



ValueOptions

**NorthSTAR MEMBER INFORMATION
AND PROVIDER DIRECTORY**

*Libro de Miembros y Directorio
de Proveedores*

09/01/06

*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



NorthSTAR

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Please note: This list is current as of 5/1/06. 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 Value Options

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 10. 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

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 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

- 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 priority 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 automatically 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.

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

Within five days after enrollment, you will be sent an enrollment package that will include a welcome letter, this handbook and provider directory, and a schedule of upcoming introductory meetings and health education programs.

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.

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

CHIP (Children's Health Insurance Program)

The State of Texas has a program called CHIP 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 Federal Poverty Level. Non-Medicaid-Eligible children who are eligible for NorthSTAR are probably also eligible for CHIP. To find out about CHIP or to apply call the Tex-Care Partnership at 1-800-647-6558, or go to the Tex-Care partnership web site at www.texcarepartnership.com. You can also get information about CHIP by calling ValueOptions ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792.

STAR

STAR is the State's Medicaid physical health program. Medicaid-eligible individuals who qualify for NorthSTAR also qualify for STAR, except for SSI recipients who receive Medicare as well as Medicaid. SSI recipients who do not receive Medicare can choose whether or not they wish to enroll in STAR. Maximus will send all Medicaid-eligible individuals enrolled in NorthSTAR information about how to enroll in STAR. Adults enrolled in STAR are not limited to three prescriptions per month. If you have questions about STAR, call Maximus at 1-800-964-2777. You can also get information about STAR by calling ValueOptions ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792.

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 through AT&T 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
 - 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
 - Information about community resources including self-help programs
 - Information about how to give a compliment or make a complaint or file a grievance or appeal
- Our Clinical Department is available 24 hours a day, 7 days a week. The Clinical Department includes licensed behavioral health professionals (called Care Managers) who can help you:
- Find a provider who can provide the services you need and who is nearby
 - Obtain mental health or substance abuse services
 - Deal with a mental health or substance abuse emergency

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

If you need emergency transportation, call the ValueOptions ACCESS LINE. A Care Manager will arrange for emergency transportation and care immediately. If you are Medicaid-eligible and enrolled in STAR, the ValueOptions care manager will arrange emergency transportation with your STAR physical health plan.

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 at Medical City or Green Oaks McKinney 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 at Medical City or Green Oaks McKinney. 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 locations and phone numbers for Green Oaks Hospitals are:

Green Oaks at Medical City (972) 991-9504 7808 Clodus Fields Drive Dallas, TX 75251	Green Oaks McKinney (972) 548-5424 133 S. Central Expressway McKinney, Texas 75070
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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 is covered when you are out of the NorthSTAR service area.**

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

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

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

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

When you know you will be travelling 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. 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 professionals who can help you.

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

If you need emergency transportation, call the toll-free ValueOptions ACCESS LINE at 1-888-800-6799 or TDD 1-888-800-6792. A care manager will arrange for emergency transportation and care immediately. If you are Medicaid-eligible and enrolled in the STAR program, ValueOptions will arrange emergency transportation through your STAR plan.

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 Medical Transportation Program (MTP) office, Monday through Friday between 8 a.m. and 5 p.m. The number to call is:

Medical Transportation Program (MTP)

1-877-Med Trip or 1-877-633-8747

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 MTP office and cancel your ride. MTP 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.

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 individual's 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, health education, and in-home/family support assistance.
- Inpatient services, including general hospital and freestanding psychiatric hospitals
- Other services-crisis stabilization, subacute inpatient, in-home services, targeted/focused case management, 23-hour observation bed, emergency services, and services to interpret information in a foreign language, as needed.
- Medication is covered by your STAR plan if you are enrolled in STAR, or by the State Medicaid vendor drug program if you are not enrolled in STAR.

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, intensive crisis residential services, residential treatment centers, 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, in-home support, intensive crisis residential services, personal care homes/assisted living, adult foster care, 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, if you are enrolled in STAR, or by the State Medicaid vendor drug program

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

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

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

- Outpatient services, including medication management, or, if not getting medication, an initial assessment and three follow-up sessions to determine further medically necessary services; services to interpret information into another language, as needed, health education services, and in-home/family support assistance.
- Inpatient services
- Emergency care
- Medication, including new generation medications as authorized

2.) MENTAL HEALTH--CHILD/ADOLESCENT, NON-MEDICAID-ELIGIBLE AND NON SMI/ SED

NorthSTAR-enrolled children and adolescents who are not Medicaid-eligible may receive all the Mental Health services listed above, as well as:

- Crisis stabilization, subacute inpatient, targeted/focused case management, 23-hour

observation bed, and transportation when authorized

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

NorthSTAR-enrolled adults who have been diagnosed with a serious mental illness 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, 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

4.) 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 and 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, early intervention for ages 3 to 5, and in-home/family assistance

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, the Medicaid Vendor Drug program 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.

- Texas Health Network 1-888-302-6688
- AMERIGROUP 1-800-600-4441
- Parkland Health Plan 1-888-672-2277

Medicaid-eligible, not enrolled in STAR

The Medicaid Vendor Drug program also pays for Medicaid prescriptions for adults who are Medicaid-eligible but who are not enrolled in the STAR program. However, Medicaid will pay for only 3 prescriptions per month for Medicaid-eligible adults who are not enrolled in STAR.

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?

Medicaid-Eligible members will not have to pay any costs for the three allowed prescriptions per month.

Non-Medicaid-eligible enrollees may have co-pays of twenty dollars on some prescriptions.

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 Medicaid Vendor Drug Program pays for prescription medications for both STAR-enrolled and non-STAR enrolled Medicaid-eligible enrollees in NorthSTAR. Medicaid will pay for only 3 prescriptions per month for Medicaid-eligible adults who are not enrolled in STAR.

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 agen-

cies in your community provide these services at low or no cost. Medicaid members who are enrolled in STAR can call their STAR plans for help in finding family planning services.

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

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

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

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

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

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

To make a complaint, you may call:

- ValueOptions Customer Service
1-888-800-6799 or TDD 1-888-800-6792
- Maximus NorthSTAR Enrollee Services
1-800-964-2777
- DANSA Consumer Ombudsman
1-877-653-6363
- Texas Department of Insurance
1-800-252-3439
- NorthSTAR Enrollee and Provider Services
1-512-206-5470

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 (TDSHS)

ATTN: NorthSTAR
P.O. Box 12668
Austin, TX 78711-2668

If you make a written complaint to ValueOptions, our Quality Management Department will contact you within five working days after we receive your letter to let you know that we have your complaint. We will send you a letter within 30 days after that to tell you how we plan to solve 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 formal request for ValueOptions to review and change that decision. 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 200
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 from the State. To request a Fair Hearing, call 1-512-206-5470, or write to:

NorthSTAR Enrollee and Provider Services

Texas Department of State Health Services (TDSHS)
909 West 45th Street
Austin, TX 78711-2668

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

WHAT IS FRAUD AND ABUSE?

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

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

WHAT ARE MY RIGHTS?

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

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

- a. To be treated fairly and with respect, and
- b. To know that your medical records and what

you tell your providers will be kept private and confidential, and not shared without your written permission.

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

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

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

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

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

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

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

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

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

WHAT ARE MY RESPONSIBILITIES IN MY RECOVERY?

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

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

- 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 emergency room care in an emergency or 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 tip sheets 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.

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.

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 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.

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.

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 Dallas Area NorthSTAR Authority (DANSA) can also help you with resources if you call them at toll free at 1-877-653-6363, or go to their website www.dansatx.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	972/ 239-4599
The ARC of Dallas	214/ 634-9810
Battered Women's Hotline	214/ 941-1991
BRAIN (North TX Brain Injury Resource & Information Network, Inc.) (metro number)	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/ 350-7196
NAMI Collin County 972/422-5296 or McKinney area	972/ 548-8378
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.

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 PHI with authorities that monitor our compliance with privacy requirements.

For public health activities: We may share

PHI when we are required to collect information about disease or injury, or to report information to a public health authority.

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

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

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

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

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

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

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

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

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

IV. Your Rights Regarding Your Protected Health Information.

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

To request restrictions on uses or sharing

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

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

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

To request changes or corrections of your PHI: If you believe that there is a mistake or missing information in your PHI, you may request that we correct or add to the record. You must submit your request in writing as indicated in your member materials, along with a reason that supports your request. We will respond within the time required by law. We may deny the request if we determine that the PHI: (i) is correct and complete; (ii) was not created by us and/or is not part of our records, or (iii) is a type of information that we cannot disclose. If we deny your request for changes, we will tell you in writing the reasons for denial and explain your rights to have your request and our denial, together with any statement of disagreement made part of your PHI. If we approve the request for changes, we will change the PHI, and tell you and others that need to know, about the change.

To find out what disclosures have been made: You have the right to get a list of the disclosures we made of your PHI, including the date, the person receiving the PHI and the purpose of the disclosure. This list will not include disclosures for treatment, payment or health care operations, any release of information we made to you or to those you authorized, your family, or any release to national security or intelligence authorities. The list will not include any disclosures made before April 14, 2003 and may not include disclosures that law enforcement or health authorities asked us not to list. To request this list, you must send your request in writing as indicated in your member materials. We will respond to your written request for a list within a period required by

law. You can request a list of disclosures going back up to six years but no earlier than April 14, 2003. There will be no charge for one list each year. There may be a charge for more than one list per year.

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

V. How to Complain about our Privacy Practices:

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

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

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

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

WHAT DOES THAT WORD MEAN?

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

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

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

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

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

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

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

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

Dallas Area NorthSTAR Authority (DANSA): The local behavioral health authority for the NorthSTAR service area. DANSA 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.

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 TDSHS.

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 Health that can be prescribed for eligible people receiving Medicaid and non-Medicaid health care services.

HIPAA: 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 ongoing 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.

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 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.

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 orga-

nization 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.

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.

TDH: Texas Department of Health

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.

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

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

NorthSTAR Pharmacy Locations

COLLIN COUNTY

Walgreens

3001 El Dorado Pkwy.
McKinney, TX 75069
(972)540-6667
Open 24hrs.

Northside Pharmacy

1601 W. University
McKinney, TX 75070
(972)542-4481

DALLAS COUNTY

Walgreens

2060 S. Buckner Blvd.
Dallas, TX 75227
(214)398-8754
Open 24hrs.

Walgreens

3732 W. Northwest Hwy.
Dallas, TX 75235
(214)956-0113
Open 24hrs.

Walgreens

5742 E. Mockingbird Lane
Dallas, TX 75206
(214)826-7136
Open 24hrs.

Walgreens

1104 S. Westmoreland Rd.
Dallas, TX 75211
(214)467-3540
Mon.-Fri. 8am-10pm
Sat.. 9am-7pm
Sun. 10am-6pm

Walgreens

1461 Robert B. Cullum Blvd.
Dallas, TX 75215
(214)421-2043
Mon.-Fri. 8am-10pm
Sat.. 9am-7pm
Sun. 10am-6pm

Walgreens

3211 S. Lancaster Rd.
Dallas, TX 75216
(214)371-1891
Mon.-Fri. 8am-10pm
Sat.. 9am-7pm
Sun. 10am-6pm

Walgreens

6515 Abrams Rd.
Dallas, TX 75231
(214)341-0861
Mon.-Fri. 8am-10pm
Sat.. 9am-7pm
Sun. 10am-6pm

Walgreens

1306 N. Beckley
Dallas, TX 75203
(214)948-3559
Mon.-Fri. 8am-10pm
Sat.. 9am-7pm
Sun. 10am-6pm

Walgreens

1520 Pioneer Rd.
Mesquite, TX 75180
(972)288-8287
Mon.-Fri. 8am-10pm
Sat.. 9am-7pm
Sun. 10am-6pm

Walgreens

9937 Garland Rd.
Dallas, TX 75218
(214)328-4971
Mon.-Fri. 8am-10pm
Sat.. 9am-7pm
Sun. 10am-6pm

Walgreens

4000 Preston Rd.
Plano, TX 75093
(972)964-2470
Open 24hrs.

Walgreens

3400 N. Beltline Rd.
Irving, TX 75062
(972)594-1648
Open 24hrs.

Walgreens

507 S. Carrier Pkwy.
Grand Prairie, TX 75051
(972)237-2121
Mon.-Fri. 8am-10pm
Sat.. 9am-7pm
Sun. 10am-6pm

Walgreens

3045 Broadway Blvd.
Garland, TX 75043
(972)864-1608
Mon.-Fri. 8am-10pm
Sat.. 9am-7pm
Sun. 10am-6pm

Walgreens

734 E. Pleasant Run Rd.
DeSoto, TX 75115
(972)274-2178
Mon.-Fri. 8am-10pm
Sat.. 9am-7pm
Sun. 10am-6pm

Walgreens

720 W. F.M. 544
Wylie, TX 75401
(972)429-7949
Open 24hrs.

Dallas MetroCare Clinic

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

Dallas MetroCare Clinic

1380 Riverbend Dr. #1340-P
Dallas, TX 75247
(214)743-1229

Dallas MetroCare Clinic

3330 S. Lancaster Rd.
Dallas, TX 75216
(214)371-6639

Dallas MetroCare Clinic

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

ELLIS COUNTY

Walgreens

1201 Ferris Ave.
Waxahachie, TX 75165
(972)923-3227
Open 24hrs.

HUNT COUNTY

Brookshire

6410 Wesley St.
Greenville, TX 75402
(903)455-1076

SuperOne

4811 Wesley St.
Greenville, TX 75401
(906)454-8701

NAVARRO COUNTY

P & S Pharmacy

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

ROCKWALL COUNTY

Walgreens

2911 Ridge Rd.
Rockwall, TX 75160
(972)722-8418

Specialty Network Provider (SPN)

Chemical Dependency Provider

HUNT COUNTY

Lakes Regional MH/MR

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

KAUFMAN COUNTY

Lakes Regional MH/MR

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

Lakes Regional MH/MR

810 Williams St.
Rockwall, TX 75087
(972)524-4159
Adult
Enrollment Site

Mental Health Provider

COLLIN COUNTY

Child and Family Guidance

4031 W. Plano Pkwy., Ste. #211
Plano, TX 75093
(214)351-3490
Adol Child
Enrollment Site

Life Path Systems

3920 Alma Dr.
Plano, TX 75023
(972)422-5939
Adult
Enrollment Site

Life Path Systems

1416 N. Church St.
McKinney, TX 75069
(972)562-0190
Adult
Enrollment Site

DALLAS COUNTY

ABC Behavioral Health

4600 Blvd.
Timberlawn Campus
Dallas, TX 75228
(214)275-8500
Adult
Enrollment Site

Adapt of Texas

5701 Maple Ave.
Dallas, TX 75235
(214)905-0595
Adult
Spanish
Enrollment Site

Adapt of Texas

2300 White Ave., Ste. #104
McKinney, TX 75070
(214)544-1887
Adult
Enrollment Site

Adapt of Texas

900 E. Park Blvd., Ste. #155
Plano, TX 75093
(214)544-1887
Adult
Enrollment Site

Centro de Mi Salud

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

Child and Family Guidance

8915 Harry Hines Blvd.
Dallas, TX 75149
(214)351-3490
Adol Child
Enrollment Site

Child and Family Guidance

1035 Military Pkwy.
Mesquite, TX 74149
(214)351-3490
Adol Child
Enrollment Site

Dallas Metrocare Services/ Independence House Drop-In Center

3330 S. Lancaster Rd.
Dallas, TX 75216
(214)941-6054
Adult
Spanish, Chinese, Sign Language
Enrollment Site

Dallas Metrocare Services/ Lancaster/Keist Outpatient Clinic

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

**Dallas Metrocare Services/
Special Needs Offender Program**
3330 S. Lancaster Rd., Annex Bldg.
Dallas, TX 75216
(214)371-0474
Adult
Spanish, Sign Language, Chinese
Enrollment Site

Dallas Metrocare Services/ Westmoreland Outpatient Clinic

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

Dallas Metrocare Services/ Altshuler Outpatient Clinic

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

Dallas Metrocare Services/Homeless

901 S. Ervay St.
Dallas, TX 75201
(214)939-3933
Adult
Spanish
Enrollment Site

Dallas Metrocare Services/ Pathways Outpatient Clinic

1340 Riverbend Rd.
Dallas, TX 75247
(214)743-6188
Adult
Spanish, Sign Language, Chinese
Enrollment Site

Dallas Metrocare Services/ Treatment Foster Care

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

Dallas Metrocare Services/ Westside Family Clinic

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

Dallas Metrocare Services

221 S. Ninth St.
Garland, TX 75040
(972)407-4525 Ext.# 14
Adol, Child
Spanish
Enrollment Site

Dallas Metrocare Services

405 Stadium Dr.
Grand Prairie, TX 75052
(972)264-3252
Adol Child
Enrollment Site

**Dallas Metrocare Services/
Eastside Family Center**

4701 Samuell Blvd.
Dallas, TX 75228
(214)381-7070
Adol Child(over 5yrs.)
Spanish, Chinese, Sign Language
Enrollment Site

**Dallas Metrocare Services/
Early Intervention**

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

**Lifenet Community Behavioral
Healthcare**

10405 E. Northwest Hwy., Ste.# 100
Dallas, TX 75238
(214)221-5433
Adult
Enrollment Site

Providence of Texas

8625 King George Dr., Ste.# 150
Dallas, TX 75235
(214)631-7002
(800)297-7936
Adol Child (over 4yrs.)
Enrollment Site

Youth Advocate Programs

210 W. Tenth St.
Dallas, TX 75208
(214)943-6500
Adol Child
Enrollment Site

ELLIS COUNTY**Adapt of Texas**

1311 Ferris Ave.
Waxahachie, TX 75165
(972)935-9700
Adult Adol Child
Enrollment Site

HUNT COUNTY**Lakes Regional MH/MR**

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

KAUFMAN COUNTY**Adapt of Texas**

305 Mulberry St.
Kaufman, TX 75142
(972)932-4157
Adult
Enrollment Site

Lakes Regional MH/MR

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

Lakes Regional MH/MR

810 Williams St.
Rockwall, TX 75087
(972)524-4159
Adult
Enrollment Site

Providence of Texas

305 W. Mulberry
Kaufman, TX 75125
(972)932-8002
Adol Child
Enrollment Site

NAVARRO COUNTY**Adapt of Texas**

800 N. Main St., Ste.# D
Corsicana, TX 75110
(866)935-9700
Adult Adol Child
Enrollment Site

Facility Provider**DALLAS COUNTY****Ann Arbor House**

1712 E. Ann Arbor Ave.
Dallas, TX 75231
(214)987-4687

Counseling Institute of Texas, Inc.

705 West Ave. B, Ste.# 306
Garland, TX 75040
(972)494-0160

Chemical Dependency Provider**COLLIN COUNTY****Avenues Counseling Center**

201 W. Louisiana St.
McKinney, TX 75070
(972)562-9647

Enrollment Site

First Step Counseling

900 E. Park Blvd., Ste.# 153
Plano, TX 75074
(972)633-5544
Enrollment Site

Life Management Resources

3253 Independence Blvd.
Plano, TX 75075
(972)985-7565
Enrollment Site

West Texas Counseling & Rehabilitation Foundation

1006 20th St.
Plano, TX 75074
(972)423-8532
Enrollment Site

DALLAS COUNTY**Addicare Group of Texas**

2722 W. Kinsley, Ste.# 115
Garland, TX 75042
(972)278-4760
Enrollment Site

Addicare Group of Texas

113 Kenway, Ste.# 200B
Rockwall, TX 75087
Enrollment Site

First Step Counseling

219 B. Sunset Ave., Ste.# 101
Dallas, TX 75208
(214)942-8808
Enrollment Site

First Step Counseling

13610 Midway Rd., Ste.# 241
Dallas, TX 75244
(972)239-4440
Enrollment Site

Galaxy Counseling Center

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

Gateway Foundation/Help Is Possible

723 S. Peak St.
Dallas, TX 75223
(214)827-2870
Adult
Enrollment Site

Holmes Street Foundation, Inc.

2719 Holmes St.
Dallas, TX 75215
(214)421-7580
Adol (only boys)
Enrollment Site

Holmes Street Foundation, Inc.

1420 MLK Jr. Blvd.
Dallas, TX 75215
(214)421-7580
Enrollment Site

Homeward Bound, Inc.

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

Nexus Recovery Center

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

Phoenix House of Texas

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

Phoenix House of Texas

2438 Butler St., Ste.# 100
Dallas, TX 75219
(214)999-1044
Enrollment Site

Recovery Healthcare Corporation

2520 Electronic Ln., Ste.# 810
Dallas, TX 75220
(214)350-1711
Adult
Enrollment Site

Remedy Addictions Counselors

1400 W. Irving Blvd., Ste.# 100
Irving, TX 75061
(972)253-0000
Adult Adol
Enrollment Site

Remedy Addictions Counselors

4915 Gus Thomasson, Ste.# 1
Mesquite, TX 75150
(214)324-5400
Adult Adol
Enrollment Site

Solace Counseling and Associates

2519 Oaklawn Ave., Ste.# 100
Dallas, TX 75219
(214)522-4640
Enrollment Site

St. Joseph Adolescent & Family Services

4500 W. Davis St.
Dallas, TX 75211
(214)623-9976
Adol (12yrs.-17yrs.)
Enrollment Site

The Road to Recovery

9304 Forest Lane, Ste.# 269N
Dallas, TX 75243
(214)503-3764
Enrollment Site

Turtle Creek Manor

2707 Routh St.
Dallas, TX 75201
(214)871-2483
Enrollment Site

West Texas Counseling & Rehabilitation Foundation

2001 W. Airport Fwy., Ste.# 113N
Irving, TX 75062
(972)607-2296
Enrollment Site

West Texas Counseling & Rehabilitation Foundation

5415 Maple Ave., Ste.# 427
Dallas, TX 75235
(214)630-7146
Enrollment Site

ELLIS COUNTY**Counseling Center of Ellis County**

6350 N. I-35E
Waxahachie, TX 75165
(972)617-6222
Adult
Enrollment Site

The Freeman Center, Inc.

1401 Columbus Ave.
Waco, TX 76703
(254)753-8251
Adult Adol
Enrollment Site

Mental Health

DALLAS COUNTY

Juliette Fowler Homes, Inc.

1260 Abrams Rd.
Dallas, TX 75214
(214)827-0813
Adol Child
Spanish
Enrollment Site

Salesmanship Club Youth & Family Center

106 E. 10th St.
Dallas, TX 75203
(972)481-7890
Adult Child
Spanish
Enrollment Site

Salesmanship Club Youth & Family Center

3003 LBJ Fwy., Ste.# 228
Dallas, TX 75234
(972)481-7890
Enrollment Site

UT Southwestern Provider**Mental Health Provider****DALLAS COUNTY****Adinoff, Byron MD ▲**

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Bennett, Marty MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Bigg, Melanie PhD ▲

5959 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Bivens, Trina MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Blois, Erik MD ▲

5303 Harry Hines Blvd.
Dallas, TX 75053
(214)648-5555 Adult

Borman, Patricia MD ▲

5909 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Brasier, Cythia MD ▲

5303 Harry Hines Blvd.
Dallas, TX 75053
(214)648-5555
Adult

Bret, Mary MD ▲

5909 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Brewer, Karen Ph.D ▲

200 Treadway Plaza
Dallas, TX 75235
(214)648-8865
Adult

Byerly, Matthew MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Cain, John MD ▲

P.O. Box# 845347
Dallas, TX 75284
(214)648-5555

Claassen, Cynthia PhD ▲

5909 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Cullum, Colin PhD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Deardorff, Daralynn DO ▲

5909 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Deschner, Martin PhD ▲

5909 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Downing, Michael MD ▲

6363 Forest Park Rd.
Dallas, TX 75390
(214)648-5555

Emslie, Graham MD ▲

5909 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Evans, Monroe PhD ▲

5909 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Fribley, Corrine MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Frol, Alan PhD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Garrett, Robert MD ▲

5303 Harry Hines Blvd.
Dallas, TX 75053
(214)648-6960
Adult

Haraguchi, Gayle, MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Herman, John , PhD ▲

5323 Harry Hines Blvd
Dallas, TX 75284
(214)648-5555

Husain, Mustafa, MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Jarrett, Robin, PhD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Jenkins, Celia, MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Karni, Catherine MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555
Adol Child

Kennard, Beth PysD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Krebaum, Steven PhD ▲

5909 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Lacritz, Laura PhD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Lagrone, Howard MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Libby, Kay LMSW ▲

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Dallas, TX 75284
(214)648-5555

Maddrey, Ann PhD ▲

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Dallas, TX 75284
(214)648-5555

Marshall, Cindy MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Mohl, Paul MD ▲

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Dallas, TX 75284
(214)648-5555

Norcross, James MD ▲

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Dallas, TX 75284
(214)648-5555

Noss, Michael DO ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Portteus, Andrew MD ▲

5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Queenan, Kip MD ▲

5959 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Quinn, John MD ▲

5959 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Ramkumar, Sujatha MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Rao, Uma MD ▲
5959 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Rezai, Maryam MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Ringe, Wendy PhD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Sadler, John MD ▲
5909 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Senktas, Marzena MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Setliff, Stephanie MD ▲
5909 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Silver, Cheryl PhD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Snow, Diane LCSW ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Sunderajan, Prahba MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Suppes, Patricia MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Sureddi, Suesh MD ▲
6363 Forest Park Rd.
Dallas, TX 75390
(214)648-5555

Tiner, Patrick LMSW ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Thornton, William MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Trivedi, Madhukar MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Trulson, Tamella MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Van Wright, Aaron MD ▲
5201 Harry Hines Blvd.
Parkland Psychiatry Emergency
Dallas, TX 75235
(214)648-5555

Waller, David MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Weiner, Myron MD ▲
5959 Harry Hines Blvd.
Dallas, TX 75390
(214)648-5555

Whyte, Shannon PhD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Wolff, Timothy MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Woods, Michael MD ▲
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Dallas, TX 75284
(214)648-5555

Wooten, Tyler MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Zaki, Nasir MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Zielinski, Tanya MD ▲
5323 Harry Hines Blvd.
Dallas, TX 75284
(214)648-5555

Hospital Provider**COLLIN COUNTY****Green Oaks**

3801 W. 15th St., Ste.# 320
Plano, TX 75075
(972)985-1599
Enrollment Site

Medical Center of McKinney

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

DALLAS COUNTY**Cedars Hospital**

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

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

Timberlawn Mental Health

4600 Samuell Blvd.
Dallas, TX 75228
(214)381-7181
Enrollment Site (children only)

Zale Lipshy University Hospital

5151 Harry Hines Blvd.
Dallas, TX 75235
(214)648-1541

HUNT COUNTY**Glen Oaks Hospital**

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

KAUFMAN COUNTY**Terrell State Hospital**

1200 East Brin St.
Terrell, TX 75160
(972)563-6452

Individual Providers**COLLIN****Chemical Dependency Providers****Anderson, Annette LCSW**

555 Republic Dr., Ste. 315
Plano, TX 75074
(972) 480-5310
Adult Adol Child

Cameron, Susan LPC

2321 Coit Rd., Ste.# D
Plano, TX 75075
(972) 964-7730
Adult Adol Child

Cocoris, John PsyD ▲

7209 Verdi Way
McKinney, TX 75070
(972) 516-0743
Adult Adol Child

Kelly, Sherry LCSW ▲

2325 Coit Rd., Ste.# C
Plano, TX 75075
(972) 867-8169
Adult Adol

Mory, William (Bill) LPC, LMFT, LCDC

1600 Redbud, Ste.# 404
McKinney, TX 75069
(972) 542-4665
Adult Adol Child
Spanish

Mory, William (Bill) LPC, LMFT, LCDC

4100 W 15th St, Ste.# 220
Plano, TX 75093
(972) 542-4665
Adult Adol Child
Spanish

Sims, Deanna LPC

5068 W Plano Pkwy, Ste.# 255
Plano, TX 75093
(972) 978-2157
Adult Adol Child

Mental Health Providers**Allen, Amy LPC I**

105 Preston Rd.
Frisco, TX 75039
(972) 335-3933
Adult Adol Child

Anderson, Annette LCSW

555 Republic Dr., Ste. 315
Plano, TX 75074
(972) 480-5310
Adult Adol Child

Baumbach, Cathy LPC

202 N. Allen Dr, Ste.# E
Allen, TX 75013
(972) 896-6123
Adult Adol Child

Beacham, Alice LPC ●

1600 Redbud Blvd., Ste. 404
McKinney, TX 75069
(214) 726-6496
Adult Adol Child

Beacham, Alice LPC ●

1836 West Virginia Pkwy., Ste.107
McKinney, TX 75069
(214) 726-6496
Adult Adol Child

Bellamy, Douglas EdD ▲

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

Bellamy, Douglas EdD ▲

17304 Preston Road, Ste.# 800
Dallas, TX 75252
(972) 404-8888
Adult Adol Child

Bellamy, Douglas EdD ▲

800 W. Airport Freeway, Ste.# 1100
Irving, TX 75062
(972) 404-8888
Adult Adol Child

Cameron, Susan LPC

2321 Coit Rd., Ste.# D
Plano, TX 75075
(972) 964-7730
Adult Adol Child

Clifford, Patrick PsyD ▲

7777 Forest Lane, Ste.# C502
Dallas, TX 75063
(972) 849-8987
Adult

Cocoris, John PsyD

7209 Verde Way
McKinney, TX 75070
(972) 529-4483
Adult Adol Child

Ellason, Joan LPC

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

Hamilton, Ellen LPC

720 E. Main St, Ste.# B
Allen, TX 75002
(972) 713-0756
Adult Adol Child

Hildre, Jerold LPC

3033 Maumelle Dr.
Plano Tx 75203
(972) 606-3015
Adult Adol

Kelly, Sherry LCSW ▲

2325 Coit Rd., Ste.# C
Plano, TX 75075
(972) 867-8169
Adult Adol

Kildebeck, Maryann LCSW ▲

9741 Preston Rd., Ste.# 105
Frisco, TX 75034
(972) 377-6400
Adult

McCurdy, Kelly LCSW ●

555 Republic Dr., Ste.# 109
Plano, TX 75074
(972) 669-5064
Adult Adol Child

McGrath, Eileen LPC

555 Republic Dr.
Plano, TX 75074
(972) 337-9814
Adult Adol Child (over 2 years)

McGrath, Eileen LPC

9741 Preston Rd., Ste.# 105
Frisco, TX 75034
(972) 337-9814
Adult Adol Child (over 2 years)

Meyer, Darren MD ●

321 N. Central Expy, Ste.# 340
McKinney, TX 75070
(972) 529-5445
Adult

Moreno, Richard PhD

3900 W 15th St, Ste.# 303
Plano, TX 75075
(972) 612-9696
Adult Adol

Mory, William LPC, LMFT, LCDC

1600 Redbud, Ste.# 404
McKinney, TX 75069
(972) 542-4665
Adult Adol Child
Spanish

Mory, William (Bill) LPC, LMFT, LCDC

4100 W 15th St, Ste.# 220
Plano, TX 75093
(972) 542-4665
Adult Adol Child
Spanish

Pruitt, Debra LPC ▲

6136 Frisco Square Blvd., Ste.# 400
Frisco, TX 75034
(214) 923-8488
Adult Adol Child

Sims, Deanna LPC

5068 W Plano Pkwy, Ste.# 255
Plano, TX 75093
(972) 978-2157
Adult Adol Child

West, Penny LPC ▲

947 CR1835
Yantis, TX 75497
(903) 383-3186
Adult Adol Child

DALLAS**Chemical Dependency Providers****Arnett, Gary LPC ▲**

1425 W Pioneer Dr, Ste.# 124
Irving, TX 76061
(972) 259-4025
Adult Adol (over 16 yrs.)

Berger, Mary LCSW ●

511 E. Carpenter Frwy, Ste.# 436
Irving, TX 75062
(972) 506-0700
Adult

Berger, Murray PhD, LMFT ▲

11311 N. Central Expy, Ste.# 208
Dallas, TX 75243
(214) 692-5793
Adult
Hebrew, Yiddish

Boaz, Benjamin LPC

1704 N. Hampton Rd., Ste.# 204
De Soto, TX 75115
(972) 224-3185
Adult Adol

Borck, John LPC

3966 Sword Dancer Way
Grand Prairie, TX 75052
(972) 824-1148
Adult Adol Child

Borck, John LPC

718 N. Buckner, Ste.# 424
Dallas, TX 75218
(972) 824-1148
Adult Adol Child

Brewster, Judith LPC, LCDC

6162 E. Mockingbird Ln., Ste.# 204
Dallas, TX 75214
(214) 824-1914
Adult Adol Child

Brophy, Michael MD ●

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

Brown, Edson MD ●

5303 Harry Hines Blvd.
Dallas, TX 75053
(214) 648-5555
Adult

Burks, Kathey LPC, LCDC, LMFT ▲

18601 LBJ Frwy, Ste.# 160
Mesquite, TX 75150
(972) 250-1136
Adult Adol

Burks, Kathey LPC, LCDC, LMFT ▲

9550 Forest Ln., Bldg.# 1, Ste.# 116
Dallas, TX 75234
(972) 250-1136
Adult Adol

Busby, Margaret LPC, LCDC, LMFT ▲

2995 LBJ Freeway, Ste.# 200
Dallas, TX 75234
(972) 243-8822
Adult Adol Child (over 8 yrs.)

Ciarochi, Sandra LPC ●

903 S. Main St, Ste.# 101
Duncanville, TX 75137
(972) 296-9947
Adult

Crump, Steven LPC

5646 Milton St, Ste.# 340
Dallas, TX 75206
(214) 924-0932
Adult Adol
Chinese, Laotian, Spanish, Russian, French

Denson, Michael LCSW ▲

509 N. E. 4th St, Ste.# 200
Grand Prairie, TX 75051
(972) 264-0604
Adult Adol Child (over 8 yrs.)

Donohue, Peggy LPC, LMFT, NCC ▲

1221 Abrams Rd., Ste.# 227
Richardson, TX 75081
(972) 699-0774
Adult Adol Child (over 6 yrs.)

Felber, Mark LPC, LCDC ▲

1311 Rockingham, Ste.# 230
Richardson, TX 75080
(214) 796-2323
Adult

Fenton, Barry MD ▲

3710 Rawlins, Ste.# 1370
Dallas, TX 75219
(214) 520-7575
Adult Adol

Ferris, Gretchen LPC, LMFT

12890 Hillcrest Rd., Ste.# 200
Dallas, TX 75230
(972) 239-6312
Adult Adol Child

Gaskin-Smith, Wanda PhD

321 N. Central Exwy, Ste.# 309
Dallas, TX 75070
(972) 562-7860
Adult Adol Child

Grantham, Barbara LPC ▲

509 N. E. 4th St, Ste.# 200
Grand Prairie, TX 75050
(972) 264-0604
Adult Adol Child

Grubbs, Gerald EdD ▲

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

Hall, Doug LCSW ▲

2214 Boll St
Dallas, TX 75248
(214) 662-3523
Adult Adol Child

Hanks, Clyde PhD ●

1704 N. Hampton Rd., Ste.# 204
Desoto, TX 75115
(972) 224-7777
Adult Adol Child

Haram, Sandra PhD

1221 W Campbell Rd., Ste.# 141
Richardson, TX 75080
(972) 644-2500
Adult Adol Child

Horton, Rhonda LPC ▲

629 W Centerville Rd., Ste.# 205
Garland, TX 75041
(214) 538-7099
Adult Adol Child (over 5 yrs.)

Hunt, Ruth LPC

1801 Gateway Blvd., Ste.# 219
Richardson, TX 75080
(972) 231-9111
Adult Adol Child

Husbands, Marjorie LPC ▲

1701 N. Collins, Ste.# 222
Richardson, TX 75080
(972) 669-9944
Adult Adol Child

Jones, Helen LCSW ▲

3960 Broadway, Ste.# 220
Garland, TX 75043
(214) 682-8444
Adult Adol Child

Khatami, Manoochehr MD ▲

5939 Harry Hines Blvd., Ste.# 823
Dallas, TX 75235
(214) 631-0502
Adult (over 19 yrs.)
Farsi

Kogan, Inna MD ●

13101 Preston Rd., Ste.# 504
Dallas, TX 75240
(469) 791-9000
Adult
Russian

Kogan, Inna MD ●

221 W Colorado, Ste.# 305
Dallas, TX 75208
(214) 846-9800
Adult
Russian

Lange, Gary LPC ●

18601 LBJ Frwy, Ste.# 723
Mesquite, TX 75150
(972) 881-8383
Adult Adol Child

Lawless, Dommie LPC

2089 N. Collins Blvd. #204
Richardson, TX 75080
(972) 412-7645
Adult Adol

Mallard, Richard LPC ▲
3102 Maple Ave, Ste.# 450
Dallas, TX 75201
(214) 720-7228
Adult Adol (male only)

Mallard, Richard LPC ▲
3200 W. Pleasant Run Rd., Ste.# 120
Lancaster, TX 75146
(469) 628-4368
Adult Adol (male only)

Marr, John PhD ▲
2655 Villa Creek Dr, Ste.# 110
Dallas, TX 75234
(972) 488-2303
Adult Adol Child

Martin, Cornelius LCSW ▲
3719 N. Hall St
Dallas, TX 75219
(214) 526-3181
Adult Adol

McNamara, Ray PhD ▲
3613 Cedar Spring Rd.
Dallas, TX 75219
(214) 526-8250
Adult Adol Child (over 10 yrs.)

Melman, Steven LMFT
13140 Coit Rd., Ste.# 104, Lb 107
Dallas, TX 75240
(972) 234-6634 X 17
Adult Adol Child

Merchant, Albert LCSW, LCDC ▲
11520 N. Central Expressway, Ste.# 200
Dallas, TX 75243
(214) 503-9222
Adult Adol Child (over 6 yrs.)

Mester, Anita LPC ▲
6301 Gaston Ave Ste.# 620
Dallas, TX 75214
(214) 370-5330
Adult Adol Child (over 3 yrs.)

Mills, Kathleen LPC ▲
14679 Midway Rd., Ste.# 200
Addison, TX 75001
(972) 234-6634
Adult Adol

Moltenbrey, Nancy LPC ▲
5910 Cedar Springs Rd.
Dallas, TX 75235
(972) 234-6634 ext.# 101
Adult

Moltenbrey, Nancy LPC ▲
14679 Midway Rd., Ste.# 200
Addison, TX 75001
(972) 234-6634 ext.# 101
Adult

Montani, Graciela LPC ▲
1005 W Jefferson Blvd., Ste.# 250
Dallas, TX 75208
(214) 941-1650
Adult Adol Child
Spanish

Morris, Brenda LPC ●
3617b Broadway Blvd.
Garland, TX 75043
(972) 278-1590
Adult Adol Child

Myers, Janell LPC, LMFT, LCDC, PhD ●
7475 Skillman, Ste.# 106A
Dallas, TX 75231
(214) 221-2121
Adult Adol Child (over 10 yrs.)

Nazempoor, Al LPC, LCDC, PhD ▲
Bank of America Tower
400 S. Zang Blvd., Ste.# 813
Dallas, TX 75208
(214) 727-7717
Adult Adol Child (over 10 yrs.)
Farsi

Noss, Michael DO ▲
3719 N. Hall St.
Dallas, TX 75219
(214) 526-3181
Adult Adol Child
Spanish

O'Dea, John LPC
2519 Oaklawn Ave, Ste.# 100
Dallas, TX 75219
(214) 522 4640
Adult

Patterson, Mary PhD ▲
329 Cooper St
CedarHill, TX 75106
(972) 293-3939
Adult Adol Child (over 4 yrs.)
Spanish

Phelps, Carol LMFT
3609 Cedar Springs
Dallas, TX 75219
(214) 528-3007
Adult Adol

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

Ramkumar, Sujatha MD ●
5303 Harry Hines Blvd.
Dallas, TX 75053
(214) 648-4613
Adult

Ratner, Joyce LPC ▲
8035 R.L. Thorton Frwy
Dallas, TX 75228
(214) 319-9200
Adult Adol Child (over 8 yrs.)

Roche, Steve MD ●
12201 Merit Dr Ste.# 250
Dallas, TX 75251
(972) 404-8253
Adult Adol

Russell, Jinna LPC ▲
10622 Lake Haven
Dallas, TX 75238
(214) 521-9019
Adult Adol Child

Schmitz Crump, Julia LCSW ▲
5646 Milton St, Ste.# 340
Dallas, TX 75206
(214) 564-3343
Adult Adol Child

Schultz, Suzanne LPC ▲
13345 N. Central Expressway, Ste.# 200
Dallas, TX 75243
(972) 248-5567
Adult Adol Child

Siddiqi, Fazila MD ●
5909 Harry Hines Blvd., Ste.# 815
Dallas, TX 75235
(214) 879-6500
Adult
Urdu, Hindi, Persian

Solis, Carolyn LPC
3626 N. Hall St, Ste.# 619
Dallas, TX 75219
(214) 521-4241
Adult

Sparks, Luanne LMFT, LCDC ▲
310 E. I-30, Ste.# 103
Dallas, TX 75043
(972) 270-0425
Adult Adol Child (over 6 yrs.)

Sparks, Luanne LMFT, LCDC ▲
602 N. Main St., #M-103
Duncanville, TX 75137
(972) 270-0425
Adult Adol Child (over 6 yrs.)
Tipton, Lee LPC
9304 Forest Ln., Ste.# 100 South
Dallas, TX 75243
(214) 340-0208
Adult Adol

Tulloch, Edwin PhD ▲
7424 Greenville Ave., Ste.# 114
Dallas, TX 75231
(972) 617-0242
Adult Adol Child

Tulloch, Edwin PhD ▲
543 E. Freeman
Duncanville, TX 75116
(972) 617-0242
Adult Adol Child

Turney, Sandra LCSW ▲
3626 N. Hall St, Ste.# 623
Dallas, TX 75219
(214) 528-3722
Adult

Van Wright, Aaron MD ●
5303 Harry Hines Blvd.
Dallas, TX 75053
(214) 648-5555
Adult

White, Russell LPC ▲
3465 Highland Rd., Ste.# 110
Dallas, TX 75228
(214) 320-9202
Adult Adol Child (over 11 yrs.)

White, Russell LPC ▲
6301 Gaston Ave, Ste.# 620
Dallas, TX 75228
(214) 320-9202
Adult Adol Child

Wiggins, Nichelle PhD ▲
1700 Commerce, Ste.# 731
Dallas, TX 75201
(817) 654-9223
Adult Adol Child (over 5 yrs.)

Wilkinson, Ron PhD ●
3131 Turtle Creek Blvd., Ste.# 1022
Dallas, TX 75219
(214) 522-9909
Adult Adol

Mental Health Providers

Abernethy, Pam LPC ▲
1221 Abrams Rd., Ste.# 232, Box# 47
Richardson, TX 75080
(972) 234-2333
Adult Adol

Alexander, Stacia LPC ▲
1700 Commerce St, Ste.# 1210
Dallas, TX 75201
(469) 227-7847
Adult Adol Child

Allison, Diane LCSW
4519 W Lovers Ln.
Dallas, TX 75209
(214) 651-7006
Adult Adol

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

Antonetti, Robert LPC ▲
3420 Oak Grove
Dallas, TX 75204
(214) 720-1833
Adult Adol Child
Spanish

Arnett, Gary LPC ▲
1425 W Pioneer Dr, Ste.# 124
Irving, TX 75061
(972) 259-4025
Adult Adol (over 16 yrs.)

Barry, John LPC
3626 N. Hall, Ste.# 727
Dallas, TX 75219
(214) 521-4241
Adult

Bateman, Kenneth LPC, LMFT, EdD ▲
1701 N. Collins Blvd., Ste.# 310
Richardson, TX 75080
(972) 680-8986
Adult Adol Child (over 10 yrs.)

Bates, Delores LPC ▲
1106 Santa Fe Trail, Ste.# 6
Duncanville, TX 75137
(972) 780-1504
Adult Adol Child

Bellamy, Douglas EdD ▲
800 W Airport Frwy, Ste.# 1100
Irving, TX 75062
(972) 404-8888
Adult Adol Child

Bellamy, Priscilla EdD ▲
800 W Airport Frwy, Ste.# 1100
Irving, TX 75062
(972) 404-8888
Adult Adol Child

Bellamy, Priscilla EdD ▲
9550 Forest Ln., Bldg.# 1, Ste.# 125
Dallas, TX 75243
(972) 404-8888
Adult Adol Child
Berger, Mary LCSW ●
511 E. John Carpenter Frwy, Ste.# 436
Irving, TX 75062
(972) 506-0700
Adult

Berger, Murray PhD, LMFT ▲
11311 N. Central Expy, Ste.# 208
Dallas, TX 75243
(214) 692-5793
Adult
Hebrew, Yiddish

Blair, Leita, LPC ▲
2007 N. Collins, Ste: 509
Richardson, TX 75080
817-410-9006
Adult Adolescent Child
Spanish

Boaz, Benjamin LPC
1704 N. Hampton Rd., Ste.# 204
De Soto, TX 75115
(972) 224-3185
Adult Adol

Bontempo, Beth PhD ▲
4038 Lemmon Ave, Ste.# 103
Dallas, TX 75219
(214) 356-9888
Adult Adol Child

Borck, John LPC
3966 Sword Dancer Way
Grand Prairie, TX 75052
(972) 824-1148
Adult Adol Child

Bracken, Jill DO ▲
3200 Southern Drive, Ste.# 107
Garland, TX 75043
(972) 278 5385
Adult Adol Child

Brewer-Loeckle, Larna LPC ▲
400 East Center, Ste.# A
Duncanville, TX 75116
(972) 283-4336
Adult Adol Child

Brewster, Judith LPC, LCDC
6162 E. Mockingbird Ln., Ste.# 204
Dallas, TX 75214
(214) 824-1914
Adult Adol Child

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

Burgos, Dante MD ▲
7777 Forest Ln., Bldg. C Ste: 833
Dallas, TX 75230
(972) 566-4591
Adult Adol Child

Burks, Kathey LPC, LCDC, LMFT ▲
18601 LBJ Frwy, Ste.# 160
Mesquite, TX 75150
(972) 250-1136
Adult Adol

Burks, Kathey LPC, LCDC, LMFT ▲
9550 Forest Ln., Bldg.# 1, Ste.# 116
Dallas, TX 75234
(972) 250-1136
Adult Adol

Busby, Margaret LPC, LCDC, LMFT ▲
2995 LBJ Freeway, Ste.# 200
Dallas, TX 75234
(972) 243-8822
Adult Adol Child (over 8 yrs.)

Byrd, Susan LPC
13140 Coit Rd., Ste.# 104, LB# 107
Dallas, TX 75240
(972) 234-6634 EXT #15
Adult Adol Child

Cannon, Betty LPC ▲
10910 Listi Dr
Dallas, TX 75238
(214) 537-9297
Adult Adol Child

Carr, Alisa LCSW
806 E. Avenue D Rd. Ste.# F
Copperas Cove, TX 76522
(254) 547-6415
Adult Adol Child

Chandler, Donald, Jr LPC ▲
424 S. Corinth St
Dallas, TX 75203
(214) 941-0578
Adult Adol Child

Ciarochi, Sandra LPC ●
903 S. Main St, Ste.# 101
Duncanville, TX 75137
(972) 296-9947
Adult

Clark, Debbie LCSW, LMFT ▲

6301 Gaston Ave, Ste.# 620
Dallas, TX 75214
(214) 370-5333
Adol Child

Collier, Ed LCSW ▲

12740 Hillcrest Rd., Ste.# 260
Dallas, TX 75230
(214) 739-1400
Adult Adol Child

Cook, V Denise LPC

6380 LBJ Frwy, Ste.# 299
Dallas, TX 75240
(972) 713-2755
Adol Child

Coutee, Kelly LPC

9304 Forest Ln., Ste.# 100-South
Dallas, TX 75243
(214) 340-0208
Adult Adol Child

Cox, Patricia LCSW

10300 N. Central Exwy, Ste.# 290
Dallas, TX 75231
(214) 691-9120
Adult Adol

Crooks, Wayne LCSW

2665 Villa Creek Dr, Ste.# 201
Dallas, TX 75234
(972) 601-3591
Adult Adol Child

Crosby, Shirley LCSW ▲

1106 S. Santa Fe Trail, Ste.# 4
Duncanville, TX 75137
(214) 929-4269
Adult Adol Child

Crowder, Jay MD •

5303 Harry Hines Blvd.
Dallas, TX 75053
(214) 648-5555
Adult

Crump, Steven LPC

5646 Milton St, Ste.# 340
Dallas, TX 75206
(214) 924-0932
Adult Adol
Chinese, Laotian, Spanish, Russian, French

Daner, Francine LPC, LMFT ▲

1118 Overlake Dr
Richardson, TX 75080
(972) 234-2257
Adult Adol (Girls Only)

David, Suzanne LPC

12860 Hillcrest, G204
Dallas, TX 75230
(972) 728-1566
Child

Denson, Michael LCSW ▲

509 N. E. 4th St, Ste.# 200
Grand Prairie, TX 75050
(972) 264-0604
Adult Adol Child (over 8 yrs.)

Donohue, Peggy LPC, LMFT, NCC ▲

1221 Abrams Rd., Ste.# 227
Richardson, TX 75081
(972) 699-0774
Adult Adol Child (over 6 yrs.)

Draving, Alice PhD

2007 N. Collins Blvd., Ste.# 104
Richardson, TX 75080
(972) 437-4456
Adult Adol Child

Efurd, Emily LPC ▲

2302 N. E. Pkwy
Garland, TX 75040
(214) 906-2913
Adult Adol

Ellason, Joan LPC

5220 Spring Valley Road
Suite LL47
Dallas, TX 75254
469-831-4548
Adult Adol Child

Ellason, Joan LPC

8035 E. R.L. Thornton, Ste.# 620
Dallas, TX 75228
(469) 831-4548
Adult Adol Child

Fagan, Clifford LCSW ▲

3200 N. McArthur, Ste.# 101
Irving, TX 75062
(469) 426-2525
Adult Adol Child
Spanish

Felber, Mark LPC, LCDC ▲

1131 Rockingham, Ste.# 230
Richardson, TX 75080
(214) 796-2323
Adult

Felsenthal, Debbie LCSW

1221 W Campbell Rd., Ste.# 123
Richardson, TX 75080
(972) 231-1102
Adult Adol

Fenton, Barry MD ▲

3710 Rawlins, Ste.# 1370
Dallas, TX 75219
(214) 520-7575
Adult Adol

Ferris, Gretchen LPC, LMFT •

12890 Hillcrest Rd., Ste.# 200
Dallas, TX 75230
(972) 239-6312
Adult Adol Child

Fliss, Karen LPC

11412 Park Central Plaza
Dallas, TX 75230
(214) 692-9307
Adult Adol Child

Foster, Mark PhD, LMFT

2720 N. Stemmons Fwy (West Tower)
Ste.# 407
Dallas, TX 75207
(972) 977-5727
Adult Adol Child

Foster, Martha LPC

210-B S. Cedar Ridge #203
Duncanville, TX 75116
(972) 238-9282
Adult Adol Child

Galewaler, Susan LPC, LMFT

3950 Spring Valley Rd., Ste.# 716
Farmers Branch, TX 75244
(214) 361-1278
Adult Adol Child

General, Dale PhD ▲

8449 Greenville Ave, Ste.# 103
Dallas, TX 75231
(214) 340-1601
Adult Adol (over 16 yrs.)

Gibson, Randall LPC ▲

5710 LBJ Freeway, Ste.# 210
Dallas, TX 75240
(214) 929-4670
Adult Adol Child
Spanish, Sign Language

Glass, Jodi LPC

9304 Forest Ln., Ste.# 100 South
Dallas, TX 75243
(214) 340-0208
Adult Adol

Glick, Michael EdD, LPC, LMFT

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

Gotts, Linda PhD •

100 N. Central Expressway, Ste.# 614
Richardson, TX 75080
(972) 238-7507
Adult

Graham, Sherry LPC ▲

3112 Hood St
Dallas, TX 75219
(214) 769-8165
Adult Adol Child

Graham, Sherry LPC ▲

8035 E. RL Thornton, Ste.# 503
Dallas, TX 75228
(214) 319-9200
Adult Adol Child

Grantham, Barbara LPC ▲

509 N. E. 4th St, Ste.# 200
Grand Prairie, TX 75050
(972) 264-0604
Adult Adol Child

Grubbs, Gerald EdD ▲

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

Hall, Doug LCSW ▲

2214 Boll St
Dallas, TX 75204
(214) 662-3523
Adult Adol Child

Hanks, Clyde PhD ●

1704 N. Hampton Rd., Ste.# 204
Desoto, TX 75115
(972) 224-7777
Adult Adol Child

Haram, Sandra PhD

1221 W Campbell Rd., Ste.# 141
Richardson, TX 75080
(972) 644-2500
Adult Adol Child

Hartzog, Dennis LPC

5910 Cedar Springs
Dallas, TX 75235
(214) 528-5751
Adult

Hebert, David LPC ●

777 Walter Reed Blvd., Ste.# 305
Garland, TX 75042
(972) 276-8820
Adult Adol Child

Holman, Michelle LPC

2007 N. Collins Blvd., Ste.# 405
Richardson, TX 75080
(817) 319-3434
Adult Adol

Horton, Rhonda LPC ▲

629 W Centerville Rd., Ste.# 205
Garland, TX 75041
(214) 538-7099
Adult Adol Child (over 5 yrs.)

Hunt, Ruth LPC

1801 Gateway Blvd., Ste.# 219
Richardson, TX 75080
(972) 231-9111
Adult Adol Child

Husbands, Marjorie LPC ▲

1701 N. Collins, Ste.# 222
Richardson, TX 75080
(972) 669-9944
Adult Adol Child

Imming-Rogers, Janice RN-MSCS

6510 Abrams, Ste.# 210
Dallas, TX 75231
(214) 553-6747
Adult Adol Child

Jones, Christopher LPC ▲

1700 Commerce Street, Suite 1210
Dallas, TX 75201
469-227-7847
Adult Adol Child

Jones, Helen LCSW ▲

3960 Broadway, Ste.# 220
Garland, TX 75043
(214) 682-8444
Adult Adol Child

Jones, Phyllis PhD

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

Jones, Phyllis PhD

3636 Dickason, Ste.# 1
Dallas, TX 75219
(214) 521-0926
Adult Adol Child

Kay, Libby LCSW ●

5303 Harry Hines Blvd.
Dallas, TX 75053
(214) 648-5555
Adult Adol Child

Khatami, Manoochehr MD ▲

5939 Harry Hines Blvd., Ste.# 823
Dallas, TX 75235
(214) 631-0502
Adult (over 19 yrs.)
Farsi

King-Pineyro, Kathryn LCSW ▲

6301 Gaston Ave. Suite 620
Dallas, TX 75214
469-831-9773
Adult Adolescent Child
Spanish

Klein, K Bernard LCSW

1910 N. Waterview
Richardson, TX 75080
(214) 246-3304
Adult Adol
Yiddish

Klein, Joan LCSW ●

2008 Province Lane
Dallas, TX 75228
(214) 319-2597
Adult Child

Knight, Linda LCSW ▲

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

Kogan, Inna MD ●

13101 Preston Rd., Ste.# 504
Dallas, TX 75240
(469) 791-9000
Adult
Russian

Kogan, Inna MD ●

221 W Colorado, Ste.# 305
Dallas, TX 75208
(214) 846-9800
Adult
Russian

Kolo, Nancy LPC ●

3131 Turtle Creek, Ste.# 1026
Dallas, TX 75219
(972) 593-6655
Adult Adol Child

Kunnathusseril, John LPC ▲

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

Lahti, Sherrie LPC ▲

1510 N. Hampton Dr, Ste.# 250
Desoto, TX 75115
(972) 224-8606
Adult Adol Child

Lammers, Donald PhD ▲

8215 Westchester Dr, Ste.# 130
Dallas, TX 75225
(214) 891-0925
Adult Adol Child

Lane, Lisa LPC ▲

12900 Preston Rd., Ste.# 117
Dallas, TX 75230
(214) 351-5851
Adult Adol Child (over 2 yrs.)

Lange, Gary LPC ●

18601 LBJ Frwy, Ste.# 723
Mesquite, TX 75150
(972) 698-8478
Adult Adol Child (over 8 yrs.)

Lawless, Dommie LPC

2089 N. Collins Blvd. #204
Richardson, TX 75080
(972) 412-7645
Adult Adol

Litwins, Nola Ph.D.

12820 Hillcrest Rd.
Ste: C107
Dallas, TX 75230
972-849-4128
Geriatric Adult

Mallard, Richard LPC ▲

3102 Maple Ave, Ste.# 450
Dallas, TX 75201
(214) 720-7228
Adult Adol (male only)

Mallard, Richard LPC ▲

3200 W. Pleasant Run Rd., Ste.# 120
Lancaster, TX 75146
(469) 628-4368
Adult Adol (male only)

Marquez, Theresa LMSW

1221 W. Campbell Rd., Ste141
Dallas, TX 75080
(972) 644-2500
Adult Adol Child

Marr, John PhD ▲

2655 Villa Creek Dr, Ste.# 110
Dallas, TX 75234
(972) 488-2303
Adult Adol Child

Martin, Cornelius LCSW ▲

3719 N. Hall St
Dallas, TX 75219
(214) 526-3181
Adult Adol

McBride, James LPC •

5910 Cedar Springs Rd.
Dallas, TX 75235
(214)351-5657
Adult

McCreary, Richard PhD

1120 Metrocrest Dr, Ste.# 105
Carrollton, TX 75006
(972) 418-5800
Adult Adol

McNamara, Ray PhD ▲

3613 Cedar Spring Rd.
Dallas, TX 75219
(214) 526-8250
Adult Adol Child (over 10 yrs.)

Melman, Steven LMFT

13140 Coit Rd., Ste.# 104, Lb 107
Dallas, TX 75240
(972) 234-6634 X 17
Adult Adol Child

Meltzer, Rachel LPC ▲

1221 Abrams Rd., Ste.# 232, Box # 47
Richardson, TX 75081
(972) 234-2333
Adult Adol

Merchant, Albert LCSW, LCDC ▲

11520 N. Central Expressway, Ste.# 200
Dallas, TX 75243
(214) 503-9222
Adult Adol Child (over 6 yrs.)

Mester, Anita LPC ▲

6301 Gaston Ave, Ste.# 620
Dallas, TX 75214
(214) 370-5330
Adult Adol Child (over 3 yrs.)

Mills, Kathleen LPC ▲

14679 Midway Rd., Ste.# 200
Addison, TX 75001
(972) 234-6634
Adult Adol

Mims, Linda Marie LPC ▲

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

Molett, Maria LPC ▲

705 W Ave B, Ste.# 200
Garland, TX 75040
(972) 494-0160
Adult Adol Child (over 3 yrs.)

Moltenbrey, Nancy LPC ▲

14679 Midway Rd., Ste.# 200
Addison, TX 75001
(972) 234-6634 ext.# 101
Adult

Moltenbrey, Nancy LPC ▲

5910 Cedar Springs Rd.
Dallas, TX 75235
(972) 234-6634 ext.# 101
Adult

Montani, Graciela LPC ▲

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

Montgomery, Carol LPC

3520 Cedar Springs Rd.
Dallas, TX 75219
(214) 526-3374
Adult Adol

Moreland, Leticia LCSW

2995 LBJ Freeway, Ste: 200
Dallas, TX 75234
972-247-5570
Adult Adolescent Child

Morris, Brenda LPC •

3617b Broadway Blvd.
Garland, TX 75043
(972) 278-1590
Adult Adol Child

Mulcahy, Mary LPC

6220 Gaston Ave, Ste.# 606
Dallas, TX 75214
(214) 634-1200
Adult

Myers, Janell LPC, LMFT, LCDC, PhD •

7475 Skillman, Ste.# 106A
Dallas, TX 75231
(214) 221-2121
Adult Adol Child (over 10 yrs.)

Nazempoor, Ai LPC, LCDC, PhD ▲

12820 Hillcrest Dr, Ste.# C107
Dallas, TX 75230
(214) 727-7717
Adult Adol Child (over 10 yrs.)
Farsi

Nazempoor, Ai LPC, LCDC, PhD ▲

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

Noss, Michael DO ▲

3719 N. Hall St.
Dallas, TX 75219
(214) 526-3181
Adult Adol Child
Spanish

Nuche, Sarah Ph.D.

12820 Hillcrest Rd.
Ste: C112
Dallas, TX 75230
972-490-8833
Adult Adol Child

O'Brien, David PhD

9304 Forest Ln., Ste.# 274
Dallas, TX 75243
(214) 221-0010
Adult Adol

O'Dea, John LPC

2519 Oaklawn Ave, Ste.# 100
Dallas, TX 75219
(214) 522 4640
Adult

Okafor, Mary LPC ▲

2331 Gus Thomasson Rd., Ste.# 125
Dallas, TX 75228
(214) 415-0871
Adult Adol Child

Okafor, Mary LPC ▲

4915 Gus Thomasson Rd., Ste.# 3
Mesquite, TX 75150
(214) 415-0871
Adult Adol Child

Omolaja, Rabui LPC

2331 Gus Thomasson Rd. #110
Dallas, TX 75228
(214) 324-9636
Adult

Oshman, Harvey PhD •

12201 Merit Dr, Ste.# 250
Dallas, TX 75251
(972) 458-9900
Adult Adol Child

Oualline, Viola PhD ▲

11311 N. Central Expy, Ste.# 208
Dallas, TX 75243-6715
(214) 696-1079
Adol Child

Palacios, Patricia LMSW-ACP

3626 N. Hall, Ste.# 604
Dallas, TX 75219
(214) 528-3323
Adult Adol Child

Parker, Susan LPC ▲

331 Melrose, Ste.# 105
Richardson, TX 75080
(972) 517-8138
Adult

Patterson, Mary PhD ▲

329 Cooper St
Cedar Hill, TX 75106
(972) 293-3939
Adult Adol Child (over 4 yrs.)
Spanish

Phelps, Carol LMFT

3609 Cedar Springs
Dallas, TX 75219
(214) 528-3007
Adult Adol

Poeck, Shirley LPC ▲

3530 Forest Lane, Ste.# 83
Dallas, TX 75234
(972) 764-8045
Adult Adol Child

Polan, Roger LCSW ▲

5470 Glen Lakes Dr, Ste.# 400
Dallas, TX 75231
(214) 361-9336
Adult Adol Child (over 6 yrs.)

Portwood, Sheri LCSW, LMFT ▲

5402 Arapaho Rd.
Dallas, TX 75248
(972) 437-9950
Adult Adol (over 18 yrs.)

Prakash, A PhD

5446 Glen Lakes Dr
Dallas, TX 75231
(214) 750-6665
Adult Adol Child
Hindi, Urdu

Prakash, AOM PhD ▲

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

Price, Lynn PhD

12880 Hillcrest Rd., Ste.# 233
Dallas, TX 75230
(972) 233-9064
Adult Adol Child

Prince, Patricia LCSW

941 York Dr, Ste.# 204
Desoto, TX 75115
(972) 709-1961
Adult Adol

Quinn, James PhD ▲

777 Walter Reed Blvd., Ste.# 305
Garland, TX 75042
(972) 487-0790
Adult Adol Child

Ratner, Joyce LPC ▲

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

Reed, Jimmie LCSW

5402 Arapaho Rd.
Dallas, TX 75248
(972) 437-9950
Adult

Rickman, Wendy LPC, LMFT ▲

9304 Forest Ln., Ste.# 269 North
Dallas, TX 75243
(214) 503-3764
Adult Adol

Riddick, Christopher LPC ▲

580 Denton Tap Rd., Ste.# 270
Coppell, TX 75019
(972) 393-1596 ext 06
Adult Adol Child

Rila, Barbara PhD ▲

2665 Villa View Lane, Ste.# 202
Dallas, TX 75234
(972) 243-5817
Adult Adol Child

Ring, Marsha LPC ▲

8222 Douglas, Ste.# 777
Dallas, TX 75225
(214) 394-0009
Adult Adol Child

Ringe, Wendy PhD

5303 Harry Hines Blvd.
Dallas, TX 75284
(469) 648-5555
Adult Adol Child

Roche, Steve MD ●

12201 Merit Dr Ste.# 250
Dallas, TX 75251
(972) 404-8253
Adult Adol

Rosin, Charles PhD ▲

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

Russell, Jinna LPC ▲

10622 Lake Haven
Dallas, TX 75238
(214) 521-9019
Adult Adol Child

Schanz, Anne LPC

14114 Dallas Pkwy, Ste.# 206
Dallas, TX 75240
(972) 774-0221
Adult

Schmitz Crump, Julia LCSW ▲

5646 Milton St, Ste.# 340
Dallas, TX 75206
(214) 564-3343
Adult Adol Child

Schultz, Suzanne LPC ▲

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

Scoville, Alice Faye LPC, LMFT ▲

2007 N. Collins Blvd., Ste.# 509
Richardson, TX 75080
(972) 699-9991
Adult Adol Child (over 8 yrs.)

Siddiqi, Fazila MD ●

5909 Harry Hines Blvd., Ste.# 815
Dallas, TX 75235
(214) 879-6500
Adult
Urdu, Hindi, Persian

Shackelford, John Psy.D. ▲

1701 Gateway Blvd., Ste: 405
Richardson, TX 75080
972-979-1949
Adult Adol Child

Smith, Linda LCSW ●

4525 Lemmon Ave, Ste.# 200
Dallas, TX 75219
(214) 526-4525
Adult Adol Child

Smith, Rob LCSW ▲

8035 R.L. Thorton Frwy
Dallas, TX 75228
(214) 319-9200
Adult Adol Child (over 4 yrs.)

Solis, Carolyn LPC

3626 N. Hall St, Ste.# 619
Dallas, TX 75219
(214) 521-4241
Adult

Sparks, Luanne LMFT, LCDC ▲

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

Sparks, Luanne LMFT, LCDC ▲

602 N. Main St., #M-103
Duncanville, TX 75137
(972) 270-0425
Adult Adol Child (over 6 yrs.)

Spillman, Craig LPC ▲

1300 Walnut Hill Ln., Ste.# 200
Irving, TX 75038
(972) 550-8369
Adult Adol Child
Stokes, Nancy LPC ▲
6750 Hillcrest Plaza Dr., Ste.# 304
Dallas, TX 75230
(972) 681-2760
Adult

Sprague, Carla LCSW ▲

2995 LBJ Freeway, Suite 200
Dallas, TX 75234
972-620-1889
Adolescent Child

Stokes, Nancy LPC ▲

6162 E. Mockingbird Ln., Ste.# 204
Dallas, TX 75214
(972) 681-2760
Adult

Stolarski, Frances LCSW ▲

1005 W Jefferson Blvd., Ste.# 205
Dallas, TX 75208
(214) 941-1650
Adult Adol Child (over 3 yrs.)
Spanish

Sullivan, Judith LCSW

2000 Old Hickory Trail
Desoto, TX 75115
(817) 679-0030
Adult

Tarver, Donna LCSW

5924 Royal Ln., Ste.# 216
Dallas, TX 75230
(214) 691-2171
Adult Adol Child

Terpstra, David LPC, LMFT ▲

530 S. Carrier Pkwy, Ste.# 397
Grand Prairie, TX 75051
(214) 354-3648
Adult Adol

Terpstra, David LPC, LMFT ▲

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

Tipton, Lee LPC

9304 Forest Ln., Ste.# 1-00 South
Dallas, TX 75243
(214) 340-0208
Adult Adol

Tulloch, Edwin PhD ▲

7424 Greenville Ave., Ste.# 114
Dallas, TX 75231
(972) 617-0242
Adult Adol Child

Tulloch, Edwin PhD ▲

543 E. Freeman
Duncanville, TX 75116
(972) 617-0242
Adult Adol Child

Turney, Sandra LCSW ▲

3626 N. Hall St, Ste.# 623
Dallas, TX 75219
(214) 528-3722
Adult

Van Wright, Aaron MD •

5303 Harry Hines Blvd.
Dallas, TX 75053
(214) 648-5555
Adult

Waller, David MD •

5303 Harry Hines Blvd.
Dallas, TX 75053
(214) 648-5555
Adult

Weiner, Debra LCSW

5402 Arapaho Rd.
Dallas, TX 75248
(972) 437-9950
Adult

White, Russell LPC ▲

3465 Highland Rd., Ste.# 110
Dallas, TX 75228
(214) 320-9202
Adult Adol Child (over 11 yrs.)

White, Russell LPC ▲

6301 Gaston Ave, Ste.# 620
Dallas, TX 75228
(214) 320-9202
Adult Adol Child (over 11 yrs.)

Wiggins, Nichelle PhD ▲

1700 Commerce St, Ste.# 731
Dallas, TX 75201
(817) 654-9223
Adult Adol Child (over 5 yrs.)

Wilcox, Bill LPC ▲

12820 Hillcrest Rd., Ste.# C127
Dallas, TX 75230
(972) 396-8990
Adult

Wilkinson, Ron PhD •

3131 Turtle Creek Blvd., Ste.# 1022
Dallas, TX 75219
(214) 522-9909
Adult Adol

Willingham, Melissa LPC

818 N. Main
Duncanville, TX 75116
(972) 283-9299
Adult Adol Child

Young, Beverly LPC ▲

6162 E. Mockingbird Ln., Ste.# 204
Dallas, TX 75214
(214) 537-8455
Adult Adol Child (over 10 yrs.)

Young, Michelle LPC, LCSW ▲

10300 N. Central Expressway, Ste.# 172
Dallas, TX 75231
(214) 520-7007
Adult Adol Child

DENTON**Chemical Dependency Providers****Derryberry, Betty LPC**

3620 N. Josey Ln., Ste.# 215
Carrollton, TX 75007
(972) 394-6162
Adult

Stubblefield, Loretta LPC ▲

608 Bell St., Ste.# C
Denton, TX 76209
(972) 721-9181
Adult Adol Child (over 3 yrs.)

Mental Health Providers**Bell, Patricia LPC ▲**

5210 Mesa Dr.
Denton, TX 76207
(800) 974-2437
Adult Adol Child

Derryberry, Betty LPC

3620 N. Josey Ln., Ste.# 215
Carrollton, TX 75007
(972) 394-6162
Adult

Fliiss, Karen LPC

2069 Candlewood Dr
Lewisville, TX 75067
(214) 692-9307
Adult Adol Child

Stubblefield, Loretta LPC ▲

608 Bell St., Ste.# C
Denton, TX 76209
(972) 721-9181
Adult Adol Child (over 3 yrs.)

ELLIS**Chemical Dependency Providers****Allain, Jackie LPC ▲**

408 W Avenue F
Midlothian, TX 76065
(972) 723-0044
Adult Adol Child (over 3 yrs.)

Boaz, Benjamin LPC

1302 N. Hwy 77, Ste.# 200
Waxahachie, TX 75165
(972) 224-3185
Adult Adol

Tulloch, Edwin PhD ▲

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

Mental Health Providers**Allain, Jackie LPC ▲**

408 W Avenue F
Midlothian, TX 76065
(972) 723-0044
Adult Adol Child (over 3 yrs.)

Boaz, Benjamin LPC

1302 N. Hwy 77, Ste.# 200
Waxahachie, TX 75165
(972) 224-3185
Adult Adol

Cheatham, Douglas PhD •

300 Brookside Rd.
Waxahachie, TX 75167
(972) 935-0027
Adult Adol Child

Collins, Dana LPC ▲

300 N. Sherman Street
Ennis, TX 75119
469-337-7152
Adult Adol Child

Dojahn, Amy LPC

2507 Park St
Ennis, TX 75119
(972) 875-8558
Adult Adol Child

Graham, Vicki LPC

300 Brookside Rd.
Waxahachie, TX 75167
(972) 935-0027
Adult Adol Child

Radosta, Robert PhD

206 South Rogers St
Waxahachie, TX 75165
(214) 804-7484
Adult Adol Child

Tulloch, Edwin PhD ▲

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

Von Helms, Caroline LPC
203 S. College St, Ste.# 202
Waxahachie, TX 75165
(214) 457-6096
Adol Child

Walter, Tom LPC ▲
206 S. Rogers, Ste.# 207
Waxahachie, TX 75165
(972) 351-1113
Adult Adol Child (over 5 yrs.)

Wyckoff, Roxanne LCSW
203 S. College, Ste.# 203
Waxahachie, TX 75165
(972) 845-2535
Adult Adol Child

GRAYSON

Chemical Dependency Providers

Mory, William (Bill) LPC, LMFT, LCDC
210 S. Rusk, Ste.# 2
Sherman, TX 75090
(903) 415-8834
Adult Adol Child
Spanish

Venable, William PhD
1800 Teague Dr, Ste.# 502
Sherman, TX 75090
(903) 892-4466
Adult Adol Child (over 5 yrs.)

Mental Health Providers

Bryan, Teresa LCSW
2009 W. Lamberth Rd.
Sherman, TX 75092
(903) 821-6151
Adult Adol Child

Mory, William (Bill) LPC, LMFT, LCDC
210 S. Rusk, Ste.# 2
Sherman, TX 75090
(903) 415-8834
Adult Adol Child
Spanish

HENDERSON

Chemical Dependency Providers

Horton, Rhonda LPC ▲
417 N. Gun Barrel Ln.
Gun Barrel City, TX 75147
(903) 887-3123
Adult Adol Child (over 5 yrs.)

Mental Health Providers

Horton, Rhonda LPC ▲
417 N. Gun Barrel Ln.
Gun Barrel City, TX 75147
(903) 887-3123
Adult Adol Child (over 5 yrs.)

HILL

Chemical Dependency Providers

Tulloch, Edwin PhD ▲
301 Old Brandon Rd.
Hillsboro, TX 76645
(972) 617-0242
Adult Adol Child

Mental Health Providers

Tulloch, Edwin PhD ▲
301 Old Brandon Rd.
Hillsboro, TX 76645
(972) 617-0242
Adult Adol Child

HUNT

Chemical Dependency Providers

Beene, Johnnie LPC
2410 Lee Street
Greenville, TX 75401
(903) 455-7449
Adult Adol Child

Tatum, Davie LPC, LCDC
6135 Hwy 34 South
Quinlan, TX 75475
(903) 883-2606
Adult Adol Child

Mental Health Providers

Beene, Johnnie LPC
2410 Lee Street
Greenville, TX 75401
(903) 455-7449
Adult Adol Child

Bell, David PhD •
2611 Lee St
Greenville, TX 75401
(903) 454-6334
Adult

Brewer, Daniel LPC
2401 Stonewall
Greenville, TX 75402
(903) 454-4446
Adult Adol

Cook, V Denise LPC ▲
2401 Stonewall
Greenville, TX 75401
(903) 454-4446
Adol Child (over 3 yrs.)

Herren, Carla PhD
2611 Lee St
Greenville, TX 75401
(903) 454-6334
Adult Adol Child

Jordan, Jason LPC ▲
2611 Lee Street
Greenville, TX 75401
903-454-6334
Adult Adolescent Child

Kalra, Gurjeet MD •
4702 C Wesley Street
Greenville, TX 75401
(903) 454-1600
Adult Adol Child
Hindi

Siles, Fernando MD •
301 E. Division St
Greenville, TX 75496
(903) 454-3300
Adult Adol Child
Spanish

JOHNSON

Chemical Dependency Providers

Reid, Truman LPC
113 N. Scott St
Burleson, TX 75028
(817) 447-0088
Adult Adol Child

Mental Health Providers

Reid, Truman LPC
113 N. Scott St
Burleson, TX 75028
(817) 447-0088
Adult Adol Child

KAUFMAN

Chemical Dependency Providers

Farabee, Clifton LPC ▲
9199 Old Nacogdoches Trail
Forney, TX 75126
(903) 447-3741
Adult

Kegerreis, John PhD ▲
201-B W Moore Ave
Terrell, TX 75160
(972) 563-1981
Adult Adol Child (over 6 yrs.)

Rust, Sherry LPC ▲
101 N. Jackson
Kaufman, TX 75142
(972) 932-8888
Adult Adol Child (over 2 yrs.)

Mental Health Providers

Bennett, Michael PhD
9199 Old Nacogdoches Trail
Forney, TX 75126
(972) 564-0455
Adult Adol Child

Duggan, Linda LPC ▲
9199 Old Nacogdoches Trail
Forney, TX 75126
(972) 564-0455
Adult Adol Child

Farabee, Clifton LPC ▲
9199 Old Nacogdoches Trail
Forney, TX 75126
(903) 447-3741
Adult

Kegerreis, John PhD ▲
201-B W Moore Ave
Terrell, TX 75160
(972) 563-1981
Adult Adol Child (over 6 yrs.)

Radeke, Joanne PhD
1004 S. Washington St, Ste.# 110
Kaufman, TX 75142
(972) 932-3941
Adult

Rust, Sherry LPC ▲
101 N. Jackson
Kaufman, TX 75142
(972) 932-8888
Adult Adol Child (over 2 yrs.)

Sobin, Paul MD
102 E. Moore Ave, Ste.# 212
Terrell, TX 75160
(903) 567-1373
Adult Adol Child

NAVARRO

Chemical Dependency Providers

Stephens, Sandra LPC ▲
Main St., Ste.# 304
Corsicana, TX 75110
(903) 874-7133
Adult Adol Child (over 5 yrs.)

Mental Health Providers

Adelman, Robert PhD, LPC ▲
803 W. 2nd Ave
Corsicana, TX 75110
(903) 677-3112
Adult Adol Child

Boyer, Richard PhD
1419 West 2nd Ave
Corsicana, TX 75110
(903) 874-3036
Adult Adol Child

Espericueta, Dalia LCSW ▲
N. 100 Main St., Ste.# 304
Corsicana, TX 75110
(903) 874-7133
Adult Adol Child (over 5 yrs.)
Spanish

Hindman, Emily LPC
100 N. Main St., Ste. 512C
Corsicana, TX 75110
(903) 851-5058
Adult Adol Child

Kelman, Sharon LPC
212 Oaklawn Dr
Corsicana, TX 75110
(903) 874-8442
Adult Adol Child

Moreno, Roberto LPC
200 N. 13th St, Ste.# 207
Corsicana, TX 75110
(903) 872-9950
Adult Adol Child
Spanish

Sheriff, Thomas PhD
200 N. 13th St, Ste.# 207
Corsicana, TX 75110
(903) 874-4656
Adult Adol

Stephens, Sandra LPC ▲
N. 100 Main St., Ste.# 304
Corsicana, TX 75110
(903) 874-7133
Adult Adol Child (over 5 yrs.)

PARKER

Mental Health Providers

Cook, Janet LPC ▲
1508 Santa Fe Dr., Ste.# 203
Weatherford, TX 76086
(817) 599-8040
Adult Adol Child (over 2 yrs.)

ROCKWALL

Chemical Dependency Providers

Tate, Laurel LCSW
2305 Ridge Rd., Ste.# 101
Rockwall, TX 75087
(214) 263-0691
Adult Adol Child

Yingling, Lynelle LPC, LMFT
570 E. Quail Run Rd.
Rockwall, TX
(972) 771-9985
Adult Adol Child

Mental Health Providers

Ludden, Linda LPC ●
106 E. Rusk St, Ste.# 103
Rockwall, TX 75087
(972) 772-8484
Adult Adol Child (over 5 yrs.)

Sheikha, Sabri MD
2305 Ridge Rd., Ste.# 101
Rockwall, TX 75087
(972) 772-3630
Adult Adol Child
Arabic

Shields, Sandra LCSW, RN ▲
506 N. Goliad, Ste.# C
Rockwall, TX 75087
(972) 772-4006
Adult Adol Child

Tate, Laurel LCSW
2305 Ridge Rd., Ste.# 101
Rockwall, TX 75087
(214) 263-0691
Adult Adol Child

Yingling, Lynelle LPC, LMFT
570 E. Quail Run Rd.
Rockwall, TX
(972) 771-9985
Adult Adol Child

TARRANT

Chemical Dependency Providers

Brownlee Jr, Ernest MD ●
1105 N. Cooper
Arlington, TX 76011
(817) 861-4357
Adult

Mental Health Providers

Alexander, Deanna RNCS
2105 West Kendal Ln.
Arlington, TX 76015
(817) 480-8293
Adult Adol Child

Broussard, John EdD ▲
1600 Airport Frwy, Ste.# 322
Bedford, TX 76022
(817) 571-8463
Adult Adol Child (over 5 yrs.)

Brownlee Jr, Ernest MD ●
1105 N. Cooper
Arlington, TX 76011
(817) 861-4357
Adult

Camon, Eartha LPC
3015 Medlin Dr. Ste.# 300
Arlington, TX 76015
(817) 466-4450
Adult Adol Child

Davis, Sandra MD
4200 S. Hulen, Ste.# 320
Ft Worth, TX 76109
(817) 735-1888
Adult

Edsall-Barnett, Jill LMSW-ACP

2701 Burchill Rd. North
Ft Worth, TX 76105
(817) 534-0814
Adult Adol Child
Spanish

Genung, Vanessa LCSW, RNCS, LMFT, LCDC

720 W Harwood Rd., Ste.# 250
Hurst, TX 76054
(817) 581-1049
Adult Adol Child

Hallmark, Rebecca LPC ▲

814 Savannah Way
Bedford, TX 76022
817-858-0665
Child Adolescent Adult

Knipstein, Robert MD ▲

731 N. Fielder Ste.# 100
Arlington, TX 76012
(817) 265 2021
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.)

Moolamalla, Preveen MD

1011 N. Cooper St.
Arlington, TX 76011
(972) 529-5445
Adult Adol
Hindi

Peters, Michael LPC

2928 W 5th Street
Ft Worth, TX 76107
(817) 332-6348
Adult Adol Child

Wahby, Samir MD ▲

905A Medical Center
Arlington, TX 76012
(817) 461-3823
Adult Adol Child (over 5 yrs.)

West, Dave LCSW

1725 Vinewood
Ft Worth, TX 76112
(817) 531-8330
Adult Adol Child

Williams, Delwin MD

1500 S. Main St
Ft. Worth, TX 76104
(817) 927-3636
Adult

WICHITA**Chemical Dependency Providers****Butler, John LMFT**

1808 Rose Street
Wichita Falls, TX 76301
(940) 723-4488
Adult Adol

Mental Health Providers**Butler, John LMFT**

1808 Rose Street
Wichita Falls, TX 76301
(940) 723-4488
Adult Adol

WISE**Mental Health Providers****Wheatley, Margaret ▲**

2304 S. Hwy.# 51
Decatur, TX 76234
(940) 627-5328
Adult Adol Child (over 2 yrs.)

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Program Information Card

Your Name

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