



FACT SHEET **TCN Behavioral Health Services Youth Services**

Facts for parents and the community about the youth behavioral health services transition from Integrated Youth Services (IYS) to TCN Behavioral Health Services, Inc.

What is TCN Behavioral Health Services?

TCN Behavioral Health Services, Inc. is a non-profit organization that offers a wide variety of behavioral health and prevention services to adult citizens in Greene County, Ohio and surrounding counties. We provide these services with a staff of highly credentialed professionals in two Greene County locations. TCN Behavioral Health Services is committed to providing accessible, affordable mental health and substance abuse treatment through clinical excellence.

Effective July 1, 2010 TCN will offer these services to youth. TCN Youth Services will partner with families, schools, court systems and the community to build a network of support for kids with mental health, substance abuse or behavioral challenges.

How do I refer a child to TCN Youth Services? Contact TCN Youth Services at (937) 376-8700 or 937-427-3837, if you would like to schedule an appointment or have questions about available treatment options. A support services representative will assist you in scheduling your first appointment

Where will my child receive services?

Location and hours will remain the same:

Beavercreek Outpatient Youth Services

1321 Research Park Drive

Beavercreek, Ohio

8:00 am – 5:00 pm

Phone- 937-427-3837

Xenia Outpatient Youth Services

452 West Market Street

Xenia, Ohio

8:00 am – 5:00 pm

Phone-937-376-8700

Can my child remain in the same program(s) and still receive the same services at TCN?

TCN Youth Services will continue to offer the same programs that IYS offered including, but not limited to:

- Day Treatment (PHP), including clinical and educational services
- Outpatient Mental Health Services such as diagnostic assessments, individual, group and family counseling
- Psychiatric services
- Crisis Intervention
- Alcohol and Drug Services including community awareness and youth leadership opportunities
- Specialized treatment for issues that may arise in early childhood

What if I have an emergency?

Emergency Services are available 24 hours every day of the week. To reach a Crisis Counselor , call 937-376-8701.

Will my child receive care from the same counselor, nurse or physician? TCN has invited existing clinicians, nurses and physicians from IYS to join TCN under the new Youth Division, and we are currently engaged in the pre-employment process. All records of treatment will be retained by TCN beginning July 1.

How do I pay if I am new to TCN Youth Services?

At your initial appointment, a TCN financial support representative will assist you to determine how your services will be paid. TCN accepts all major insurers, Medicare, and Medicaid. If you are uninsured and a resident of Greene County, TCN offers a subsidy to assist you in paying for your services. You will be helped to complete a financial survey which will help you arrive at a payment you can afford. Payment is due at time of service.

Will TCN honor my existing self-pay arrangement?

Any self -pay or co-pay rate negotiated with IYS will be honored by TCN. TCN is also making every attempt to stay as an in-network provider with as many insurance companies as possible. If you have any questions about your particular arrangement, please do not hesitate to call TCN's billing department at 376-8700.

Will my Insurance pay for my child's care at TCN Youth Services? In most cases, the answer is "yes". TCN staff is on multiple insurance panels. At your initial appointment, TCN will contact your insurance company to obtain a pre-authorization for services. In some cases, TCN will also be able to use a subsidy available to Greene County clients to cover any cost of services your insurance does not.

If you have insurance, call TCN at 937-376-8700 to speak with one of our support representatives. They will make their best effort to match you with a clinical counselor who is on your insurance panel.

Will the care my child receives remain confidential?

Beyond adherence to State of Ohio and Federal HIPAA regulations, TCN values confidentiality and client care above all. Each TCN staff member, from our receptionist to the CEO, is trained on an annual basis about the principles of confidentiality. We will not release any information about your care without your consent. Please log on to our web page at www.tcn-bhs.org for more information.

Please contact (937) 376-8700 if you have additional questions.

