

Consumer Choice

BHI has a commitment to treat consumers as the senior partners in the therapeutic relationship. Choice of providers is essential to fulfilling that commitment. Toward that goal, BHI has an extensive network of providers. BHI will negotiate a contract or single case agreement with a provider requested by a consumer or family member so long as the provider meets minimum BHI credentialing and quality-of-care requirements and agrees to BHI rates. A Care Coordinator is assigned to every case to ensure that services are well-coordinated, effective and consistent with consumer-stated preferences and identified clinical needs.

If the consumer chooses to receive care from one of BHI's main mental health centers, they also have a choice of providers within the center they select to receive their treatment. At the time of their initial appointment, a staff member will help them identify any specific preferences they may have related to location and hours of services, expertise of their provider, a specific provider, and any cultural considerations. BHI will work hard to provide consumers with culturally appropriate services, and match them with a provider who meets their needs.

If a consumer does not have a preference, they will be referred to the clinician who the intake therapist thinks would be a good fit for their particular needs. In the event that the original choice is not a good match, the consumer is entitled to change to another clinician one time at their discretion. Further requests will be reviewed clinically.

If a consumer is currently receiving mental health services with someone not affiliated with one of the mental health centers and they desire to continue receiving care from their current provider, they may request that BHI contract with their current provider to provide their care. If the request is denied, BHI will attempt to provide the consumer with a satisfactory alternative. Additionally, if the consumer feels their needs cannot be met through one of the mental health centers, they may seek services through one of the independent network providers. Consumers are encouraged to contact BHI to request an external provider. For information about the independent network providers included in our plan call BHI, (720) 490-4400.