IF I DON'T UNDERSTAND THE INFORMATION IN THIS BOOK?

On the next pages we tell you what some of the words and phrases we use in this book mean. If you need help understanding this handbook, or if you have any questions about what is in this book, please:

- Call our ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792 for help, or to speak to someone in your own language, or
- Call or visit your provider for help

## WHAT DOES THAT WORD MEAN?

**ACCESS LINE:** The toll-free number you can call to get mental health and/or substance abuse care, help, or information about this plan. The number is 1-888-800-6799 or TDD 1-888-800-6792.

**Appeal:** If you file a complaint and it is decided in a way that you are not happy with, you may appeal the decision by making a written request that a professional at the ValueOptions® Service Center review the original decision. This professional will then decide whether to change the original decision. You can also ask an independent reviewer to go over the decision.

**Assessment:** The clinical process of looking at a person's mental health or substance abuse and medical history, his or her functioning, relationships, and development to determine his or her need for treatment.

**Behavioral Health Services:** Services that help people think, feel, and act in healthy ways, sometimes called mental health, substance abuse or chemical dependency treatment services. These services can also help people stop drinking and using drugs.

**Complaint:** A verbal or written statement expressing your unhappiness with a decision or service from ValueOptions® or your provider.

**Confidentiality:** A law that protects a person's personal and behavioral health treatment information from becoming public. People who take care of the client don't tell other people what they know about the client unless the client says that it is okay.

**Copay:** A small fee that some enrollees pay for services they receive. Copays are based on eligibility and consumer and family income.

**Crisis Stabilization:** A short-term, intensive type of treatment offered to enrollees in the event of a crisis. It involves individual assessment, follow-up, and referral to longer-term treatment if necessary.

**Early Intervention:** Specialized services for children ages 3-5 including child/family assessment, play therapy, parent counseling, and parent educational training.

**Eligible Client:** A person who can get behavioral health services if they meet specific financial and behavioral health criteria established by TD-SHS.

**Emergency Behavioral Health Condition:** Any condition that, in the opinion of a prudent lay person possessing an average knowledge of medicine and health, requires immediate medical attention without which an individual would present a danger to themselves or others, or that renders individuals incapable of controlling, knowing, or understanding the consequences of their actions.

**Enrollee:** A person who is enrolled in NorthSTAR.

**Family:** To determine financial eligibility for NorthSTAR by determining family income, family is defined as a spouse (whether or not that spouse is living in the home) and children under age 18. The income of parents is not counted for persons over 18, even if that person lives with parents.

**Formulary:** A list of medications pre-approved by the Texas Department of State Health Services that can be prescribed for eligible people receiving Medicaid and non-Medicaid health care services.

**HIPPA:** The Health Insurance Portability and Accountability Act (HIPAA) is a federal law. This federal law and state legislation gives you important rights. The most important right in the law is the privacy of your health information.

**Managed Care:** A system of providing care that helps you to find the right care from the right provider (a counselor, doctor or hospital) as soon as possible.

**Medicaid:** A program that pays for health care for people who might not otherwise be able to receive health care. People with disabilities, people who are blind, and needy families with children may receive Medicaid so that their physical health and mental health needs can be met.

**Medication Management:** A visit with a psychiatrist to decide if medication is an appropriate treatment, and on going visits to make sure the medication is helping the behavioral health condition.

**New Generation Medication:** New generation anti-psychotic medications, also called atypicals, such as Risperidone, that may be more effective and have fewer side effects for some patients.

**North Texas Behavioral Health Authority (NTBHA):** The local behavioral health authority for the NorthSTAR service area. NTBHA will be responsible for planning, policy development, coordination, and oversight of NorthSTAR mental health and substance abuse services. You can call them at 1-877-653-6363.

**NorthSTAR Program:** Behavioral Health State of Texas Access Reform Program covering publicly funded mental health, substance abuse, and chemical dependency treatment services for Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall Counties. The Texas Department of State Health Services manage NorthSTAR.

**Out of Area Care:** The behavioral health services you receive when you are out of the NorthSTAR service area.

**Peer or Family Advocate:** A person who can help families receive services, resolve complaints, or do other things to ensure you and your family are receiving the best possible care.

**Primary Care Physician (PCP):** A physician or provider who has agreed with TDH or a STAR HMO to provide a medical home to Medicaid Enrollees and who is responsible for providing initial and primary care to patients, maintaining the continuity of patient care, and initiating referral for care.

**Prevention, Education & Outreach (PE&O):** A recovery-focused program that teaches you to make healthy choices and deal with problems before they get out of control.

**Provider:** A counselor, doctor, mental health treatment professional, or treatment center that has agreed to provide behavioral health services through ValueOptions®.

**Recovery:** The absence or reductions of symptoms of illness, usually through treatment, so that a person with a mental illness and/or substance abuse problem can resume living a meaningful life in the community.

**Rehabilitative Services:** Services to help consumers develop the skills they need for recovery in order to function as independently as possible and to keep up a support network. Services include improvement of communication and relationship skills, medication and symptom management, skills training related to household tasks, using transportation, managing money, using community services, and making choices for the use of leisure time.

**Residential Treatment Center (RTC):** A facility such as a hospital or health care organization that provides psychiatric, drug abuse, or alcoholism services in a less structured environment than that of an acute inpatient program.

**Respite:** Services provided to family members of a person receiving services to help allow the consumer to function as independently as possible. Services may include short-term residential services outside of the home, providing a place for the consumer to go during the day, or having respite staff come to the home.

**SPN:** Specialty Provider Network; a network of providers within ValueOptions® NorthSTAR network. Each of these providers has a lot of experience working with severely mentally ill individuals. SPN providers run clinics in the NorthSTAR area.

**Texas Health Steps (THSTEPS):** The name adopted by the State of Texas for the federal Early, Periodic Screening, Diagnosis and Treatment (EPSDT) program. It includes the state's Comprehensive Care Program extension to EPSDT.

**TDSHS:** Texas Department of State Health Services

**Therapeutic Foster Care:** Specialized living arrangements for children or adolescents with serious emotional disturbances who are unable to receive needed services while living with their parents or primary caregivers.

**We understand mental health and substance abuse problems, and we are here to help you with any problems you may have. We want to partner with you, your family member(s) or others who provide you support, and your provider to help you manage your illness so that you can achieve a meaningful life in your community. Expect Recovery!**

**How to Read Our Provider Listings****Como Leer Nuestra Lista de Proveedores****Example/Ejemplo**

Alphabetical listing of counties-----	<b>Collin</b> -----	Lista alfabetica de Condados
Provider's name and degree -----	Smith,JohnA.,PhD-----	Nombre y titulo escolar del proveedor
Street address-----	123 Street Ste.#A -----	Domicilio
City, state, zip code -----	Town, State 000000 -----	Ciudad, Estado, Zona Postal
Office phone number -----	---(123) 456-7890 -----	Numero de Telefono de la Oficina
Age group provider treats -----	CHILD ADULT-----	Grupos de edades que el proveedor ayuda
Foreign language(s) spoken-----	<i>Spanish</i> -----	Idioma(s) extranjeros hablados
Discipline (for practitioners) -----	-----	Disciplina (para profesionales)
Psychiatrist -----	MD -----	Psiquiatra
Licensed Master Social Worker Advanced Clinical Practitioner -----	LCSW-----	Trabajador(ra Social con Maestria y Licenciatura - ProfesionalAvanzadaClínica
Psychologist -----	PhD-----	Psicolgo(ga)
Licensed Professional Counselors -----	LPC -----	Consejeros(ras) Profesionales con Licenciatura
Mental Health Individual Provider -----	-----	Proveedor de Servicios Individuales de Dependencia Química
Hospitals and other facilities -----	-----	Hospitales
Outpatient Clinic -----	-----	Clínicas para Pacientes Externos
Psychiatric Facility -----	-----	Facilidad Psiquiátrica
Chemical Dependency Facility -----	-----	Facilidad de Dependencia Química
General Hospital -----	-----	Hospital General
Outpatient Services -----	-----	Servicios para Pacientes Externos
Community Mental Health Center -----	-----	Centro Comunitario de Salud Mental



**NorthSTAR Pharmacies****Kroger Pharmacy**

3770 Belt Line Road  
Addison, TX 75001  
(972) 620-0349

**Sams Pharmacy**

4150 Beltline Road  
Addison, TX 75001  
(972) 759-6492

**Metrocare Pharmacy at Midway**

16160 Midway Road, Ste. 200  
Addison, TX 75001  
(972) 331-6370

**Kroger Pharmacy**

1212 E Bethany Dr.,  
Allen, TX 75002  
(972) 727-9395

**Kroger Pharmacy**

1320 W McDermott Drive  
Allen, TX 75013  
(214) 495-0204

**Kroger Pharmacy**

1210 North Greenville  
Allen, TX 75002  
(214) 383-7102

**Wal-Mart Pharmacy**

1520 Exchange Parkway  
Allen, TX 75002  
(214) 547-8671

**Wal-Mart Pharmacy**

730 W Exchange Pkwy  
Allen, TX 75013  
(214) 383-4642

**Kroger Pharmacy**

11925 Elam Rd.  
Balch Springs, TX 75180  
(972) 557-2567

**Wal-Mart Pharmacy**

12300 Lake June Rd  
Balch Springs, TX 75180  
(972) 286-0180

**Kroger Pharmacy**

536 Centennial Blvd.  
Buckingham, TX 75081  
(972) 437-2478

**Wal-Mart Pharmacy 10-2625**

1025 W Trinity Mills Rd  
Carrollton, TX 75006-1375  
(800) 273-3455

**Wal-Mart Pharmacy**

1213 E Trinity Mills Road  
Carrollton, TX 75006  
(972) 245-2323

**Kroger Pharmacy**

235 East FM 1382  
Cedar Hill, TX 75104  
(972) 291-0224

**Wal-Mart Pharmacy**

621 Uptown Blvd.  
Cedar Hill, TX 75104  
(469) 272-7380

**Wal-Mart Pharmacy 10-0240**

2701 Hwy 50  
Commerce, TX 75428  
(903) 886-7732

**Kroger Pharmacy**

950 E Sandy Lake Rd  
Coppell, TX 75019  
(972) 304-0823

**Wal-Mart Pharmacy**

3801 West Hwy 31  
Corsicana, TX 75110  
(903) 874-8239

**P & S Pharmacy**

829 N Main St.  
Corsicana, TX 75110  
(903) 874-5691

**Kroger Pharmacy**

9140 Forest Lane  
Dallas, TX 75243  
(214) 221-0978

**Kroger Pharmacy**

752 Wynnewood Village  
Dallas, TX 75224  
(214) 942-3191

**Kroger Pharmacy**

17194 Preston Rd  
Dallas, TX 75248  
(972) 931-9371

**Kroger Pharmacy**

10677 E Northwest Hwy  
Dallas, TX 75238  
(214) 553-0997

**Kroger Pharmacy**

5665 E Mockingbird Lane  
Dallas, TX 75206  
(214) 826-2967

**Kroger Pharmacy**

4142 Cedar Springs  
Dallas, TX 75219  
(214) 599-9861

**Kroger Pharmacy**

4901 Maple Ave  
Dallas, TX 75235-8210  
(972) 725-1270

**Kroger Pharmacy**

4241 Capital Ave  
Dallas, TX 75204  
(972) 338-3101

**Kroger Pharmacy**

3939 Frankford Rd  
Dallas, TX 75287  
(972) 662-1011

**Wal-Mart Pharmacy**

7401 Samuell Blvd  
Dallas, TX 75228  
(214) 319-0857

**Wal-Mart Pharmacy**

2305 North Central Expressway  
Dallas, TX 75204  
(214) 953-0165

**Wal-Mart Pharmacy**

2275 Gus Thomasson Road  
Dallas, TX 75228  
(214) 660-9729

**Wal-Mart Pharmacy**

12789 Midway Road  
Dallas, TX 75244  
(972) 488-8982

**Wal-Mart Pharmacy**

1521 North Cockrell Hill Road  
Dallas, TX 75211  
(214) 337-8092

**Wal-Mart Pharmacy**

15220 Montfort Drive  
Dallas, TX 75248  
(972) 233-8764

**Wal-Mart Pharmacy**

3155 W Wheatland Road  
Dallas, TX 75237  
(972) 709-1500

**Wal-Mart Pharmacy**

9301 Forest Ln.  
Dallas, TX 75243  
(972) 437-6858

**Wal-Mart Pharmacy 10-5823**

6185 Retail Rd  
Dallas, TX 75231  
(214) 234-7540

**Wal-Mart Pharmacy**

13739 N Central Expy  
Dallas, TX 75243-1003  
(972) 656-2821

**Wal-Mart Pharmacy**

2218 Greenville Ave.  
Dallas, TX 75206-7122  
(972) 581-0430

**Wal-Mart Pharmacy 10-5889**

9410 Webb Chapel Rd  
Dallas, TX 75220  
(972) 629-0029

**Wal-Mart Pharmacy**

2827 S Buckner Blvd  
Dallas, TX 75227  
(214) 388-5703

**Wal-Mart Pharmacy 10-3014**

200 Short St.  
Dallas, TX 75232  
(972) 232-6407

**Walmart Pharmacy 10-5810**

7075 W Wheatland Rd  
Dallas, TX 75249-1067  
(469) 608-6223

**Sams Pharmacy 10-6372**

6185 Retail Rd  
Dallas, TX 75231-7807  
(214) 382-2525

**Sams Pharmacy**

12000 McCree Road  
Dallas, TX 75238  
(214) 461-8777

**Sams Pharmacy**

2900 West Wheatland Road  
Dallas, TX 75237  
(972) 283-1059

**Sams Pharmacy**

9461 Webb Chapel Rd  
Dallas, TX 75220  
(972) 869-0172

**Sams Pharmacy**

5555 S Buckner Blvd  
Dallas, TX 75228  
(214) 321-9574

**Wal-Mart Pharmacy**

18121 Marsh Lane  
Dallas, TX 75287  
(972) 862-6360

**Ravens Pharmacy**

500 W Jefferson Blvd  
Dallas, TX 75208  
(214) 946-1700

**Westmoreland Adult OC DCMHMR**

1350 N Westmoreland Rd  
Dallas, TX 75211-1654  
(214) 330-0036

**Dallas Mental Health Clinic**

1380 Riverbend Dr., Ste. 340  
Dallas, TX 75247  
(214) 743-1229

**Lancaster Adult OP DCMHMR**

3330 S Lancaster Ave  
Dallas, TX 75216-4531  
(214) 371-6639

**Dallas Mental Health Clinic**

4645 Samuell Blvd., Ste. 107  
Dallas, TX 75228  
(214) 275-7393

**Kroger Pharmacy**

1001 N Beckley, Ste. 500  
Desoto, TX 75115  
(972) 224-3225

**Wal-Mart Pharmacy**

951 West Belt Line Road  
Desoto, TX 75115  
(972) 223-1930

**Walmart Pharmacy 10-7232**

108 W Parkerville Rd  
Desoto, TX 75115-8074  
(469) 643-5017

**Kroger Pharmacy**

200 W Camp Wisdom Rd  
Duncanville, TX 75116  
(972) 298-6255

**Ennis Pharmacy**

800 E. Ennis Ave, Suite A  
Ennis, TX 75119  
(972) 346-1235

**Wal-Mart Pharmacy 10-0286**

700 East Ennis Ave  
Ennis, TX 75119  
(972) 875-9636

**Wal-Mart Pharmacy**

13307 Midway Road  
Farmers Branch, TX 75244  
(972) 239-4297

**Wal-Mart Pharmacy**

13100 Josey Ln  
Farmers Branch, TX 75234-6351  
(972) 656-2287

**Kroger Pharmacy #579**

500 Marketplace Blvd  
Forney, TX 75126-6740  
(972) 564-8490

**Wal-Mart Pharmacy**

802 East Highway 80  
Forney, TX 75126  
(972) 564-9160

**Kroger Pharmacy**

4851 Legacy Drive  
Frisco, TX 75034  
(972) 377-0251

**Kroger Pharmacy**

12221 Custer Rd  
Frisco, TX 75034  
(214) 491-5001

**Kroger Pharmacy**

7500 Preston Stonebrook  
Frisco, TX 75034  
(972) 377-0840

**Wal-Mart Pharmacy**

8555 Preston Rd  
Frisco, TX 75034  
(469) 237-3785

**Wal-Mart Pharmacy**

4268 Legacy Dr  
Frisco, TX 75034-0812  
(214) 705-6390

**Kroger Pharmacy**

6859 N Shiloh Road  
Garland, TX 75044  
(972) 496-4503

**Kroger Pharmacy**

532 West I 30  
Garland, TX 75043  
(972) 226-1132

**Kroger Pharmacy**

1406 West Walnut  
Garland, TX 75042  
(972) 494-9264

**Wal-Mart Pharmacy**

3959 Broadway Blvd  
Garland, TX 75043  
(972) 926-6155

**Wal-Mart Pharmacy**

555 West I 30  
Garland, TX 75043  
(972) 303-5414

**Wal-Mart Pharmacy**

5302 N Garland Ave.  
Garland TX 75044  
(972) 495-2515

**Wal-Mart Pharmacy**

1801 Marketplace Dr  
Garland, TX 75041-5605  
(972) 278-9952

**Wal-Mart Pharmacy 10-4046**

1855 S Garland Ave  
Garland, TX 75043  
(972) 271-0975

**Wal-Mart Pharmacy 10-2433**

101 W Buckingham Rd  
Garland, TX 75040  
(469) 304-3427

**Sams Pharmacy**

5150 North Garland Avenue  
Garland, TX 75040  
(972) 530-8496

**Kroger Pharmacy**

313 E. Pioneer Pkwy  
Grand Prairie, TX 75051  
(972) 264-3011

**Kroger Pharmacy**

514 S Carrier Parkway  
Grand Prairie, TX 75051-1501  
(972) 264-0301

**Sams Pharmacy**

2325 West Interstate 20  
Grand Prairie, TX 75052  
(972) 660-1527

**Wal-Mart Pharmacy**

2225 W Interstate 20  
Grand Prairie, TX 75052  
(972) 660-8500

**Metrocare Pharmacy**

832 S Carrier Pkwy  
Grand Prairie, TX 75051-0942  
(214) 330-2424

**Kroger Pharmacy**

2525 1 20  
Grand Prairie, TX 75052  
(972) 988-1366

**Wal-Mart Pharmacy**

7401 Interstate Highway 30  
Greenville, TX 75402-7121  
(903) 454-6646

**Total Care Pharmacy # 2**

5127 Wesley St  
Greenville, TX 75401  
(903) 259-6338

**Kroger Pharmacy**

7505 N Macarthur Blvd  
Irving, TX 75063  
(972) 373-8158

**Kroger Pharmacy**

3612 N Beltline Rd  
Irving, TX 75062  
(972) 252-6450

**Kroger Pharmacy**

2201 W Grauwlyer Road  
Irving, TX 75061  
(972) 790-5747

**Kroger Pharmacy**

515 S Macarthur  
Irving, TX 75060  
(972) 254-9105

**Wal-Mart Pharmacy**

1635 Market Place Blvd  
Irving, TX 75063  
(214) 574-4522

**Wal-Mart Pharmacy**

4100 West Airport Freeway  
Irving, TX 75061  
(972) 313-0701

**Sams Pharmacy**

1213 Market Place Blvd  
Irving, TX 75063  
(972) 401-0230

**Walmart Pharmacy 10-2345**

721 Dale Evans Drive  
Italy, TX 76651  
(972) 483-1258

**Walmart Pharmacy 10-4164**

300 Kings Fort Parkway  
Kaufman, TX 75142  
(469) 595-7076

**Wal-Mart Pharmacy**

150 North Beckley  
Lancaster, TX 75146  
(972) 223-4196

**Wal-Mart Pharmacy**

2662 West Lucas Rd  
Lucas, TX 75002  
(469) 675-8110

**Kroger Pharmacy**

1707 W University  
McKinney, TX 75069  
(972) 548-9633

**Kroger Pharmacy**

2901 South Lake Forest Drive  
McKinney, TX 75070  
(972) 540-1172

**Wal-Mart Pharmacy**

5001 McKinney Ranch Parkway  
McKinney, TX 75070  
(972) 529-2187

**Wal-Mart Pharmacy**

1721 North Custer  
McKinney, TX 75070  
(972) 548-8348

**Wal-Mart Pharmacy 10-0206**

2041 Redbud Blvd  
McKinney, TX 75069  
(972) 542-2619

**Sams Pharmacy**

1670 West University Drive  
McKinney, TX 75069  
(972) 562-4401

**Apollo Pharmacy**

4987 W University Dr., STE 120  
McKinney, TX 75071-5072  
(972) 542-6337

**Kroger Pharmacy**

1919 Faithon P Lucas Blvd  
Mesquite, TX 75181  
(469) 726-0013

**Kroger Pharmacy**

525 N Galloway  
Mesquite, TX 75149  
(972) 288-6403

**Kroger Pharmacy**

3600 Gus Thomasson Road  
Mesquite, TX 75150  
(972) 270-2401

**Wal-Mart Pharmacy**

915 North Town East Blvd  
Mesquite, TX 75150  
(972) 613-7950

**Wal-Mart Pharmacy**

200 US Hwy 80 East  
Mesquite, TX 75149  
(972) 289-5319

**Wal-Mart Pharmacy**

400 North Highway 67  
Midlothian, TX 76065  
(972) 775-4708

**Wal-Mart Pharmacy**

115 W FM 544  
Murphy, TX 75094-4001  
(972) 516-0264

**Walmart Pharmacy 10-3834**

428 N. Stacks Street  
Palmer, TX 75152  
(479) 273-4000

**Kroger Pharmacy**

3305 N Dallas Parkway  
Plano, TX 75093  
(972) 608-4694

**Kroger Pharmacy**

2925 Custer Road  
Plano, TX 75075  
(972) 612-1864

**Kroger Pharmacy**

4017 14th St.  
Plano, TX 75074  
(972) 424-7529

**Kroger Pharmacy**

9700 Coit Road  
Plano, TX 75025-5832  
(214) 705-9097

**Kroger Pharmacy**

7100 Independence Pkwy  
Plano, TX 75025  
(972) 491-2596

**Wal-Mart Pharmacy**

8801 Ohio Drive  
Plano, TX 75024  
(972) 731-9588

**Wal-Mart Pharmacy**

6000 Coit Rd  
Plano, TX 75023  
(972) 985-3081

**Wal-Mart Pharmacy**

425 Coit Road  
Plano, TX 75075  
(972) 599-9066

**Wal-Mart Pharmacy**

8040 Independence Parkway  
Plano, TX 75025  
(972) 396-6408

**Wal-Mart Pharmacy**

6001 Central Expressway  
Plano, TX 75023  
(972) 422-9651

**Wal-Mart Pharmacy**

1700 Dallas Parkway  
Plano, TX 75093  
(972) 931-5176

**Wal-Mart Pharmacy**

3100 Custer Rd  
Plano, TX 75075-2060  
(972) 244-6722

**Wal-Mart Pharmacy**

3513 E Park Blvd  
Plano, TX 75074-3112  
(469) 304-3148

**Wal-Mart Pharmacy 10-4182**

3312 Preston Road  
Plano, TX 75093-7404  
(972) 519-1053

**Sams Pharmacy**

8621 Ohio Drive  
Plano, TX 75024  
(469) 633-0041

**Sams Pharmacy**

301 Coit Road  
Plano, TX 75075  
(972) 519-0296

**Sams Pharmacy**

1200 East Spring Creek Pkwy  
Plano, TX 75074  
(972) 516-8525

**The Pharmacy Place**

4031 W Plano Pkwy, Ste 211  
Plano, TX 75093-5627  
(972) 867-6141

**Lifepath Pharmacy**

3920 Alama Dr.  
Plano, TX 75023  
(469) 467-8629

**Wal-Mart Pharmacy**

8801 Highway 34 South  
Quinlan, TX 75474  
(903) 356-1013

**Wal-Mart Pharmacy**

100 Ryan Dr.  
Red Oak, TX 75154  
(972) 515-2066

**Kroger Pharmacy**

160 N Coit  
Richardson, TX 75080  
(972) 497-9339

**Wal-Mart Pharmacy**

1501 East Buckingham Road  
Richardson, TX 75081  
(972) 235-9391

**Wal-Mart Pharmacy**

430 North Coit Road  
Richardson, TX 75080  
(972) 235-0619

**Kroger Pharmacy**

2935 Ridge Road  
Rockwall, TX 75032-5804  
(972) 771-3208

**Wal-Mart Pharmacy**

850 West Rusk Street  
Rockwall, TX 75087  
(972) 772-6853

**Wal-Mart Pharmacy 10-0259**

782 Interstate 30  
Rockwall, TX 75087  
(972) 771-8612

**Wal-Mart Pharmacy**

2501 Lakeview Pkwy  
Rowlett, TX 75089  
(214) 607-9138

**Walmart PHARMACY 10-7240**

8800 Lakeview Parkway  
Rowlett, TX 75088  
(479) 273-4000

**Kroger Pharmacy**

5190 Hwy 78  
Sachse, TX 75048  
(972) 675-1066

**Walmart Pharmacy 10-5673**

8015 Woodbridge Parkway  
Sachse, TX 75048  
(469) 440-0297

**Walmart Pharmacy 10-6851**

6750 Murphy Rd  
Sachse, TX 75048  
(469) 366-3957

**Wal-Mart Pharmacy**

220 North Highway 175  
Seagoville, TX 75159  
(972) 287- 2914

**Wal-Mart Pharmacy 10-0265**

1900 West Moore Ave  
Terrell, TX 75160  
(972) 563-5767

**Bass Rutledge Drug**

201 W Moore Ave., Ste 1  
Terrell, TX 75160  
(972) 563-3311

**Wal-Mart Pharmacy 10-0260**

1200 N Hwy 77  
Waxahachie, TX 75165  
(972) 938-8222

**Kroger Pharmacy**

2608 W FM 544  
Wylie, TX 75098-4938  
(972) 244-7681

**Wal-Mart Pharmacy**

2050 North Highway 78  
Wylie, TX 75098  
(972) 429-5106

**Walmart Pharmacy 10-6078**

1400 McCreary Rd  
Wylie, TX 75098-8776  
(972) 202-4368

**Medication Station**

700 Ed Hall Drive  
Kaufman, TX 75142-1859  
(972) 932-6855

**Quality Care Pharmacy**

601 S Clay Street, Suite 108  
Ennis, TX 75119-5746  
(972) 875-5200

**Plano Care Pharmacy**

2001 Coit Road, Suite 310  
Plano, TX 75075  
(469) 443-4488

**Forney Pharmacy**

414 Pinson Road  
Forney, TX 75126  
(972) 552-2666

## Specialty Provider Network (SPN)

### COLLIN COUNTY

#### Adapt of Texas

2300 White Ave., Ste: 104  
McKinney, TX 75071  
(866) 544-1887  
Adult  
Enrollment Site

#### Child and Family Guidance

4031 W. Plano Parkway, Ste: 211  
Plano, TX 75093  
(214) 351-3490  
Adult Adol Child  
Enrollment Site  
Spanish

#### LifePath Systems

7304 Alma Drive  
Plano, TX 75023  
(972) 422-5939  
Adult Adol Child  
Enrollment Site

#### LifePath Systems

7308 Alma Drive  
Plano, TX 75023  
(972) 422-5939  
Adult Adol Child  
Enrollment Site

#### LifePath Systems

1515 Heritage Drive, Suite 110  
McKinney, TX 75069  
(972) 562-9647  
Adult Adol Child  
Enrollment Site

### DALLAS COUNTY

#### ABC Behavioral Health

2626 Grove Hill Road  
Dallas, TX 75227  
(214) 275-8500  
Adult/Enrollment Site  
Spanish

#### Adapt of Texas

2600 N. Stemmons Frwy., Suite 151  
Dallas, TX 75207  
1-(888)-905-0595  
Adult//Enrollment Site  
Spanish

#### Centro De Mi Salud

628 Centre Street  
Dallas, TX 75208  
(214) 941-0798  
Adult Adol Child  
Spanish/Enrollment Site

#### Child and Family Guidance

8915 Harry Hines Blvd.  
Dallas, TX 75235  
(214) 351-3490  
Adult Adol Child  
Enrollment Site  
Spanish

#### Child and Family Guidance

210 West 10th Street  
Dallas, TX 75208  
(214) 351-3490  
Adult Adol Child  
Enrollment Site  
Spanish

#### Child and Family Guidance

120 W. Main Street, Ste: 220  
Mesquite, TX 75149  
(214) 351-3490  
Adults Adol Child  
Enrollment Site  
Spanish

#### Dallas Metrocare Services

16160 Midway Rd., Suite 200  
Addison, TX 75001  
(214) 689-5196  
Adult Adol Child

#### Dallas Metrocare Services – Lancaster/Keist Clinic

3330 S. Lancaster Road  
Dallas, TX 75216  
(214) 371-6639  
Adult  
Spanish, Chinese, Sign Language  
Enrollment Site

#### Dallas Metrocare Services- Special Needs Offender Program

3330 S. Lancaster Road, Annex Bldg.  
Dallas, TX 75216  
(214) 371-0474  
Adult  
Spanish, Chinese, Sign Language  
Enrollment Site

#### Dallas Metrocare Services- Westmoreland Clinic

1350 N. Westmoreland  
Dallas, TX 75211  
(214) 330-0036  
Adult  
Spanish, Sign Language  
Enrollment Site

#### Dallas Metrocare Services- Altshuler Clinic

4645 Samuell Blvd.  
Dallas, TX 75228  
(214) 275-7393  
Adult Adol Child  
Spanish  
Enrollment Site

#### Dallas Metrocare Services- Pathways Clinic

1340 Riverbend Road  
Dallas, TX 75247  
(214) 743-6188  
Adult Adol Child  
Spanish, Chinese, Sign Language  
Enrollment Site

#### Dallas Metrocare Services- Treatment Foster Care

1353 N. Westmoreland, Bldg A  
Dallas, TX 75211  
(214)333-7015  
Adol Child  
Spanish, Chinese, Sign Language  
Enrollment Site

#### Dallas Metrocare Services- Eastside Family Clinic

4701 Samuell Blvd.  
Dallas, TX 75228  
(972) 861-5611  
Adol Child  
Enrollment Site

#### Dallas Metrocare Services- Westside Family Clinic

1353 N. Westmoreland, Bldg B  
Dallas, TX 75211  
(214) 331-0107  
Adol Child (over 7 yrs.)  
Spanish  
Enrollment Site

#### Dallas Metrocare Services

221 S. Ninth Street  
Garland, TX 75040  
(972) 494-8164  
Adol Child  
Spanish  
Enrollment Site

#### Dallas Metrocare Services- Early Intervention

1353 N. Westmoreland  
Dallas, TX 75211  
(214) 333-7015  
Child (up to 6yrs old only)  
Spanish  
Enrollment Site

#### Dallas Metrocare Services

832 S. Carrier Parkway, Suite 100  
Grand Prairie, TX 75051  
(214) 330-2488  
Adult Adol Child  
Enrollment Site

#### Dallas Metrocare Services at LifeNet

9708 Skillman Street  
Dallas, TX 75243  
(214) 221-5433  
Adult Adol Child  
Enrollment Site

**Dallas Metrocare Services at LifeNet**

The Bridge: Homeless Shelter  
1818 Corsicana Street, Ste: 100  
Dallas, TX 75201  
(214) 670-1143  
Adult

**Pathways Community Support of Texas**

8625 King George Drive, Suite 111  
Dallas, TX 75235  
(214) 631-7002  
Adol Child (over 4 yrs)  
Enrollment Site

**Youth Advocate Programs**

1545 Mockingbird Ln.  
Dallas, TX 75235  
(214) 821-6505  
Adol Child  
Enrollment Site

**ELLIS COUNTY****Adapt of Texas**

1305 W. Jefferson St., Suite 210  
Waxahachie, TX 75165  
(866) 935-9700  
Adult Adol Child  
Enrollment Site

**Adapt of Texas (Wilmer Clinic)**

200 Greene Road  
Wilmer, TX 75172  
(866) 562-2730  
Adults

**HUNT COUNTY****Lakes Regional Community Center**

4200 Stuart Street  
Greenville, TX 75402  
(903) 455-3987  
Adult Adol Child  
Enrollment Site

**Pathways Community Support of Texas**

2718 Wesley Street, Ste: C  
Greenville, TX 75401  
(903) 455-9090  
Adol Child  
Enrollment Site

**KAUFMAN COUNTY****Adapt of Texas**

106 S. Jefferson Street  
Kaufman, TX 75142  
(877) 932-4157  
Adult  
Enrollment Site

**Lakes Regional Community Center**

400 Airport Road  
Terrell, TX 75160  
(972) 524-4159  
Adult Adol Child  
Enrollment Site

**Pathways Community Support of Texas**

106 S. Jefferson Street  
Kaufman, TX 75142  
(800) 297-7936  
Adol Child  
Enrollment Site

**NAVARRO COUNTY****Adapt of Texas**

319 N. 12th Street  
Corsicana, TX 75110  
(877) 872-1003  
Adult Adol Child  
Enrollment Site

**Lakes Regional Community Center**

800 N. Main, Suite D  
Corsicana, TX 75110  
(903) 872-2491  
Adult Adol Child  
Enrollment Site

**ROCKWALL COUNTY****Lakes Regional Community Center**

2435 Ridge Road, Suite 107  
Rockwall, TX 75087  
(972) 722-2685  
Adult Adol Child  
Enrollment Site

**Outpatient Clinics -  
Mental Health****COLLIN COUNTY****Galaxy Counseling Center**

2600 Ave K, Suite 206  
Plano, TX 75074  
(972) 272-4429

**DALLAS COUNTY****Children's First Counseling Center**

202 College Street  
Grand Prairie, TX 75050  
(972) 264-0604  
Adol Child

**Counseling Institute of Texas**

3200 Southern Drive, Suite 100  
Garland, TX 75040  
(972) 271-4300  
Adult Adol Child  
Spanish

**Dallas Sigma Counseling Services**

1902 Country Club Dr., Suite 160  
Carrollton, TX 75006  
(972) 820-6299  
Adult Adol Child  
Korean

**Galaxy Counseling Center**

1025 S. Jupiter Road  
Garland, TX 75042  
(972) 272-4429  
Adult Adol Child  
Spanish

**Southern Area Behavioral Healthcare**

(After-hours Crisis Clinic)  
4333 Gannon Ln., Ste: 101  
Dallas, TX 75237  
(972) 283-9090  
Monday- Fridays: 4pm to 10pm  
Sundays: 2pm to 7pm

**The Warren Center**

320 Custer Road  
Richardson, TX 75080  
(972) 490-9055  
Young Child (0-3)  
ECI Services ONLY

**ELLIS COUNTY****Hope Clinic**

411 E. Jefferson St.  
Waxahachie, TX 75165  
(972) 923-2440  
Adult Adol Child  
(Non-Medicaid members only)

**TARRANT COUNTY****Tarrant County MHMR**

3840 Hulen Street  
Fort worth, TX 76107  
(817) 569-4300  
Young Child  
ECI SERVICES ONLY

**Outpatient Clinics -  
Chemical Dependency****COLLIN COUNTY****Imagine Programs**

1947 K Avenue, Ste: A100  
Plano, TX 75074  
(972) 423-6007  
Adult and Adol  
Enrollment Site

**Life Management Resources**

2301 Ohio Drive, Ste: 150  
Plano, TX 75093  
(972) 985-7565  
Adults  
Enrollment Site

**Life Management Resources**

1575 Redbud Blvd.  
McKinney, TX 75069  
(469) 742-8910  
Adults  
Enrollment Site

**Life Management Resources**

303 S. Jackson Ave., Ste: 100  
Wylie, TX 75098  
(972) 941-8757  
Adults  
Enrollment Site

**LifePath Systems**

1515 Heritage Drive, Suite 110  
McKinney, TX 75069  
(972) 562-9647  
Adult Adol Child  
Enrollment Site

**LifePath Systems**

7304 Alma Drive  
Plano, TX 75023  
(972) 422-5939  
Adult Adol Child  
Enrollment Site

**LifePath Systems**

7308 Alma Dr.  
Plano, TX 75023  
(972) 422-5939  
Adult Adol Child  
Enrollment Site

**MedPro Treatment Center** (Methadone Clinic)

2309 Virginia Parkway, Ste: 200  
McKinney, TX 75071  
(972) 542-4144  
Adults

**West Texas Counseling & Rehabilitation Foundation** (Methadone Clinic)

1108 Dobie Drive, Ste: 102  
Plano, TX 75074  
(972) 516-2900  
Adults  
Enrollment Site

**DALLAS COUNTY****Addicare Group of Texas**

2722 W. Kingsley, Suite 115  
Garland, TX 75042  
(972) 278-4760  
Adult  
Enrollment Site

**Association of Persons Affected by Addiction (APAA)**

3116 Martin Luther King Blvd.  
Dallas, TX 75235  
(214) 634-2722  
Adult  
(Peer Services ONLY)

**Dallas Challenge, Inc.**

201 S. Tyler Street  
Dallas, TX 75208  
(214) 942-5166  
Adol  
Spanish  
Enrollment Site

**Dallas Sigma Counseling Services**

1902 Country Club Dr., Suite 120  
Carrollton, TX 75006  
(972) 820-6299  
Adult  
Enrollment Site

**Homeward Bound**

233 W. 10th Street  
Dallas, TX 75208  
(214) 941-3500  
Adults  
Spanish  
Enrollment Site

**Homeward Bound**

315 Sunset Ave.  
Dallas, TX 75208  
(214) 941-3500  
Adults  
Enrollment Site

**Integrated Psychotherapeutic Services (IPS)**

2121 Main Street, Suite 100  
Dallas, TX 75201  
(214) 331-1200  
Adults  
Spanish  
Enrollment Site

**Legacy Counseling Center**

4054 McKinney Ave., Ste: 102  
Dallas, TX 75204  
(214) 520-6308  
Adults Only

**Dallas Metrocare Services at LifeNet**

9708 Skillman Street  
Dallas, TX 75243  
(214) 221-5433  
Adult  
Enrollment Site

**Nexus Recovery Center**

8733 La Prada Drive  
Dallas, TX 75228  
(214) 321-0156  
Adult Adol Child (women only)  
Spanish  
Enrollment Site

**Phoenix House of Texas**

2345 Regan Street  
Dallas, TX 75219  
(214) 999-1044  
Adol  
Enrollment Site

**Recovery Healthcare Corporation**

9090 N. Stemmons Freeway, Suite A  
Dallas, TX 75247  
(972) 445-6339  
Adult  
Enrollment Site

**Solace Counseling and Associates**

1475 Prudential Drive  
Dallas, TX 75235  
(214) 522-4640  
Adults  
Enrollment Site

**S.T.E.P. Med (Methadone Clinic)**

1705 Martin Luther King Jr. Blvd, Suite C  
Dallas, TX 75215  
(214) 421-9100  
Adults

**The Road to Recovery**

9401 LBJ Freeway, Suite 270  
Dallas, TX 75243  
(214) 503-3764  
Adults  
Enrollment Site

**Turtle Creek Recovery Center**

2707 Routh Street  
Dallas, TX 75201  
(214) 871-2483  
Adults  
Enrollment Site

**West Texas Counseling & Rehabilitation Foundation** (Methadone Clinic)

1116 W. Pioneer Drive, Suite 1112  
Irving, TX 75061  
(972) 253-9370  
Adults  
Enrollment Site

**West Texas Counseling & Rehabilitation Foundation** (Methadone Clinic)

1808 Market Center Blvd.  
Dallas, TX 75207  
(214) 630-7146  
Adults  
Enrollment Site

**ELLIS COUNTY****Homeward Bound**

1311 Ferris Ave.  
Waxahachie, TX 75165  
(214) 941-3500  
Adult Adol  
Enrollment Site

**HUNT COUNTY****Lakes Regional MH/MR**

4200 Stuart Street  
Greenville, TX 75402  
(903) 455-3987  
Adult Adol Child  
Enrollment Site

**KAUFMAN COUNTY****Lakes Regional MH/MR**

400 Airport Road  
Terrell, TX 75160  
(972) 524-4159  
Adult Adol Child  
Enrollment Site

## **NAVARRO COUNTY**

### **Lakes Regional MHMR**

800 N. Main St., Suite 2  
Corsicana, TX 75110  
(903) 872-2491  
Adult  
Enrollment Site

## **ROCKWALL COUNTY**

### **Redbird Education Center**

105 S. 1st Street  
Rockwall, TX 75087  
(214) 287-3501  
Adult



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**Hospital Provider**

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**COLLIN COUNTY****Medical Center of McKinney**

4500 Medical Center Dr.  
McKinney, TX 75069  
(972) 547-8000  
Enrollment Site

**DALLAS COUNTY****Dallas Behavioral Health Hospital**

800 Kirnwood Dr.  
Desoto, TX 75115  
(972) 982-0877  
Child and Adolescents Only

**Green Oaks**

7808 Clodus Fields Dr.  
Dallas, TX 75251  
(972) 991-9504  
Enrollment Site

**Parkland Health and Hospital System**

5201 Harry Hines Blvd.  
Dallas, TX 75235  
(214) 590-8000  
Enrollment Site

**HUNT COUNTY****Glen Oaks Hospital**

301 E. Division St.  
Greenville, TX 75402  
(903) 454-6000  
Enrollment Site (children only)



*\*Roster of UTSW providers and their multiple practice locations.*

200 Treadway Plaza Dallas, TX 75235	2201 Inwood Rd. Dallas, TX 75390	5303 Harry Hines Blvd Dallas, TX 75390	5959 Harry Hines Blvd. Dallas, TX 75390
6011 Harry Hines Blvd Dallas, TX 75390	6263 Harry Hines Blvd Dallas, TX 75390	6300 Harry Hines Blvd Dallas, TX 75390	6363 Forrest Park Rd. Dallas, TX 75390
UT Southwestern- at Zale Lipshy Hospital 5151 Harry Hines Blvd Dallas, TX 75390	UT Southwestern- at St. Paul Hospital 5909 Harry Hines Blvd Dallas, TX 75390		UT Southwestern- at Parkland Hospital 5201 Harry Hines Blvd. Dallas, TX 75235

UT Southwestern- at Children's Medical Center  
1935 Motor St.  
Dallas, TX 75235

**\*Hours of Operation for all listed are Monday thru Friday 8 am to 5 pm  
Main number for UTSW group: 214-645-0600**

Farida Ali, MD •	Urszula Kelley, MD •	Stephanie Setliff, MD •
Rajbir Bakshi, MD •	Andrea Kim, MD •	Mujeeb Shad, MD •
Cynthia Bret, MD •	Frank Kozel, MD •	Geetha Shivakumar, MD •
Mary Ellen Bret, MD •	Benji Kurian, MD •	Prabha Sunderajan, MD •
Edson Brown, MD •	Janet Lawhon, DO •	Suresh Sureddi, MD •
Kevin Brown, MD •	Nhan T. Le, MD •	Rongrong Tao, MD •
Matthew Byerly, MD •	Michael Lutter, MD •	Yee Yee Thein, MD •
John Cain, MD •	Anthony Mazarulli, MD •	Jodie Trello-Rishel, MD •
Marius Commodore, MD •	Jane Miles, MD •	Madhukar Trivedi, MD •
Paul Croakin, DO •	Paul Mohl, MD •	Aaron Van Wright, MD •
Charles De Gravelles, MD •	Alyson Nakamura, MD •	David Waller, MD •
Wayne Denton, MD •	Michelle Nichols, MD •	Frank Webster, MD •
Graham Emslie, MD •	James Norcross, MD •	Myron Weiner, MD •
Corinne Fribley, MD •	Carol North, MD •	Arthur Westover, MD •
Robert Garrett, MD •	Andrew Pieper, MD •	Timothy Wolff, MD •
Ghose Subroto, MD •	John Quinn, MD •	Tyler Wooten, MD •
Yaprak Harrison, MD •	Uma Rao, MD •	Nasir Zaki, MD •
Mustafa Husain, MD •	Ahmad Raza, MD •	
Celia Jenkins, MD •	John Sadler, MD •	
Neysa Johnson, MD •	Kirti Saxena, MD •	
Catherine Karni, MD •	Marzeena Senktas, MD •	

• Accepting Current Patient Only/Aceptando solamente pacientes actuales

• Accepting Current Patients Only, ▲ Accepting Referrals

## In-Home/Community Providers

### Mental Health

**Bernard, Diana LPC ▲**

(214) 705-6153

Adult Adol

Sign Language

Travels to Frisco, Allen, Plano  
and some areas of McKinney

**Huff, Karin LPC**

(214) 724-0702

Adult Adol Child

Travels to Dallas and Navarro Counties

**Livesay, Margaret LCSW ▲**

(817) 239-1114

Adol Child

Travels to Wylie, Lancaster, Mesquite,  
Duncanville, Red Oak, and Waxahachie

**Shaw, Michael LPC**

(214) 724-0702

Adult Adol Child

Travels to Dallas and Navarro Counties

**Shiple, Brenda LCSW ▲**

(972) 890-3551

Adol Child

Travels to Rowlett, Forney,  
and Rockwall areas

**Williams, Shellie LPC ▲**

(214) 558-9018

Adult Adol Child

Travels to: Cedar Hill/Dallas, Midlothian,  
Waxahachie, Desoto, Lancaster

### Chemical Dependency

**Bernard, Diana LPC ▲**

(214) 705-6153

Adult Adol

Sign Language

Travels to Frisco, Allen, Plano  
and some areas of McKinney

## NorthSTAR Individual Providers

### COLLIN COUNTY

#### Chemical Dependency Providers

##### Allen, Chevonda LPC ▲

Small Victories Counseling  
600 N. Hays Rd., Suite 103  
Prosper, TX 75078  
(469) 554-0028  
Adult Adol

##### Henderson, Susan LPC ▲

3101 Coit Rd  
Plano, TX 75074  
(972) 467-0560  
Adult Adol Child

##### Henderson, Susan, LPC ▲

5900 S. Lake Forest Dr., Suite: 300  
McKinney, TX 75070  
(972) 467-0560  
Adult Adol Child

##### Kelly, Sherry LCSW ▲

2121 Spring Creek Pkwy, Ste: 220  
Plano, TX 75023  
(972) 208-0760  
Adult Adol

##### Reed, Shawn LPC

8641 5th Street, Ste: W-6  
Frisco, TX 75034  
(972) 369-9462  
Adult Adol Child

##### Sikes, Lori LCSW ●

1700 Alma Dr., Ste: 315  
Plano, TX 75075  
(469) 693-5705  
Adult Adol Child

##### Waddell, Tarsyia LPC ▲

2309 Virginia Parkway, Ste: 200  
McKinney, TX 75071  
(214) 738-6869  
Adults Adol Child

#### Mental Health Providers

##### Allen, Chevonda LPC ▲

Small Victories Counseling  
600 N. Hays Rd., Suite 103  
Prosper, TX 75078  
(469) 554-0028  
Adult Adol

##### Bass, Kathleen LPC

520 Central Parkway, Ste: 303  
Plano, TX 75074  
(817) 915-0359  
Adult Adol Child  
Spanish

##### Bellah, Lloyd MD ▲

Psychiatric Associates of McKinney  
1650 W. Virginia St., Ste: 202  
McKinney, TX 75069  
(972) 542-5980  
Adult

##### Bellamy, Douglas EdD ●

101 E. Park Blvd., Suite 600  
Plano, TX 75074  
(972) 404-8888  
Adult Adol Child

##### Bellamy, Priscilla EdD ●

101 E. Park Blvd. Suite 600  
Plano, TX 75074  
(972) 404-8888  
Adult Adol Child

##### Brown-Davis, Tanya LPC ▲

1700 Redbud Blvd., Suite: 316  
McKinney, TX 75069  
(469) 525-2498  
Adult Adol Child

##### Goodwin, Pamela LPC ●

5301 Village Creek Dr., Ste: A  
Plano, TX 75093  
(214) 202-7437  
Adult Adol Child

##### Guillette Jennifer, LPC ▲

3550 Parkwood Blvd., Suite A-201  
Frisco, TX 75034  
Adult Adol Child  
(903) 253-1633

##### Hamilton, Ellen LPC ▲

720 E. Main Street, Ste: B  
Allen, TX 75002  
(469) 867-3274  
Adult Adol Child

##### Henderson, Susan LPC ▲

3101 Coit Rd  
Plano, TX 75074  
(972) 467-0560  
Adult Adol Child

##### Henderson, Susan LPC ▲

5900 S. Lake Forest Drive, Ste: 300  
McKinney, TX 75070  
(972) 467-0560  
Adult Adol Child

##### Hildre, Jerold LPC ▲

9300 Coit Rd, Ste: 1424  
Plano, TX 75025  
(214) 726-5451  
Adult

##### Interian-Boysselle, Brenda LPC ▲

1514 N. Greenville Ave, Ste: 310  
Allen, TX 75002  
(214) 592-4367  
Adult Adol Child

##### Kelly, Sherry LCSW ▲

2121 Spring Creek Pkwy, Ste: 220  
Plano, TX 75023  
(972) 208-0760  
Adult Adol

##### Khan, Muhammad, MD

5501 Independence Parkway, Suite 302  
Plano, TX 75023  
(972) 596-4393  
Adult Adol Child  
Hindi

##### Kuo, Cathy LPC ▲

101 E. Park Blvd., Ste: 640  
Plano, TX 75074  
(469) 682-0153  
Adult Adol Child

##### Love, LaQuesia LPC ▲

2150 S. Central Expressway, Ste: 200  
McKinney, TX 75070  
(469) 287-6879  
Adult Adol Child

##### Moreno, Richard PhD

1721 W. Plano Parkway, Ste: 107  
Plano, TX 75075  
(972) 673-4111  
Adult

##### Nickson-Young, Jacqueline, APRN

Nurse Practitioner Connections  
5068 W. Plano Parkway, Ste: 300  
Plano, TX 75093  
(972) 447-8385  
Adult Adol Child

##### Niertert, Michelle LPC

Her Life, Inc.  
1506 N. Greenville Ave., Ste: 200  
Allen, TX 75002  
(972) 979- 9720  
Adult Adol Child

##### Parker, Susan LPC ▲

2121 W. Spring Creek Parkway, Ste: 114  
Plano, TX 75023  
(972) 517-8138  
Adult

##### Pittman, Annie LPC ▲

ALP Counseling Services  
3550 Parkwood Blvd., Ste: A 201  
Frisco, TX 750347  
(972) 571-8746  
Adult Adol Child

##### Reed, Shawn LPC

8641 5th Street, Ste: W-6  
Frisco, TX 75034  
(972) 369-9462  
Adult Adol Child

**Sadre, Mahnaz, LPC ▲**

3550 Parkwood Blvd., Ste: A201  
Frisco, TX 75034  
(972) 625-9911  
Adult Adol Child  
Farsi

**Sikes, Lori LCSW ●**

1700 Alma Dr., Ste: 315  
Plano, TX 75075  
(469) 693-5705  
Adult Adol Child

**Turner, Kathi LCSW ▲**

520 E. Central Parkway, Suite 303  
Plano, TX 75074  
(214) 924-5706  
Adult Adol

**Waddell, Tarsyia LPC ▲**

2309 Virginia Parkway, Ste: 200  
McKinney, TX 75071  
(214) 738-6869  
Adults Adol Child

**Weathersbee-Ellason, Joan LPC ▲**

101 E. Park Blvd., Ste: 640  
Plano, TX 75074  
(469) 831-4548  
Adult Adol

**DALLAS COUNTY****Chemical Dependency Providers****Adams, Michelle LPC ▲**

1510 N. Hampton Rd., Suite 270  
Desoto, TX 75115  
(469) 930-6362  
Adult Adol Child

**Allen, Chevonda LPC ▲**

15305 Dallas Parkway, Suite 300  
Addison, TX 75001  
(469) 554-0028  
Adult Adol

**Arnett, Wayne LPC ▲**

Pathway Counseling  
14683 Midway Rd., Ste: 201  
Addison, TX 75001  
(972) 259-4025  
Adult Adol (over 16 yrs)

**Asante, Ofori LPC ▲**

Innertouch Counseling  
9319 Lyndon B Johnson Freeway  
Suite 105  
Dallas, TX 75243  
(214) 543-4920  
Adult Adol Child  
Yoruba/Ibo

**Caughy, Dennis LCSW ▲**

3200 Southern Dr., Ste: 107  
Garland, TX 75043  
(972) 742-1679  
Adults Adol Child

**Chandler, Donald Jr LPC ▲**

424 S. Corinth Street  
Dallas, TX 75203  
(214) 946-3676  
Adult Adol Child

**Chavason, Arthur MD ●**

Holiner Psychiatric Group  
7777 Forest Lane, Ste: C833  
Dallas, TX 75230  
(972) 566-4591  
Adult

**Coutee, Kelly LPC**

10405 E. Northwest Highway, Ste: 203  
Dallas, TX 75238  
(214) 340-0208  
Adult Adol

**Denson, Michael LCSW ▲**

1075 Kinwest Parkway, Ste: 107  
Irving, TX 75063  
(972) 910-8388  
Child (over 8 years)

**DeQuesada, Christina, LPC ▲**

1401 N. Central Expressway, Suite 375  
Richardson, TX 75080  
(972) 639-6579  
Adult Adol Child

**Gill, Andrew LPC ▲**

4324 N. Beltline Rd., Suite C208  
(817) 360-5364  
Adult Adol

**Graeser, Ted LPC ▲**

3960 Broadway Blvd., Ste: 120  
Garland, TX 75043  
(214) 703-3317  
Adult Adol Child

**Hargrave, Bruce LMFT ▲**

Agape Counseling Clinic  
5613 Willowbrook Dr.  
Rowlett, TX 75088  
(214) 213-7138  
Adult Adol

**Jones-Epstein, Ruby LCSW ▲**

921 W. Pioneer Parkway, Ste: K  
Grand Prairie, TX 75052  
(972) 266-0777  
Adult Adol Child  
German

**Kram, Martin MD**

614 Dalworth Street  
Grand Prairie, TX 75050  
(972) 264-9111  
Adult Adol Child

**Melman, Steven LMFT ▲**

6380 Lyndon B Johnson Frwy, Ste: 185  
Dallas, TX 75240  
(800) 603-9217  
Adult Adol Child

**Merchant, Albert LCSW ▲**

10300 N. Central Expressway, Ste: 203  
Dallas, TX 75243  
(214) 503-9222  
Adult Adol Child (over 6yrs)

**Nazempoor, Ai LPC, LCDC, PhD ▲**

Bank of America Tower  
400 S. Zang Blvd., Ste: 813  
Dallas, TX 75230  
(972) 233-0181  
Adult Adol Child (over 10yrs)  
Farsi

**Nazempoor, Ai, LPC, LCDC, PhD**

12820 Hillcrest Rd., Ste: 107  
Dallas, TX 75230  
(972) 233-0181  
Adult Adol Child (over 10 yrs)  
Farsi

**Odiachi, Frank LPC ▲**

12300 Ford Rd., Ste: 427  
Dallas, TX 75234  
(972) 243-9500  
Adult Adol Child  
Yoruba & Ibo

**Pawelek, Aaron, LCSW ▲**

Pastoral Counseling & Education Ctr.  
4525 Lemmon Ave., Ste: 200  
Dallas, TX 75219  
(214) 526-4525  
Adult Adol

**Pearce, Patti LPC ▲**

2735 Villa Creek Dr., Suite 145  
Dallas, TX 75234  
(214) 770-5229  
Adult

**Perez, Juan LPC**

122 E. Church St, Suite 210  
Grand Prairie, TX 75050  
(469) 682-8046  
Adol Child  
Spanish

**Osuagwu, Eddie, LPC, LCDC**

2528 N. Fitzhugh Ave.  
Dallas, TX 75204  
(972) 253-0000  
Adult Adol

**Osuagwu, Eddie, LPC, LCDC**

303 N. Galloway Ave., Suite A  
Mesquite, TX 75149  
(972) 253-0000  
Adult Adol

**Pole, Rekha MD •**

1755 N. Collins Blvd. Ste: 525  
Richardson, TX 75080  
(214) 369-5522  
Adult Adol Child  
Hindi

**Prakash, A PhD •**

800 W Airport Frwy., Ste: 1100  
Irving, TX 75062  
(972) 445-4158  
Adult Adol Child  
Hindi, Urdu

**Scott, Crystal LMFT ▲**

5005 W. Royal Lane, Suite 1831  
Irving, TX 75063  
(209) 324-4004  
Adult Adol Child

**Shipp, Sonja, LPC ▲**

5787 S. Hampton Rd., Suite 230K  
Dallas, TX 75232  
(469) 730-3360  
Adult Adol

**Shiwach, Rajinder, MD**

941 York Drive, Suite 205  
Desoto, TX 75115  
(972) 283-6286  
Adult  
Hindi

**Shiwach, Rajinder, MD •**

2000 Old Hickory Trail  
Desoto, TX 75115  
(972) 298-7323  
Adult  
Hindi

**Sparks, Luanne LMFT, LCDC •**

310 E. I-30, Ste: M-103  
Garland, TX 75043  
(972) 270-0425  
Adult Adol Child (over 6yrs)

**Tulloch, Edwin LPC, LMFT ▲**

7424 Greenville Ave, Ste: 114  
Dallas, TX 75214  
(972) 617-0242  
Adult Adol Child

**Varghese, Thomas K, MD ▲**

1704 N. Hampton Rd., Suite 204  
Desoto, TX 75115  
(972) 224-7777  
Adult Adol  
Hindi

**Waks, Helen LCSW ▲**

17304 Preston Rd., Suite 805  
Dallas, TX 75252  
(972) 489-8325  
Adult

**Mental Health Providers****Abercrombie, Mary LPC ▲**

13601 Preston Rd., Ste: W102  
Dallas, TX 75240  
(469) 291-5715  
Adult

**Aberg, Sarah LCSW ▲**

1409 S. Lamar St., Ste: 416  
Dallas, TX 75215  
(214) 668-8355  
Adult Adol Child

**Abernethy, Pam LPC ▲**

1221 Abrams Road, Ste: 232, Box 47  
Richardson, TX 75081  
(972) 234-2333  
Adult Adol

**Adams, Michelle LPC ▲**

1510 N. Hampton Rd., Suite 270  
Desoto, TX 75115  
(469) 930-6362  
Adult Adol Child

**Allawala, Shahzad MD**

Blue Sky Healthcare, Inc.  
2000 Old Hickory Trail  
Desoto, TX 75115  
(972) 298-7323  
Adult Adol Child  
Hindi

**Allen, Chevonda LPC ▲**

15305 Dallas Parkway, Suite 300  
Addison, TX 75001  
(469) 554-0028  
Adult Adol

**Anderson-Captain, Diane LPC ▲**

400 S. Zang Blvd., Ste: 828  
Dallas, TX 75208  
(214) 948-9200  
Adult Adol Child (over 6 yrs)

**Antonetti, Robert LPC ▲**

3420 Oak Grove Ave.  
Dallas, TX 75204  
(214) 720-1833  
Adult Adol Child  
Spanish

**Arnett, Wayne LPC ▲**

Pathway Counseling  
14683 Midway Rd., Ste: 201  
Addison, TX 75001  
(972) 259-4025  
Adult Adol

**Arnold, Patricia**

18601 LBJ Freeway, Suite 160  
Mesquite, TX 75150  
(972) 303-0813  
Adult Adol Child

**Asante, Ofori LPC ▲**

Innertouch Counseling  
9319 Lyndon B Johnson Freeway  
Suite 105  
Dallas, TX 75243  
(214) 543-4920  
Adult Adol Child  
Yoruba/Ibo

**Azim, Fatima MD**

EPM Group  
7777 Forest Lane, Ste: C528  
Dallas, TX 75230  
(972) 770-1032

**Bellamy, Douglas EdD •**

17304 Preston Rd, Suite 800  
Dallas, TX 75252  
(972) 404-8888  
Adult Adol Child

**Bellamy, Priscilla EdD •**

17304 Preston Rd, Suite 800  
Dallas, TX 75252  
(972) 404-8888  
Adult Adol Child

**Berger, Roberta, PhD**

11551 Forest Central Dr., Ste: 123  
Dallas, TX 75243  
(214) 692-5793  
Adult Adol Child

**Boudjenah, Djillali MD**

EPM Group  
7777 Forest Lane, Suite C258  
Dallas, TX 75230  
(972) 770-1032  
Adult Adol

**Bracken, Jill DO ▲**

3200 Southern Drive, Ste: 107  
Garland, TX 75043  
(972) 278-5385  
Child

**Brock, Martha LPC ▲**

Journeys Christian Counseling Center  
100 North Central Expressway, Ste: 614  
Richardson, TX 75080  
(972) 889-2487  
Adult Adol child

**Brophy, Michael MD •**

800 W Airport Frwy, Ste: 1015  
Irving, TX 75062  
(972) 445-0086  
Adult Adol Child

**Brown, David MD**

9330 Lyndon B Johnson Frwy.  
Dallas, TX 75243  
(866) 798-2622  
Adult  
(At location 2 days per month)

**Butler, Keisha LCSW ▲**

2201 Main Street, Suite 210  
Dallas, TX 75201  
(214) 298-7647  
Adult Adol Child

**Cannon, Betty LPC ▲**

10935 Estate Lane, Suite 201  
Dallas, TX 75238  
(214) 537-9297  
Adult Adol Child

**Caughy, Dennis LCSW ▲**

3200 Southern Dr.  
Garland, TX 75043  
(972) 742-1679  
Adults Adol Child

**Chandler, Donald Jr LPC ▲**

424 S. Corinth Street  
Dallas, TX 75203  
(214) 946-3676  
Adult Adol Child

**Cherry, Debbie LMFT ▲**

1401 N. Central Expwy., Ste: 105  
Richardson, TX 75080  
(214) 562-2110  
Adult Adol Child

**Clinton, Cynthia LPC ▲**

4000 Pioneer Blvd., Ste: 105  
Balch Springs, TX 75180  
(214) 316-0522  
Adult Adol Child

**Clinton, Cynthia LPC ▲**

4230 LBJ Freeway, Ste: 210  
Dallas, TX 75180  
(214) 316-0522  
Adult Adol Child

**Couch, Stuart LPC**

6440 North Central Expressway, Suite 314  
Dallas, TX 75206  
(214) 365-0777  
Adult Adol

**Coutee, Kelly LPC**

10405 E. Northwest Highway, Ste: 203  
Dallas, TX 75238  
(214) 340-0208  
Adult Adol

**Davis, Andrea ▲**

9603 White Rock, Suite 121  
Dallas, TX 75236  
(972) 880-5737  
Adult Adol Child

**DeQuesada, Christina, LPC ▲**

1401 N. Central Expressway, Suite 375  
Richardson, TX 75080  
(972) 639-6579  
Adult Adol Child

**Fenton, Barry MD ●**

3710 Rawlings, Ste: 1370  
Dallas, TX 75219  
(214) 520-7575  
Adult Adol

**Ferreira, Tina LPC ▲**

9400 N. Central Expressway, Ste: 312  
Dallas, TX 75231  
(214) 207-3484  
Adult Adol Child  
Farsi

**Fliss, Karen LPC ●**

6945 Westlake Ave., Ste: 1  
Dallas, TX 75214  
(214) 321-8910  
Adult Adol Child

**Foster, Mark PhD, LMFT ●**

2730 N. Stemmons Fwy (West Tower)  
Ste: 407  
Dallas, TX 75207  
(972) 977-5727  
Adult Adol Child

**Foster, Martha LPC**

407 N. Cedar Ridge, Ste: 200  
Duncanville, TX 75116  
(972) 283-9282  
Adult Adol Child

**Fu, Xueling MD**

EPM Group  
7808 Clodus Fields Dr.  
Dallas, TX 75251  
(972) 770-1032  
Adult Adol

**Garcia, Norma LCSW ▲**

1106 Santa Fe Trail, Suite 3  
Duncanville, TX 75137  
(214) 930-2595  
Adult Adol Child

**General, Dale PhD ●**

11882 Greenville Ave, Ste: 105  
Dallas, TX 75243  
(214) 340-1601  
Adult Adol (over 16 yrs)

**Ghalibaf, Susan LCSW ▲**

5801 Marvin D Love Fwy, Ste: 309  
Dallas, TX 75237  
(817) 522-5052  
Adult Adol Child

**Gibson, Randall LPC ▲**

4230 LBJ Frwy, Ste: 210  
Dallas, TX 75240  
(214) 929-4670  
Adult Adol Child  
Spanish

**Gill, Andrew LPC ▲**

4324 N. Beltline Rd., Suite C208  
Irving, TX 75038  
(817) 360-5364  
Adult Adol

**Glick, Michael EdD, LPC, LMFT ●**

3906 Lemmon Ave., Ste: 204  
Dallas, TX 75219  
(214) 521-0451  
Adult Adol Child

**Graeser, Ted LPC ▲**

3960 Broadway Blvd., Ste: 120  
Garland, TX 75043  
(214) 703-3317  
Adult Adol Child

**Grisham, James LPC ●**

6220 Gaston Ave., Ste: 200F  
Dallas, TX 75214  
(972) 822-4110  
Adult Adol

**Grubbs, Gerald EdD ▲**

221 E. Davis  
Mesquite, TX 75149  
(972) 289-9954  
Adult Adol Child

**Hamilton, Joyce LPC ▲**

5906 Llano Ave  
Dallas, TX 75206  
(214) 823-2861  
Adult Adol

**Hamric, Conrad, LCSW**

17440 Dallas Parkway, Suite 208  
Dallas, TX 75287  
(214) 289-3164  
Adult Adol Child

**Hamric, Conrad, LCSW**

1813 N. Westmoreland Rd.  
Desoto, TX 75115  
(214) 289-3164  
Adult Adol Child

**Hargrave, Bruce LMFT ▲**

Agape Counseling Clinic  
5613 Willowbrook Dr.  
Rowlett, TX 75088  
(214) 213-7138  
Adult Adol

**Hayes, Magnolia LPC ▲**

3300 Gus Thomasson Rd., Ste: 203  
Mesquite, TX 75150  
(832) 863-5161  
Adult Adol Child

**Hernandez, Felisha LCSW ▲**

3112 N. Jupiter Rd, Suite 203  
Garland, TX 75044  
(972) 897-4986  
Adult Adol  
Spanish

**Horton, Rhonda LPC ▲**

3960 Broadway Blvd. Ste: 120  
Garland, TX 75043  
(214) 538-7099  
Adult Adol Child (over 5 years)

**Hunt, Ruth LPC**

1401 N. Central Expwy., Ste: 375  
Richardson, TX 75080  
(972) 231-9111  
Adult Adol Child

**Jackson, Marilynn LPC ▲**

419 W. Wheatland Rd., Suite 101  
Duncanville, TX 75116  
(972) 283-1050  
Adult Adol Child

**Johnson, Lynda LPC ▲**

1106 S. Santa Fe Trail, Suite 9  
Duncanville, TX 75137  
(469) 600-5056  
Adult Adol Child

**Jones-Epstein, Ruby LCSW ▲**

921 W. Pioneer Parkway, Ste: K  
Grand Prairie, TX 75052  
(972) 266-0777  
Adult Adol Child  
German

**Khan, Muhammad MD**

2000 N. Old Hickory Trail, Suite 400  
Desoto, TX 75115  
(972) 283-6242  
Adult Adol Child  
Hindi

**Kirby, Donna, LPC ▲**

12800 Hillcrest Rd, Suite A 224  
Dallas, TX 75230  
(214) 507-0448  
Adults

**Kogan, Inna MD ●**

13101 Preston Road, Ste: 504  
Dallas, TX 75240  
(469) 791-9000  
Adult  
Russian

**Kram, Martin MD**

614 Dalworth Street  
Grand Prairie, TX 75050  
(972) 264-9111  
Adult Adol Child

**Kunnathusseril, John LPC ▲**

4525 Lemmon Ave., Ste: 200  
Dallas, TX 75219  
(214) 526-4525  
Adult Adol Child (over 13yrs)  
Hindi, Malayalam, Tamil

**Lammers, Donald PhD ▲**

8215 Westchester Drive, Ste: 130  
Dallas, TX 75225  
(214) 891-0925  
Adult Adol Child

**Lane, Katrina LPC**

621 Lockwood Dr.  
Richardson, TX 75080  
(972)333-3925  
Adult Adol Child

**Lewis, Beverly LCSW**

Wellness Center of Dallas  
11882 Greenville Ave., Ste: B125  
Dallas, TX 75243  
(972) 763-0899  
Adult Adol

**Lewis, Beverly LCSW**

Wellness Center of Rowlett  
880 E. Interstate 30  
Garland, TX 75032  
(214) 607-4000  
Adult Adol

**Liticker, Terri LCSW ▲**

18601 LBJ Freeway, Suite 160  
Mesquite, TX 75150  
(214) 587-3454  
Adult Adol Child

**Marques, Stephanie LPC ▲**

610 Uptown Blvd., Ste: 2000/Room 246  
Cedar Hill, TX 75104  
(214) 476-0996  
Adult Adol Child

**Marquez, Theresa LMSW ●**

1701 Gateway Blvd., Ste: 465  
Richardson, TX 75080  
(972) 644-2500  
Adult Adol Child

**McCain, Cody LPC ▲**

17480 Dallas Parkway, Suite 114  
Dallas, TX 75287  
(214) 202-2264  
Adult Adol Child

**Medina, Margarita LPC ▲**

13601 Preston Rd., Ste: 520 W  
Dallas, TX 75240  
(214) 274-5783  
Adult Adol Child Young Child  
Spanish

**Melman, Steven LMFT**

6380 Lyndon B Johnson Frwy, Ste: 185  
Dallas, TX 75240  
(800) 603-9217  
Adult Adol Child

**Meltzer, Rachel LPC ▲**

1221 Abrams Road, Ste: 232  
Richardson, TX 75081  
(972) 234-2333  
Adult Adol

**Merchant, Albert LCSW ▲**

10300 N. Central Expressway, Ste: 203  
Dallas, TX 75243  
(214) 503-9222  
Adult Adol Child (over 6yrs)

**Miller, Dennis LCSW ▲**

517 N. Carrier Parkway # H  
Dallas, TX 75050  
(817) 338-9553  
Adult Adol Child

**Mims, Linda LPC ▲**

400 S. Zang Blvd., Ste: 828  
Dallas, TX 75208  
(214) 948-9400  
Adult Adol Child

**Montani, Graciela LPC ▲**

1005 W. Jefferson Blvd., Ste: 205  
Dallas, TX 75208  
(214) 941-1650  
Adult Adol Child  
Spanish

**Mora, David LPC ▲**

301 Sherman St., Suite 202  
Richardson, TX 75081  
(972) 898-1318  
Adult Adol  
Spanish

**Morale, Elizabeth LPC ▲**

9603 White Rock Trail, Suite 119  
Dallas, TX 75238  
(214) 923-7872  
Adult Adol Child

**Morshed, Tanya LCSW**

Jewish Family Services  
5402 Arapaho Rd.  
Dallas, TX 75248  
(972) 437-9950  
Adult Adol Child  
Hebrew



**Munn, Gordon LCSW ▲**

675 Town Square Blvd.  
Ste: 200, Bldg. 1A  
Garland, TX 75040  
(214) 804-9262  
Adult

**Myers, Patricia LPC ▲**

18601 LBJ Fwy, Ste: 711  
Mesquite, TX 75150  
(972) 270-7565  
Adult Adol Child

**Nazempoor, AI LPC, LCDC, PhD ▲**

Bank of America Tower  
400 S. Zang Blvd., Ste: 813  
Dallas, TX 75208  
(214) 727-7717  
Adult Adol Child (over 10yrs)  
Farsi

**Nazempoor, AI, LPC, LCDC, PhD**

12820 Hillcrest Rd, Ste: 107  
Dallas, TX 75230  
(972) 233-0181  
Adult Adol Child (over 10yrs)  
Farsi

**Nuche, Sarah PhD**

6350 Lyndon B Johnson Frwy., Ste: 254  
Dallas, TX 75240  
(972) 490-8833  
Adult Adol Child

**O'Brien David PhD ▲**

9304 Forest Lane, Ste: 274  
Dallas, TX 75243  
(214) 221-0010  
Adult Adol

**Odiachi, Frank LPC ▲**

12300 Ford Rd., Ste: 427  
Dallas, TX 75234  
(972) 243-9500  
Adult Adol Child  
Yoruba & Ibo

**Ojeda, Arturo LPC ▲**

628 Centre St., Ste: 106  
Dallas, TX 75208  
(214) 682-7842  
Adult Adol Child  
Spanish

**Okafor, Mary LPC ▲**

2331 Gus Thomasson Road, Ste: 125  
Dallas, TX 75228  
(214) 435-6414  
Adult Adol Child  
Igbo

**Omewah, Ibifubara LPC ▲**

Odein Counseling & Rehab  
1301 Northwest Highway, Suite 203  
Garland, TX 75041  
(214) 476-3603  
Adult Adol  
Kalabari

**Omolaja, Rabi LPC**

3021 Southern Hills Lane  
Mesquite, TX 75181  
(214) 641-4577  
Adult

**Onanuga, Jelil MD**

Amicable Psychiatry MD PA  
2000 N. Old Hickory Trail  
DeSoto, TX 75115  
(817) 586-4406  
Adult Adol Child

**Osborn, Frances LPC ▲**

1221 Abrams Road, Ste: 220  
Richardson, TX 75081  
972-994-0444  
Adult Adol

**Osugwu, Eddie, LPC, LCDC**

2528 N. Fitzhugh Ave.  
Dallas, TX 75204  
(972) 253-0000  
Adult Adol

**Osugwu, Eddie, LPC, LCDC**

303 N. Galloway Ave., Suite A  
Mesquite, TX 75149  
(972) 253-0000  
Adult Adol

**Parides, Maria LMFT**

2007 N. Collins Blvd., Ste: 407  
Richardson, TX 75080  
(972) 234-9000  
Adult Adol Child  
Spanish

**Pawelek, Aaron, LCSW ▲**

Pastoral Counseling & Education Ctr.  
4525 Lemmon Ave., Ste: 200  
Dallas, TX 75219  
(214) 526-4525  
Adult Adol

**Pearce, Patti LPC ▲**

2735 Villa Creek Dr., Suite 145  
Dallas, TX 75234  
(214) 770-5229  
Adult

**Perez, Juan LPC**

122 E. Church St., Suite 210  
Grand Prairie, TX 75050  
(469) 682-8046  
Adol Child  
Spanish

**Pierson-Ward, Sylvia LPC ▲**

3300 Gus Thomasson Rd.  
Mesquite, TX 75150  
(214) 732-9445  
Adult Adol Child

**Poeck, Shirley LPC ▲**

3530 Forest Lane, Ste 33  
Dallas, TX 75234  
(972) 764-8045  
Adult Adol Child  
Spanish, French

**Pole, Rekha MD ●**

1755 N. Collins Blvd. Ste: 525  
Richardson, TX 75080  
(214) 369-5522  
Adult Adol Child  
Hindi

**Prakash, A PhD ●**

800 W Airport Frwy. Ste: 1100  
Irving, TX 75062  
(972) 445-4158  
Adult Adol Child  
Hindi, Urdu

**Price, Lynn PhD**

12880 Hillcrest Road, Ste: 233  
Dallas, TX 75230  
(972) 233-9064  
Adult Adol Child

**Ratner, Joyce LPC**

8035 R.L. Thornton Frwy., Ste: 503  
Dallas, TX 75228  
(214) 319-9200  
Adult Adol Child (over 8 yrs)

**Rickman, Wendy LPC, LMFT ▲**

9401 LBJ Freeway, Suite 270  
Dallas, TX 75243  
(214) 503-3764  
Adult Adol

**Rodriguez, Stella LMFT ▲**

1425 W. Pioneer Drive, Suite 123  
Irving, TX 75061  
(469) 682-4145  
Adult Adol Child  
Spanish

**Rosin, Charles PhD ▲**

205 Dal Rich Village  
Richardson, TX 75080  
(972) 437-0531  
Adult Adol

**Schultz, Suzanne LPC ▲**

13345 N. Central Expwy. Ste: 200  
Dallas, TX 75243  
(972) 248-5567  
Adult Adol Child

**Scott, Crystal LMFT ▲**

5005 W. Royal Lane, Suite 1831  
Irving, TX 75063  
(209) 324-4004  
Adult Adol Child

**Shavers, Dolores LPC**

8035 E R.L. Thornton Freeway, Ste: 432  
Dallas, TX 75228  
(214) 660-9515  
Adult Adol Child

**Shipp, Sonja LPC ▲**

5787 S. Hampton Rd., Suite 230K  
Dallas, TX 75232  
(469) 730-3360  
Adult Adol

**Shiwach, Rajinder, MD**

941 York Drive, Suite 205  
Desoto, TX 75115  
(972) 283-6286  
Adult  
Hindi

**Shiwach, Rajinder, MD ●**

2000 Old Hickory Trail  
Desoto, TX 75115  
(972) 298-7323  
Adult  
Hindi

**Skipper-Relyea, Melanie LPC ▲**

800 W. Beltline Road  
Cedar Hill, TX 75104  
(972) 754-9313  
Adult Adol Child

**Smith, Mary Magdalena LPC**

214 S. Main Street, Suite 101 F  
Duncanville, TX 75116  
(972) 283-4336  
Adult Adol Child  
Spanish

**Smith, Rob LCSW ▲**

8035 E. R.L. Thornton Frwy., Ste: 503  
Dallas, TX 75228  
(214) 319-9200  
Adult Adol Child (over 4 yrs)

**Sparks, Luanne LMFT, LCDC ●**

310 E. I-30, Ste: M-103  
Garland, TX 75043  
(972) 270-0425  
Adult Adol Child (over 6yrs)

**Spillman, Craig LPC ▲**

1300 Walnut Hill Lane, Ste: 200  
Irving, TX 75038  
(972) 550-8369  
Adult Adol Child

**Stein, Tzivia LCSW ▲**

2829 Saturn Rd, Ste: 108  
Garland, TX 75041  
(214) 232-5159  
Adults

**Terpstra, David LPC, LMFT ▲**

530 S. Carrier Pkwy., Ste: 211  
Grand Prairie, TX 75051  
(214) 354-3648  
Adult Adol

**Terpstra, David LPC, LMFT ▲**

6162 E. Mockingbird Lane, Ste: 215  
Dallas, TX 75214  
(214) 354-3648  
Adult Adol

**Tipton, Lee LPC ●**

CRT Counseling  
10405 E. Northwest Highway, Ste: 203  
Dallas, TX 75238  
(214) 340-0208  
Adult Adol

**Tulloch, Edwin LPC, LMFT ▲**

7424 Greenville Ave, Ste: 114  
Dallas, TX 75214  
(972) 617-0242  
Adult Adol Child

**Ucheoma-Cofield, Elizabeth MD**

EPM Group  
7777 Forest Ln., Suite: C528  
Dallas, TX 75230  
(972) 770-1032  
Adult Adol

**Varghese, Thomas K, MD ▲**

1704 N. Hampton Rd., Suite 204  
Desoto, TX 75115  
(972) 224-7777  
Adult Adol  
Hindi

**Vazquez, Jose MD ●**

EPM Group  
7777 Forest Ln., Suite C528  
Dallas, TX 75230  
(972) 770-1032  
Adult

**Wang, Joshua MD**

EPM Group  
7777 Forest Lane, Ste: C528  
Dallas, TX 75230  
(972) 770-1032  
Adult Adol Child

**Waks, Helen LCSW ▲**

17304 Preston Rd, Suite 805  
Dallas, TX 75252  
(972) 489-8325  
Adult

**Wilcox, Bill LPC**

12820 Hillcrest Road, Ste: C127  
Dallas, TX 75230  
(972) 386-8990  
Adult

**ELLIS COUNTY****Chemical Dependency Providers****Aldrich, Pamela ▲**

201 Amanda Lane, Suite 102  
Waxahachie, TX 75165  
(979) 236-3059  
Adult Adol Child

**Mendez, Rosie LPC, LCDC ▲**

629 Farley  
Waxahachie, TX 75168  
(214) 558-2417  
Adult Adol Child

**Radosta, Robert PhD**

206 South Rogers Street, Ste: 205  
Waxahachie, TX 75165  
(972) 816-8772  
Adult Adol Child

**Tulloch, Edwin LPC, LMFT ▲**

624 Ovilla Road  
Waxahachie, TX 75165  
(972) 617-0242  
Adult Adol Child

**Young, Andrea LCDC ▲**

107 S. Gaines St., Ste: 105  
Ennis, TX 75119  
(972) 921-2244  
Adult

**Mental Health Providers****Aldrich, Pamela ▲**

201 Amanda Lane, Suite 102  
Waxahachie, TX 75165  
(979) 236-3059  
Adult Adol Child

**Cheatham, Douglas PhD ●**

Ellis County Family Services  
100 N. College, Ste: 302  
Waxahachie, TX 75165  
(888) 935-0027  
Adult Adol Child

**Collins, Dana LPC**

107 S. Gaines Street, Ste: 105  
Ennis, TX 75119  
(469) 337-7152  
Adult Adol Child

**Garvin, Philip LPC ▲**

133 Chieftain Dr., Ste: 101  
Waxahachie, TX 75165  
(972) 825-6050  
Adult Adol Child

**Haley, Patricia LPC**

110 Oneida Street  
Waxahachie, TX 75165  
(214) 949-9383  
Adult Adol Child

**Hardy, Darlene LPC •**

4250 FM 663  
Midlothian, TX 76065  
(214) 577-9828  
Adult Adol Child

**Hindman, Emily LPC**

1014 Ferris Ave, Ste: 2154  
Waxahachie, TX 75167  
(903) 851-5058  
Adult Adol Child

**Johns, Vickie LPC**

201 Amanda Lane, Ste: 102  
Waxahachie, TX 75165  
(469) 766-7490  
Adult Adol

**Mendez, Rosie LPC, LCDC ▲**

629 Farley  
Waxahachie, TX 75168  
(214) 558-2417  
Adult Adol Child

**Radosta, Robert PhD**

206 South Rogers Street, Ste: 205  
Waxahachie, TX 75168  
(972) 816-8772  
Adult Adol Child

**Strange, Travis LPC •**

1311 Ferris Ave.  
Waxahachie, TX 75165  
(469) 383-9988  
Adol Child

**Tulloch, Edwin LPC, LMFT**

624 Ovilla Road  
Waxahachie, TX 75165  
(972) 617-0242  
Adult Adol Child

**Valentine, Sharon LPC**

201 N. Gibson Road  
Waxahachie, TX 75165  
(214) 399-8359  
Adult Adol Child

**Vick, Travis LPC ▲**

917 Willow Crest Dr.  
Midlothian, TX 76065  
(214) 949-7825  
Adult Adol Child

**Wall, Kathryn LPC ▲**

107 S. Gain Street, Suite 105  
Ennis, TX 75119  
(972) 875-3334  
Adult Adol Child  
Sign Language

**Walter, Tom LPC ▲**

206 South Rogers Street, Ste: 207  
Waxahachie, TX 75165  
(972) 351-1113  
Adult Adol Child (over 5 yrs)

**Watson, Jason LPC ▲**

201 Amanda Lane, Ste: 102  
Waxahachie, TX 75165  
(214) 213-6434  
Adult Adol Child

**Wyckoff, Roxanne, LMSW •**

100 S. College, Ste: 305  
Waxahachie, TX 75165  
(972) 845-2535  
Adult Adol Child

**HILL COUNTY****Chemical Dependency and  
Mental Health Providers****Tulloch, Edwin PhD**

301 Old Brandon Road  
Hillsboro, TX 76645  
(972) 617-0242  
Adult Adol Child

**HUNT COUNTY****Chemical Dependency Providers****Ford, Harman LCDC**

A2Z Recovery Outreach Center  
4403 Wesley Street  
Greenville, TX 75401  
(903) 259-6723  
Adult

**Mental Health Providers****Beene, Johnnie LPC**

2410 Lee Street  
Greenville, TX 75401  
(903) 455-7449  
Adult Adol Child

**Brewer, Daniel LPC**

2401 Stonewall  
Greenville, TX 75402  
(903) 454-4446  
Adult Adol

**Burgos, Dante MD •**

2704 Washington St.  
Greenville, TX 75401  
(903) 454-7200  
Adult Adol Child

**Casselton, Emma LPC ▲**

2703 Wesley Street  
Greenville, TX 75401  
(903) 450-5888  
Adult Adol Child

**Cook, V Denise LPC ▲**

2401 Stonewall  
Greenville, TX 75401  
(903) 454-4446  
Adol Child (over 3 yrs)

**Flanagan, Kacy LPC ▲**

2708 Washington St.  
Greenville, TX 75401  
(903) 461-2183  
Adult Adol Child

**Gladden, Rae M. LPC**

Compassionate Counseling  
4000 Wesley Street, Suite F  
Greenville, TX 75401  
(903) 269-1301  
Adult Adol Child

**Jernigan, Janiell ANP •**

2704 Washington Street  
Greenville, TX 75401  
(903) 454-7200  
Adult

**Jordan, Jason LPC ▲**

2911 Terrell Rd., Suite C  
Greenville, TX 75402  
(903) 454-6334  
Adult Adol Child

**Kalra, Gurjeet MD •**

4818 Wellington St., Ste: 4  
Greenville, TX 75402  
(903) 454-1600  
Adult Adol Child  
Hindi

**Siles, Fernando MD •**

2405 Stonewall Street  
Greenville, TX 75401  
(903) 454-3300  
Adult Adol Child  
Spanish

**Sutton, David LPC ▲**

7065 Peace St.  
Quinlan, TX 75474  
(940) 293-4676  
Adult Adol Child

**Whitely, Ruth LPC ▲**

5604 Wesley Street, Suite 101  
Greenville, TX 75402  
(903) 355-4571  
Adult Adol Child

**KAUFMAN COUNTY****Mental Health Providers****Barnett, Elaine LPC ▲**

713 W Broad, Ste: 200  
Forney, TX 75126  
972-552-5559  
Adult Adol Child

**Blair, James LPC ▲**

306 E. Wheeler St.  
Terrell, TX 75160  
(214) 803-8358  
Adults Adol

**Drake, Randi LCSW ▲**

713 W. Broad St., Suite 200  
Forney, TX 75126  
(972) 552-5559  
Adult Adol Child

**Hughes, Jason LPC ▲**

713 W. Broad St., Suite 200  
Forney, TX 75126  
(972) 552-5559  
Adult Adol Child

**Lautz, Susan LPC ▲**

106 E. Moore Ave  
Terrell, TX 75160  
(214) 868-0050  
Adults

**Ludden, Linda EdD ●**

202 Lee Street, Ste: 204A  
Terrell, TX 75160  
(972) 772-8484  
Adult Adol Child

**Norris, Helen Jenny LPC ▲**

102 E. Moore Ave.  
Terrell, TX 75160  
(972) 365-8754  
Adult Adol Child

**Willson, Ashley LPC ▲**

713 W. Broad Street, Ste: 200  
Forney, TX 75126  
(972) 552-5559

**NAVARRO COUNTY****Chemical Dependency Providers****Stephens, Sandra LPC ▲**

100 Main Street, Ste: 304  
Corsicana, TX 75110  
(903) 874-7133  
Adult Adol Child (over 5yrs)

**Espericueta, Dalia LCSW ▲**

100 N. Main Street, Ste: 304  
Corsicana, TX 75110  
(903) 874-7133  
Adult Adol Child  
Spanish

**Mental Health Providers****Boyer, Richard LPC**

100 N. Main Street, Suite 518  
Corsicana, TX 75110  
(903) 654-7591  
Adult Adol Child

**Crumpton, Pamela LPC**

200 N. 13th Street, Ste: 105  
Corsicana, TX 75110  
(254) 580-5289  
Adult Adol Child

**David, Ruth LPC ▲**

533 McKinney Ave.  
Corsicana, TX 75110  
(903) 423-3228  
Adult Adol Child

**Espericueta, Dalia LCSW ▲**

100 N. Main Street, Ste: 304  
Corsicana, TX 75110  
(903) 874-7133  
Adult Adol Child  
Spanish

**Green, Kimberly LPC**

2000 W. 2nd Ave, Ste: B  
Corsicana, TX 75110  
(903) 872-4442  
Adult Adol Child

**Henderson, Karol LPC**

200 N. 13th Street, Suite 207  
Corsicana, TX 75110  
(903) 872-5048  
Adult Adol Child

**Hindman, Emily LPC**

100 N. Main Street, Ste: 511  
Corsicana, TX 75110  
(903) 851-5058  
Adult Adol Child

**Jennings, Shannon LPC ▲**

101 N. 14th Street  
Corsicana, TX 75110  
(817) 879-4397  
Adult Adol Child

**Sheriff, Thomas PhD**

301 Hospital Dr.  
Corsicana, TX 75110  
(903) 874-4656  
Adult Adol

**Stephens, Sandra LPC ▲**

100 Main Street, Ste: 304  
Corsicana, TX 75110  
(903) 874-7133  
Adult Adol Child (over 5yrs)

**ROCKWALL COUNTY****Chemical Dependency****Bennett, Jill LPC ▲**

204 N. Fannin St.  
Rockwall, TX 75482  
(903) 450-7979  
Adult Adol Child

**O'Neal, Mark LCDC ▲**

105 S. 1st St.  
Rockwall, TX 75087  
(214) 475-3712  
Adults

**Ramos, Vincent PhD ▲**

950 T.L. Townsend Dr.  
Rockwall, TX 75087  
(972) 838-8571  
Adult Adol Child

**Timoteo, Milton LPC ▲**

524 Blue Sage Dr.  
Rockwall, TX 75087  
(214) 415-8229  
Adult Adol Child

**Mental Health Providers****Bennett, Jill LPC ▲**

204 N. Fannin St.  
Rockwall, TX 75482  
(903) 450-7979  
Adult Adol Child

**Foote, Cari LPC ▲**

203 S. Fannin St.  
Rockwall, TX 75087  
(830) 693-0530  
Adult Adol Child

**Houser, Lauren LPC ▲**

200 N. Arch Street  
Royse City, TX 75189  
(972) 636-9577  
Adult Adol

**Ludden, Linda EdD ●**

935 W. Ralph Hall Parkway, Ste: 105  
Rockwall, TX 75032  
(972) 772-8484  
Adult Adol Child (over 5yrs)

**Olvera, Kendhal LPC ▲**

500 Turtle Cover Blvd., Suite 200B  
Rockwall, TX 75087  
(469) 249-0228  
Adult Adol

**Ramos, Vincent PhD ▲**

950 T.L. Townsend Dr.  
Rockwall, TX 75087  
(972) 838-8571  
Adult Adol Child

**Sheikha, Sabri MD ●**

601 White Hills Drive, Ste: 100  
Rockwall, TX 75087  
(972) 772-3630  
Adult Adol Child  
Arabic

**Shields, Sandra LCSW •**

775 Justin Rd  
Rockwall, TX 75087  
(972) 772-4006  
Adult Adol Child

**Timoteo, Milton LPC ▲**

524 Blue Sage Dr.  
Rockwall, TX 75087  
(214) 415-8229  
Adult Adol Child

**TARRANT COUNTY****Chemical Dependency Providers****Alexander, Deanna LPC, RN •**

2105 W. Kendal Lane  
Arlington, TX 76015  
(817) 481-0655  
Adult Adol

**Fernando, Sumith LPC**

AGAPE Christian Counseling  
1901 Central Dr., Ste: 205  
Bedford, TX 76021  
(817) 283-1420  
Adult Adol

**Ouseph, Florence MD**

1848 Norwood Plaza, Suite 112  
Hurst, TX 76054  
(817) 280-9905  
Adult

**Mental Health Providers****Alexander, Deanna LPC, RN •**

2105 W. Kendal Lane  
Arlington, TX 76015  
(817) 481-0655  
Adult Adol

**Broussard, John EdD •**

1600 Airport Freeway, Ste: 322  
Bedford, TX 76022  
(817) 571-8463  
Adult Adol Child (over 5yrs)

**Clark, Alice LCSW ▲**

1114 W. Pioneer Parkway  
Arlington, TX 76013  
(817) 261-1044  
Adult Adol child

**Fernando, Sumith LPC**

1901 Central Dr., Ste: 205  
Bedford, TX 76021  
(817) 283-1420  
Adult Adol

**Liverman, Raymond DO ▲**

801 W. Road to Six Flags, Ste: 147  
Arlington, TX 76012  
(817) 461-7774  
Adult Adol Child (over 8 yrs)

**Ouseph, Florence MD**

1848 Norwood Plaza, Suite 112  
Hurst, TX 76054  
(817) 280-9905  
Adult

**Van Zandt County****Mental Health Providers****Jackson, Marilynn LPC ▲**

208 South Street  
Wills Point, TX 75169  
(214) 682-0432  
Adult Adol Child

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## Mental Health Recovery

All through time there has been recovery from mental illness. But, today there are more tools to help people recover such as new medications that reduce symptoms so that persons with mental illness can focus on their hopes and dreams for the future. At ValueOptions we believe that our members can recover a life that is meaningful to them.

“Recovery refers to the process in which persons are able to live, work, learn, and participate fully in their communities. For some individuals, recovery is the ability to live a fulfilling and productive life despite a disability. For others, recovery implies the reduction or complete remission of symptoms. Science has shown that having hope plays an integral role in an individual's recovery.” The President's New Freedom Commission on Mental Health

We are learning more all the time about recovery as research brings us new information, such as:

- Most persons with symptoms of mental illness improve over time and are able to lead healthy, stable, and productive lives. (The Center for Reintegration)
- Many persons with mental illness want to work and can succeed in competitive employment. (Dartmouth Psychiatric Research Center)
- Combining medication, therapy, and effective treatment in the community helps between 70—90% of persons with mental illnesses to totally recover from their illness or see marked improvement. (National Alliance on Mental Illness)
- Even studies using very strict criteria before the dawn of the mental health recovery movement showed that most persons with mental illnesses, including Schizophrenia and Bipolar Disorder, experienced full recovery or significant improvement. (American Journal of Psychiatry)
- Early identification and treatment of one's mental illness is of vital importance for recovery. (National Alliance on Mental Illness)
- Persons with mental illnesses can learn or regain skills needed to connect with and live successfully in their communities. (The Center for Reintegration)
- Mental health systems that promote empowerment and recovery have higher recovery rates than ones that do not. (National Empowerment Center)

Imagine a mental health community where, from their first step in seeking treatment, persons learn that they can recover! ValueOptions® NorthSTAR is working to be a mental health system with hope at its core where....

## The Expectation Is Recovery!

For more information on recovery, and tips to help you on your journey towards wellness and recovery visit our ValueOptions® NorthSTAR Achieve Solutions® website at [www.valueoptions.com/northstar](http://www.valueoptions.com/northstar) and click on the “Achieve Solutions” link.



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