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

NorthSTAR MEMBER INFORMATION
AND PROVIDER DIRECTORY

Libro de Miembros y Directorio de Proveedores

NorthSTAR
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

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.

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 1-888-888-6792.

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. Online application at 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 or by calling 1-800-318-2596. If you wish to apply in person or to find an agency that will help you you may 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
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 Accessions® ACCESS LINE number to the hospital when 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, targeted/outpatient 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, 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 plan if you meet the eligibility criteria described on page 2 for non-Medicaid eligible enrolment. 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, 24 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, 23-hour 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 Enrolee 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.

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-eligible 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 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 
immmediately 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.
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:**

   a. To ask questions if you don’t understand your rights
   b. 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
   c. To keep your scheduled appointments with your provider
   d. 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.
   e. To use a NorthSTAR provider for all but life or health threatening situation
   f. To understand when you should and should not go to the emergency room
   g. 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.
   h. 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:**

   a. Work as a team with your provider in deciding what care is best for you
   b. Understand how the things you do can affect your behavioral health
   c. Do your best to stay healthy, and
   d. 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.

**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. 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 info@dallasal-anon.org
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 info@namicco.org
NAMI Southern Sector Dallas ................................................................................972/401-3634
NAMI Dallas .........................................................................................................214/341-7133
NAMI Southern Sector Dallas ................................................................................972/401-3634
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. 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

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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 us to 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

#### Alphabetical listing of counties

- Collin

#### Provider's name and degree

- Smith, John A., PhD

#### Street address

- 123 Street Ste. #A

#### City, state, zip code

- Town, State 00000

#### Office phone number

- (123) 456-7890

#### Age group provider treats

- CHILD ADULT

#### Foreign language(s) spoken

- Spanish

#### Discipline (for practitioners)

- Psychiatrist
- Licensed Master Social Worker
- Advanced Clinical Practitioner
- Psychologist
- Licensed Professional Counselors

### Example/Ejemplo

#### Example

- Smith, John A., PhD
- 123 Street Ste. #A
- Town, State 00000
- (123) 456-7890
- CHILD ADULT
- Spanish
- Psychiatrist
- Licensed Master Social Worker
- Advanced Clinical Practitioner
- Psychologist
- Licensed Professional Counselors

#### Facilities

- Outpatient Clinic
- Psychiatric Facility
- Chemical Dependency Facility
- General Hospital
- Outpatient Services
- Community Mental Health Center
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<td></td>
<td>Grand Prairie, TX 75052</td>
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<tr>
<td>Metrocare Pharmacy</td>
<td>832 S Carrier Pkwy</td>
<td>(972) 660-8500</td>
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<tr>
<td></td>
<td>Grand Prairie, TX 75051-0942</td>
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<td>Kroger Pharmacy</td>
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<td>Wal-Mart Pharmacy</td>
<td>7401 Interstate Highway 30</td>
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<td>Total Care Pharmacy #2</td>
<td>5127 Wesley St</td>
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<td>2662 West Lucas Rd</td>
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<td>1707 W University</td>
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<td>5001 McKinney Ranch Parkway</td>
<td>McKinney, TX 75070</td>
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<tr>
<td>Sams Pharmacy</td>
<td>1670 West University Drive</td>
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<tr>
<td>Apollo Pharmacy</td>
<td>4987 W University Dr., STE 120</td>
<td>McKinney, TX 75071-5072</td>
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<td>Kroger Pharmacy</td>
<td>1919 Faithion P Lucas Blvd</td>
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<td>Wal-Mart Pharmacy</td>
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<td>8621 Ohio Drive</td>
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<td>1200 East Spring Creek Pkwy</td>
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<td>The Pharmacy Place</td>
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<td>4031 W Plano Pkwy, Ste 211</td>
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<td>Lifepath Pharmacy</td>
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<td>3920 Alama Dr.</td>
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<td>8801 Highway 34 South</td>
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<td>850 West Rusk Street</td>
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<td>Wal-Mart Pharmacy</td>
<td>Wal-Mart Pharmacy</td>
<td>782 Interstate 30</td>
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<tr>
<td>Plano Care Pharmacy</td>
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<td>2001 Coit Road, Suite 310</td>
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<tr>
<td>Forney Pharmacy</td>
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<td>414 Pinson Road</td>
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</tbody>
</table>
Specialty Provider Network (SPN)

COLLIN COUNTY

Adapt of Texas
2300 White Ave., Ste: 104
McKinney, TX 75071
(866) 544-1887

Child and Family Guidance
4031 W. Plano Parkway, Ste: 211
Plano, TX 75073
(214) 351-3490

LifePath Systems
7304 Alma Drive
Plano, TX 75023
(972) 422-5939

LifePath Systems
7308 Alma Drive
Plano, TX 75023
(972) 422-5939

LifePath Systems
1515 Heritage Drive, Suite 110
McKinney, TX 75069
(972) 562-9647

DALLAS COUNTY

ABC Behavioral Health
2626 Grove Hill Road
Dallas, TX 75227
(214) 275-8500

Adapt of Texas
2600 N. Stemmons Frwy., Suite 151
Dallas, TX 75207
1-(888)-905-0595

Centro De Mi Salud
628 Centre Street
Dallas, TX 75208
(214) 941-0798

ValueOptions® NorthSTAR
Proveedores Contratados por ValueOptions® NorthSTAR

20

Acceptando solamente pacientes actuales, ▲ Aceptar las referencias
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

Texas 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

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
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
Young Child
ECI Services ONLY

Dallas 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

Tarrant County

Tarrant County MHMR
3840 Hulen Street
Fort Worth, TX 76107
(817) 824-1400
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 75070
(469) 742-8910
Adults
Enrollment Site

• Accepting Current Patients Only.  • Accepting Referrals
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

Aceptando solamente pacientes actuales, s
Aceptar las referencias

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 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 South 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

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

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 South 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
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
Hospital Provider

**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 Southwester-at Parkland Hospital  
5201 Harry Hines Blvd.  
Dallas, TX 75390

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

**Shipley, 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

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Specialties</th>
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<tbody>
<tr>
<td>Allen, Chevonda LPC</td>
<td>Small Victories Counseling 600 N. Hays Rd., Suite 103, Prosper, TX 75078</td>
<td>(469) 554-0028</td>
<td>Adult Adol</td>
</tr>
<tr>
<td>Henderson, Susan LPC</td>
<td>3101 Coit Rd, Plano, TX 75074</td>
<td>(972) 467-0560</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Henderson, Susan, LPC</td>
<td>5900 S. Lake Forest Dr., Suite: 300, McKinney, TX 75070</td>
<td>(972) 467-0560</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Kelly, Sherry LCSW</td>
<td>2121 Spring Creek Pkwy, Ste: 220, Plano, TX 75023</td>
<td>(972) 208-0760</td>
<td>Adult Adol</td>
</tr>
<tr>
<td>Reed, Shawn LPC</td>
<td>8641 5th Street, Ste: W-6, Frisco, TX 75034</td>
<td>(972) 369-9462</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Sikes, Lori LCSW</td>
<td>1700 Alma Dr., Ste: 315, Plano, TX 75075</td>
<td>(469) 693-5705</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Waddell, Tarsyia LPC</td>
<td>2309 Virginia Parkway, Ste: 200, McKinney, TX 75071</td>
<td>(214) 738-6869</td>
<td>Adults Adol Child</td>
</tr>
</tbody>
</table>

Mental Health Providers

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Specialties</th>
</tr>
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<tbody>
<tr>
<td>Allen, Chevonda LPC</td>
<td>Small Victories Counseling 600 N. Hays Rd., Suite 103, Prosper, TX 75078</td>
<td>(469) 554-0028</td>
<td>Adult Adol</td>
</tr>
<tr>
<td>Bass, Kathleen LPC</td>
<td>520 Central Parkway, Ste: 303, Plano, TX 75074</td>
<td>(817) 915-0359</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Bellah, Lloyd MD</td>
<td>Psychiatric Associates of McKinney 1650 W. Virginia St., Ste: 202, McKinney, TX 75069</td>
<td>(972) 542-5980</td>
<td>Adult</td>
</tr>
<tr>
<td>Bellamy, Douglas EdD</td>
<td>101 E. Park Blvd., Ste: 600, Plano, TX 75074</td>
<td>(972) 404-8888</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Bellamy, Priscilla EdD</td>
<td>101 E. Park Blvd., Suite 600, Plano, TX 75074</td>
<td>(972) 404-8888</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Brown-Davis, Tanya LPC</td>
<td>1700 Redbud Blvd., Suite: 316, McKinney, TX 75069</td>
<td>(469) 525-2498</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Goodwin, Pamela LPC</td>
<td>5301 Village Creek Dr., Ste: A, Plano, TX 75093</td>
<td>(214) 202-7437</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Guillette Jennifer, LPC</td>
<td>3550 Parkwood Blvd., Suite A-201, Frisco, TX 75034</td>
<td>(903) 253-1633</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Hamilton, Ellen LPC</td>
<td>720 E. Main Street, Ste: B, Allen, TX 75002</td>
<td>(469) 867-3274</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Henderson, Susan LPC</td>
<td>3101 Coit Rd, Plano, TX 75074</td>
<td>(972) 467-0560</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Henderson, Susan LPC</td>
<td>5900 S. Lake Forest Drive, Ste: 300, McKinney, TX 75070</td>
<td>(972) 467-0560</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Hildre, Jerold LPC</td>
<td>9300 Coit Rd, Ste: 1424, Plano, TX 75025</td>
<td>(214) 726-5451</td>
<td>Adult</td>
</tr>
<tr>
<td>Interian-Boysselle, Brenda LPC</td>
<td>1514 N. Greenville Ave, Ste: 310, Allen, TX 75002</td>
<td>(214) 592-4367</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Kelly, Sherry LCSW</td>
<td>2121 Spring Creek Pkwy, Ste: 220, Plano, TX 75023</td>
<td>(972) 208-0760</td>
<td>Adult Adol</td>
</tr>
<tr>
<td>Khan, Muhammad, MD</td>
<td>5501 Independence Parkway, Suite 302, Plano, TX 75023</td>
<td>(972) 596-4393</td>
<td>Adult Adol Child</td>
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<tr>
<td>Love, LaQuesia LPC</td>
<td>2150 S. Central Expressway, Ste: 200, McKinney, TX 75070</td>
<td>(469) 287-6879</td>
<td>Adult Adol Child</td>
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<tr>
<td>Moreno, Richard PhD</td>
<td>1721 W. Plano Parkway, Ste: 107, Plano, TX 75075</td>
<td>(972) 673-4111</td>
<td>Adult</td>
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<tr>
<td>Nickson-Young, Jacqueline, APRN</td>
<td>Nurse Practitioner Connections 5068 W. Plano Parkway, Ste: 300, Plano, TX 75093</td>
<td>(972) 447-8385</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Niertert, Michelle LPC</td>
<td>Her Life, Inc. 1506 N. Greenville Ave., Ste: 200, Allen, TX 75002</td>
<td>(972) 979-9720</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Parker, Susan LPC</td>
<td>2121 W. Spring Creek Parkway, Ste: 114, Plano, TX 75023</td>
<td>(972) 517-8138</td>
<td>Adult</td>
</tr>
<tr>
<td>Pittman, Annie LPC</td>
<td>ALP Counseling Services 3550 Parkwood Blvd., Ste: A 201, Frisco, TX 750347</td>
<td>(972) 571-8746</td>
<td>Adult Adol Child</td>
</tr>
<tr>
<td>Reed, Shawn LPC</td>
<td>8641 5th Street, Ste: W-6, Frisco, TX 75034</td>
<td>(972) 369-9462</td>
<td>Adult Adol Child</td>
</tr>
</tbody>
</table>

- • Accepting Current Patients Only. ▲ Accepting Referrals
Sadre, Mahnaz, LPC ▲
3550 Parkwood Blvd., Ste: A201
Frisco, TX 75034
(972) 625-9911
Adult  Adult  Child
Farsi

Sikes, Lori LCSW ●
1700 Alma Dr., Ste: 315
Plano, TX 75075
(469) 693-5705
Adult  Adult  Child

Turner, Kathi LCSW ▲
520 E. Central Parkway, Suite 303
Plano, TX 75074
(214) 924-5706
Adult

Waddell, Tarsyia LPC ▲
2309 Virginia Parkway, Ste: 200
McKinney, TX 75071
(214) 738-6869
Adults  Adult  Child

Weathersbee-Ellason, Joan LPC ▲
101 E. Park Blvd., Ste: 640
Plano, TX 75074
(469) 831-4548
Adult

DALLAS COUNTY

Chemical Dependency Providers

Adams, Michelle LPC ▲
1510 N. Hampton Rd., Suite 270
Desoto, TX 75115
(469) 930-6362
Adult  Adult  Child

Allen, Chevonda LPC ▲
15305 Dallas Parkway, Suite 300
Addison, TX 75001
(469) 554-0028
Adult

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

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

Caughy, Dennis LCSW ▲
3200 Southern Dr., Ste: 107
Garland, TX 75043
(972) 742-1679
Adults  Adult  Child

Chandler, Donald Jr LPC ▲
424 S. Corinth Street
Dallas, TX 75203
(214) 946-3676
Adult  Adult  Child

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

DeQuesada, Christina, LPC ▲
1401 N. Central Expressway, Suite 375
Richardson, TX 75080
(972) 639-6579
Adult  Adult  Child

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  Adult  Child

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

Gill, Andrew LPC ▲
4324 N. Beltline Rd., Suite C208
(817) 360-5364
Adult  Adult  Child

Graeser, Ted LPC ▲
3960 Broadway Blvd., Ste: 120
Garland, TX 75043
(214) 703-3317
Adult  Adult  Child

Hargrave, Bruce LMFT ▲
Agape Counseling Clinic
5613 Willowbrook Dr.
Rowlett, TX 75088
(214) 213-7138
Adult  Adult  Child

Hargrave, Bruce LMFT ▲
Agape Counseling Clinic
5613 Willowbrook Dr.
Rowlett, TX 75088
(214) 213-7138
Adult  Adult  Child

Hargrave, Bruce LMFT ▲
Agape Counseling Clinic
5613 Willowbrook Dr.
Rowlett, TX 75088
(214) 213-7138
Adult

Jones-Epstein, Ruby LCSW ▲
921 W. Pioneer Parkway, Ste: K
Grand Prairie, TX 75052
(972) 266-0777
Adult  Adult  Child

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

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

Merchant, Albert LCSW ▲
10300 N. Central Expwy, Ste: 203
Dallas, TX 75243
(214) 503-9222
Adult  Adult  Child (over 6yrs)

Nazempooor, Al LPC, LCDC, PhD ▲
Bank of America Tower
400 S. Zang Blvd., Ste: 813
Dallas, TX 75208
(972) 233-0181
Adult  Adult  Child (over 10yrs)
Farsi

Nazempooor, Al, LPC, LCDC, PhD
12820 Hillcrest Rd., Ste: 107
Dallas, TX 75230
(972) 233-0181
Adult  Adult  Child (over 10 yrs)
Farsi

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

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

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
Adult  Child
Spanish

Osuagwu, Eddie, LPC, LCDC
2528 N. Fitzhugh Ave.
Dallas, TX 75204
(972) 253-0000
Adult

ValueOptions® NorthSTAR Provider Network

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 Fwy., Ste: 1100
Irving, TX 75063
(209) 324-4004
Adult, Adol, Child
Hindi, Urdu

Scott, Crystal LMFT
5005 W. Royal Lane, Suite 1831
Irving, TX 75063
(972) 283-6286
Adult, Adol, Child

Shiwach, Rajinder, MD
2000 Old Hickory Trail
Desoto, TX 75151
(972) 298-7323
Adult
Hindi

Shiwach, Rajinder, MD
941 York Drive, Suite 205
Desoto, TX 75115
(972) 283-6286
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 75151
(972) 298-7323
Adult, Adol, Child
Hindi

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

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

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) 899-2487
Adult, Adol, Child

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

• Accepting Current Patients Only. • Accepting Referrals
Brown, David MD  
9330 Lyndon B Johnson Fwy.  
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

Clintoon, Cynthia LPC  
4230 LBJ Freeway, Ste: 210  
Dallas, TX 75210  
(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) 207-9348  
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 Cloodus 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

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

Gibson, Randall LPC  
4230 LBJ Fwy, 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
<table>
<thead>
<tr>
<th>Name</th>
<th>Address/Location</th>
<th>Phone Numbers</th>
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<th>Languages</th>
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<tbody>
<tr>
<td>Hayes, Magnolia LPC</td>
<td>3300 Gus Thomasson Rd., Ste: 203</td>
<td>(832) 863-5161</td>
<td>Adult, Adol, Child</td>
<td></td>
</tr>
<tr>
<td>Hernandez, Felisha LCSW</td>
<td>3112 N. Jupiter Rd, Suite 203</td>
<td>(972) 897-4986</td>
<td>Adult, Adol, Child</td>
<td>Spanish</td>
</tr>
<tr>
<td>Horton, Rhonda LPC</td>
<td>3960 Broadway Blvd, Ste: 120</td>
<td>(214) 538-7099</td>
<td>Adult, Adol, Child</td>
<td>Spanish</td>
</tr>
<tr>
<td>Hunt, Ruth LPC</td>
<td>1401 N. Central Expwy., Ste: 375</td>
<td>(972) 231-9111</td>
<td>Adult, Adol, Child</td>
<td></td>
</tr>
<tr>
<td>Jackson, Marilynn LPC</td>
<td>419 W. Wheatland Rd., Suite 101</td>
<td>(972) 283-1050</td>
<td>Adult, Adol, Child</td>
<td></td>
</tr>
<tr>
<td>Johnson, Lynda LPC</td>
<td>1106 S. Santa Fe Trail, Suite 9</td>
<td>(469) 600-5056</td>
<td>Adult, Adol, Child</td>
<td></td>
</tr>
<tr>
<td>Jones-Epstein, Ruby LCSW</td>
<td>921 W. Pioneer Parkway, Ste: K</td>
<td>(972) 266-0777</td>
<td>Adult, Adol, Child</td>
<td></td>
</tr>
<tr>
<td>Khan, Muhammad MD</td>
<td>2000 N. Old Hickory Trail, Suite 400</td>
<td>(972) 283-6242</td>
<td>Adult, Adol, Child</td>
<td>German</td>
</tr>
<tr>
<td>Kirby, Donna, LPC</td>
<td>12800 Hillcrest Rd, Suite A 224</td>
<td>(214) 507-0448</td>
<td>Adult, Adol, Child</td>
<td>Hindi</td>
</tr>
<tr>
<td>Kogan, Inna MD</td>
<td>13101 Preston Road, Ste: 504</td>
<td>(469) 791-9000</td>
<td>Adult, Adol, Child</td>
<td>Russian</td>
</tr>
<tr>
<td>Kram, Martin MD</td>
<td>614 Dalworth Street, Grand Prairie, TX 75050</td>
<td>(972) 264-9111</td>
<td>Adult, Adol, Child</td>
<td></td>
</tr>
<tr>
<td>Kunnathusseril, John LPC</td>
<td>4525 Lemmon Ave., Ste: 200</td>
<td>(214) 526-4525</td>
<td>Adult, Adol, Child (over 13yrs)</td>
<td>Hindi, Malayalam, Tamil</td>
</tr>
<tr>
<td>Lammers, Donald PhD</td>
<td>8215 Westchester Drive, Ste: 130</td>
<td>(214) 891-0925</td>
<td>Adult, Adol, Child</td>
<td></td>
</tr>
<tr>
<td>Lane, Katrina LPC</td>
<td>621 Lockwood Dr., Richardson, TX 75080</td>
<td>(972) 333-3925</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Lewis, Beverly LCSW</td>
<td>Wellness Center of Dallas</td>
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<td>Lewis, Beverly LCSW</td>
<td>Wellness Center of Rowlett</td>
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<tr>
<td>Liticker, Terri LCSW</td>
<td>18601 LBJ Freeway, Suite 160</td>
<td>(214) 607-4000</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Marques, Stephanie LPC</td>
<td>610 Uptown Blvd., Ste: 2000/Room 246</td>
<td>(214) 476-0996</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Marquez, Theresa LMSW</td>
<td>1701 Gateway Blvd., Ste: 465</td>
<td>(972) 644-2500</td>
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<tr>
<td>McCain, Cody LPC</td>
<td>17480 Dallas Parkway, Suite 114</td>
<td>(214) 202-2264</td>
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<tr>
<td>Medina, Margarita LPC</td>
<td>13601 Preston Rd., Ste: 520 W</td>
<td>(214) 274-5783</td>
<td>Adult, Adol, Child</td>
<td>Young Child, Spanish</td>
</tr>
<tr>
<td>Melman, Steven LMFT</td>
<td>6380 Lyndon B Johnson Frwy, Ste: 185</td>
<td>(800) 603-9217</td>
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<tr>
<td>Meltzer, Rachel LPC</td>
<td>1221 Abrams Road, Ste: 232</td>
<td>(972) 234-2333</td>
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<tr>
<td>Merchant, Albert LCSW</td>
<td>10300 N. Central Expressway, Ste: 203</td>
<td>(214) 503-9222</td>
<td>Adult, Adol, Child (over 6yrs)</td>
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<tr>
<td>Miller, Dennis LCSW</td>
<td>517 N. Carrier Parkway # H</td>
<td>(817) 338-9553</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Mims, Linda LPC</td>
<td>400 S. Zang Blvd., Ste: 828</td>
<td>(214) 948-9400</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Montani, Graciela LPC</td>
<td>1005 W. Jefferson Blvd., Ste: 205</td>
<td>(214) 941-1650</td>
<td>Adult, Adol, Child</td>
<td>Spanish</td>
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<tr>
<td>Mora, David LPC</td>
<td>301 Sherman St., Suite 202</td>
<td>(972) 898-1318</td>
<td>Adult, Adol, Child</td>
<td>Spanish</td>
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<tr>
<td>Morale, Elizabeth LPC</td>
<td>9603 White Rock Trail, Suite 119</td>
<td>(214) 923-7872</td>
<td>Adult, Adol, Child</td>
<td>Spanish</td>
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<tr>
<td>Morshed, Tanya LCSW</td>
<td>Jewish Family Services</td>
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</tbody>
</table>

- **Accepting Current Patients Only:** Indicates the provider accepts only current patients.
- **Accepting Referrals:** Indicates the provider accepts referrals.
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, Al LPC, LCDC, PhD ▲
Bank of America Tower
400 S. Zang Blvd., Ste: 213
Dallas, TX 75201
(214) 727-7717
Adult Adol Child (over 10yrs)
Farsi

Nazempoor, Ali 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

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
Kalahari

Omolaja, Rabiu LPC
3021 S. Humes Rd.
Mesquite, TX 75181
(214) 641-4577
Adult

Onanuga, Jeil 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

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

Parides, María 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

Rodriquez, 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
<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scott, Crystal LMFT</td>
<td>5005 W. Royal Lane, Suite 183I</td>
<td>(209) 324-4004</td>
<td>Adult, Adol, Child</td>
</tr>
<tr>
<td>Shavers, Dolores LPC</td>
<td>8035 E R.L. Thornton Freeway, Ste: 432</td>
<td>(214) 660-9515</td>
<td>Adult, Adol</td>
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<tr>
<td>Sipp, Sonja LPC</td>
<td>5787 S. Hampton Rd., Suite 230K</td>
<td>(469) 730-3360</td>
<td>Adult, Adol</td>
</tr>
<tr>
<td>Shiwach, Rajinder, MD</td>
<td>941 York Drive, Suite 205</td>
<td>(972) 283-6286</td>
<td>Adult, Adol</td>
</tr>
<tr>
<td>Shiwach, Rajinder, MD</td>
<td>2000 Old Hickory Trail</td>
<td>(972) 298-7323</td>
<td>Adult, Adol</td>
</tr>
<tr>
<td>Skipper-Relyea, Melanie LPC</td>
<td>800 W. Beltline Road</td>
<td>(972) 754-9313</td>
<td>Adult, Adol</td>
</tr>
<tr>
<td>Smith, Mary Magdalena LPC</td>
<td>214 S. Main Street, Suite 101 F</td>
<td>(972) 283-4336</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Smith, Rob LCSW</td>
<td>8035 E. R.L. Thornton Frwy., Ste: 503</td>
<td>(214) 319-9200</td>
<td>Adult, Adol, Child</td>
</tr>
<tr>
<td>Sparks, Luanne LMFT, LCDC</td>
<td>310 E. I-30, Ste: M-103</td>
<td>(972) 270-0425</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Spellman, Craig LPC</td>
<td>1300 Walnut Hill Lane, Ste: 200</td>
<td>(972) 550-8369</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Stein, Tzvia LCSW</td>
<td>2829 Saturn Rd., Ste: 108</td>
<td>(214) 232-5159</td>
<td>Adults</td>
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<tr>
<td>Terpstra, David LPC, LMFT</td>
<td>530 S. Carrier Pkwy., Ste: 211</td>
<td>(214) 354-3648</td>
<td>Adult, Adol</td>
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<tr>
<td>Terpstra, David LPC, LMFT</td>
<td>6162 E. Mockingbird Lane, Ste: 215</td>
<td>(214) 354-3648</td>
<td>Adult, Adol</td>
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<tr>
<td>Tipton, Lee LPC</td>
<td>CRT Counseling</td>
<td>(214) 340-0208</td>
<td>Adult, Adol</td>
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<tr>
<td>Tulloch, Edwin LPC, LMFT</td>
<td>7424 Greenville Ave, Ste: 114</td>
<td>(972) 617-0242</td>
<td>Adult, Adol, Child</td>
</tr>
<tr>
<td>Ucheoma-Cofield, Elizabeth MD</td>
<td>EPM Group</td>
<td>(972) 770-1032</td>
<td>Adult, Adol</td>
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<tr>
<td>Varghese, Thomas K, MD</td>
<td>1704 N. Hampton Rd., Suite 204</td>
<td>(972) 224-7777</td>
<td>Adult, Adol</td>
</tr>
<tr>
<td>Vazquez, Jose MD</td>
<td>EPM Group</td>
<td>(972) 770-1032</td>
<td>Adult, Adol</td>
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<tr>
<td>Wang, Joshua MD</td>
<td>EPM Group</td>
<td>(972) 770-1032</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Waks, Helen LCSW</td>
<td>17304 Preston Rd, Suite 805</td>
<td>(972) 489-8325</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Wilcox, Bill LPC</td>
<td>12820 Hillcrest Road, Ste: C127</td>
<td>(972) 386-8990</td>
<td>Adult, Adol</td>
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**ELLIS COUNTY**

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<th>Name</th>
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<tr>
<td>Aldrich, Pamela</td>
<td>201 Amanda Lane, Suite 102</td>
<td>(979) 236-3059</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Mendez, Rosie LPC, LCDC</td>
<td>629 Farley</td>
<td>(214) 558-2417</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Radosta, Robert PhD</td>
<td>206 South Rogers Street, Ste: 205</td>
<td>(972) 816-8772</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Young, Andrea LCDC</td>
<td>107 S. Gaines St., Ste: 105</td>
<td>(972) 921-2244</td>
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**Mental Health Providers**

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<tr>
<td>Aldrich, Pamela</td>
<td>201 Amanda Lane, Suite 102</td>
<td>(979) 236-3059</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Cheatham, Douglas PhD</td>
<td>Ellis County Family Services</td>
<td>(888) 935-0027</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Collins, Dana LPC</td>
<td>107 S. Gaines Street, Ste: 105</td>
<td>(469) 337-7152</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Garvin, Philip LPC</td>
<td>133 Chieftain Dr., Ste: 101</td>
<td>(972) 285-6050</td>
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*Accepting Current Patients Only, Accepting Referrals*
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<th>Name</th>
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<tr>
<td>Haley, Patricia LPC</td>
<td>110 Oneida Street, Waxahachie, TX 75165</td>
<td>(214) 949-9383</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Hardy, Darlene LPC</td>
<td>4250 FM 663, Midlothian, TX 76065</td>
<td>(214) 577-9828</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Hindman, Emily LPC</td>
<td>1014 Ferris Ave, W.T. 75167</td>
<td>(903) 851-5058</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Johns, Vickie LPC</td>
<td>201 Amanda Lane, Waxahachie, TX 75165</td>
<td>(469) 766-7490</td>
<td>Adult, Adol</td>
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<tr>
<td>Mendez, Rosie LPC, LCDC</td>
<td>629 Farley, Waxahachie, TX 75168</td>
<td>(214) 558-2417</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Radosta, Robert PhD</td>
<td>206 South Rogers St, Waxahachie, TX 75165</td>
<td>(972) 816-8772</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Strange, Travis LPC</td>
<td>1311 Ferris Ave, Waxahachie, TX 75165</td>
<td>(469) 383-9988</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Tulloch, Edwin LPC, LMFT</td>
<td>624 Ovilla Road, Waxahachie, TX 75165</td>
<td>(972) 617-0242</td>
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<tr>
<td>Valentine, Sharon LPC</td>
<td>201 N. Gibson Road, Waxahachie, TX 75165</td>
<td>(214) 399-8359</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Vick, Travis LPC</td>
<td>917 Willow Crest Dr, Midlothian, TX 76065</td>
<td>(214) 949-7825</td>
<td>Adult, Adol, Child</td>
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<tr>
<td>Wall, Kathryn LPC</td>
<td>107 S. Gain Street, Ennis, TX 75119</td>
<td>(972) 875-3334</td>
<td>Adult, Adol, Child, Sign Language</td>
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### HILL COUNTY

**Chemical Dependency and Mental Health Providers**

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<th>Name</th>
<th>Address</th>
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<tr>
<td>Tulloch, Edwin PhD</td>
<td>301 Old Brandon Road, Hillsboro, TX 76645</td>
<td>(972) 617-0242</td>
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### HUNT COUNTY

**Chemical Dependency Providers**

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<th>Name</th>
<th>Address</th>
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<tbody>
<tr>
<td>Ford, Harman LCDC</td>
<td>A2Z Recovery Outreach Center, Greenville, TX</td>
<td>(903) 259-6723</td>
<td>Adult</td>
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**Mental Health Providers**

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<tr>
<th>Name</th>
<th>Address</th>
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<tbody>
<tr>
<td>Beene, Johnnie LPC</td>
<td>2410 Lee Street, Greenville, TX 75401</td>
<td>(903) 455-7449</td>
<td>Adult, Adol, Child</td>
</tr>
<tr>
<td>Brewer, Daniel LPC</td>
<td>2401 Stonewall, Greenville, TX 75402</td>
<td>(903) 454-4446</td>
<td>Adult</td>
</tr>
<tr>
<td>Burgos, Dante MD</td>
<td>2704 Washington St, Greenville, TX 75401</td>
<td>(903) 454-7200</td>
<td>Adult, Adol</td>
</tr>
<tr>
<td>Casselton, Emma LPC</td>
<td>2703 Wesley Street, Greenville, TX 75401</td>
<td>(903) 450-5888</td>
<td>Adult, Adol</td>
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### KAUFMAN COUNTY

**Mental Health Providers**

<table>
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<tr>
<th>Name</th>
<th>Address</th>
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<tbody>
<tr>
<td>Barnett, Elaine LPC</td>
<td>713 W Broad, Forney, TX 75126</td>
<td>(972) 552-5559</td>
<td>Adult, Adol, Child</td>
</tr>
</tbody>
</table>
Blair, James LPC ▲
306 E. Wheeler St.
Terrell, TX 75160
(214) 803-8358
Adults

Drake, Randi LCSW ▲
713 W. Broad St., Suite 200
Forney, TX 75126
(972) 552-5559
Adults

Hughes, Jason LPC ▲
713 W. Broad St., Suite 200
Forney, TX 75126
(972) 552-5559
Adults

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
Adults

Norris, Helen Jenny LPC ▲
102 E. Moore Ave.
Terrell, TX 75160
(972) 365-8754
Adults

Willson, Ashley LPC ▲
713 W. Broad Street, Ste: 200
Forney, TX 75126
(972) 552-5559
Adults

NAVARRO COUNTY
Chemical Dependency Providers

Stephens, Sandra LPC ▲
100 Main Street, Ste: 304
Corsicana, TX 75110
(903) 874-7133
Adults

Espericueta, Dalia LCSW ▲
100 N. Main Street, Ste: 304
Corsicana, TX 75110
(903) 874-7133
Adults

Mental Health Providers

Boyer, Richard LPC
100 N. Main Street, Suite 518
Corsicana, TX 75110
(903) 654-7591
Adults

Crump, Pamela LPC
200 N. 13th Street, Ste: 105
Corsicana, TX 75110
(254) 580-5289
Adults

David, Ruth LPC ▲
533 McKinney Ave.
Corsicana, TX 75110
(903) 423-3228
Adults

Espericueta, Dalia LCSW ▲
100 N. Main Street, Ste: 304
Corsicana, TX 75110
(903) 874-7133
Adults

Ingram, Kimberly LPC
2000 W. 2nd Ave, Ste: B
Corsicana, TX 75110
(903) 872-4442
Adults

Henderson, Karol LPC
200 N. 13th Street, Suite 207
Corsicana, TX 75110
(903) 872-5048
Adults

Hindman, Emily LPC
100 N. Main Street, Ste: 511
Corsicana, TX 75110
(903) 851-5058
Adults

Jennings, Shannon LPC ▲
101 N. 14th Street
Corsicana, TX 75110
(817) 879-4397
Adults

Sheriff, Thomas PhD
301 Hospital Dr.
Corsicana, TX 75110
(903) 874-4656
Adults

Stephens, Sandra LPC ▲
100 Main Street, Ste: 304
Corsicana, TX 75110
(903) 874-7133
Adults

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
Adults

Timoteo, Milton LPC ▲
524 Blue Sage Dr.
Rockwall, TX 75087
(214) 415-8229
Adults

Mental Health Providers

Bennett, Jill LPC ▲
202 N. Fannin St.
Rockwall, TX 75087
(903) 450-7979
Adults

Foote, Cari LPC ▲
203 S. Fannin St.
Rockwall, TX 75087
(830) 693-0530
Adults

Houser, Lauren LPC ▲
200 N. Arch Street
Royse City, TX 75189
(972) 636-9577
Adults

Ludden, Linda EdD ●
935 W. Ralph Hall Parkway, Ste: 105
Rockwall, TX 75032
(972) 772-8484
Adults

Olvera, Kendhal LPC ▲
500 Turtle Cover Blvd., Suite 200B
Rockwall, TX 75087
(469) 249-0228
Adults

Ramos, Vincent PhD ▲
950 T.L. Townsend Dr.
Rockwall, TX 75087
(972) 838-8571
Adults

Sheikha, Sabri MD ●
601 White Hills Drive, Ste: 100
Rockwall, TX 75087
(972) 772-3630
Adults

• Accepting Current Patients Only. ▲ Accepting Referrals

ROCKWALL COUNTY
Chemical Dependency

Stephens, Sandra LPC ▲
102 E. Moore Ave.
Terrell, TX 75160
(972) 365-8754
Adults

Ludden, Linda EdD ●
935 W. Ralph Hall Parkway, Ste: 105
Rockwall, TX 75032
(972) 772-8484
Adults

Olvera, Kendhal LPC ▲
500 Turtle Cover Blvd., Suite 200B
Rockwall, TX 75087
(469) 249-0228
Adults

Ramos, Vincent PhD ▲
950 T.L. Townsend Dr.
Rockwall, TX 75087
(972) 838-8571
Adults
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: 320
Bedford, TX 76022
(817) 571-8463
Adult  Adol  Child (over 5 yrs)

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 and click on the “Achieve Solutions” link.
Program Information Card

Your Name

ValueOptions® ACCESS Line........................................1-888-800-6799
TDD................................................................................1-888-800-6792
Emergency Services..............................................................911
Mobile Crisis Team............................................................1-866-260-8000
NTBHA Ombudsman..........................................................1-877-653-6363