

# RADLEYCARE

## Client Information Packet

*Peer support built around your goals, strengths, and lived experience.*

Welcome to RadleyCare

This packet explains what peer support is, what you can expect from RadleyCare, and our attendance, payment, communication, privacy, and safety policies.

Please ask your RadleyCare team member about anything in this packet that is unclear.

## 1. About RadleyCare

Radley Health, doing business as RadleyCare, provides peer support services for people working toward greater stability, recovery, connection, and independence. Our peer supporters use their own lived experience, specialized training, and knowledge of community resources to help clients identify goals and take practical steps toward them.

### What peer support may include

- Listening without judgment and offering encouragement based on lived experience
- Helping you identify personal recovery, wellness, housing, employment, education, or community goals
- Practicing coping, communication, self-advocacy, and problem-solving skills
- Connecting you with community resources and helping you navigate services
- Supporting follow-through after hospitalization, treatment, or other major transitions
- Celebrating progress and helping you plan for setbacks or barriers

**Important:** Peer support is not therapy, medical care, emergency care, or a replacement for treatment from a licensed clinician. Peer supporters do not diagnose conditions, prescribe medication, or provide clinical advice.

### Your role in peer support

Peer support works best when it is collaborative. You choose the goals that matter to you, and your peer supporter helps you identify strengths, options, and next steps. You may decline a topic, request a different approach, or ask questions at any time.

### Emergency and crisis needs

RadleyCare is not an emergency service. If you are in immediate danger or experiencing a medical or psychiatric emergency, call 911 or go to the nearest emergency department. For a mental health or substance use crisis, you may also call or text 988. Do not rely on text messages, voicemail, or app messages to your peer supporter for urgent help.

## 2. Service Expectations

- Treat one another with respect and maintain appropriate boundaries.
- Participate honestly and work toward goals at a pace that feels manageable.
- Meet in approved locations or through approved phone/video options.
- Provide accurate contact and insurance information and report changes promptly.
- Avoid recording sessions unless everyone involved has provided written permission.
- Do not attend sessions while behaving in a threatening, violent, or unsafe manner.

RadleyCare may pause or end services when there are safety concerns, repeated policy violations, loss of eligibility, inability to contact the client, or when peer support is no longer appropriate or helpful. Whenever possible, we will discuss concerns with you and support a transition to other resources.

## 3. Attendance and No-Show Policy

Consistent attendance helps you and your peer supporter build momentum. We understand that transportation problems, illness, hospitalization, family responsibilities, and other unexpected events can occur. Please contact your peer supporter or RadleyCare as soon as possible when you need to cancel or reschedule.

### Cancellation

An appointment canceled before the scheduled start time. We will work with you to reschedule when possible.

### Late arrival

Your session may be shortened if you arrive late. If there is not enough time to provide a meaningful service, the appointment may need to be rescheduled.

### No-show

You do not attend or participate in the scheduled appointment and do not notify your peer supporter before the appointment.

### Three consecutive no-shows

After three missed appointments in a row without notice, RadleyCare will conduct an internal review before additional appointments are scheduled.

### Outreach after a missed appointment

After a missed appointment, the peer supporter or Care Coordinator will make at least three outreach attempts within thirty days. An outreach attempt may include both a phone call and a text message made at the same time; the call and text together count as one attempt, not two. The goal is a minimum of three separate attempts to contact the client during the thirty-day period.

The Care Coordinator will contact the peer supporter to confirm that the client did not attend the appointment and will ask whether the peer supporter would like the Care Coordinator to assist with contacting the client. The peer supporter and Care Coordinator will coordinate outreach to avoid unnecessary duplicate contacts and to document the attempts made. For any missed clinical assessment appointment, the Care Coordinator will contact the client directly to support re-engagement with services and help reschedule the assessment.

**Internal review:** The review may consider your ability to participate, recent hospitalizations or other barriers, safety or communication concerns, and whether changes to the service plan are needed. RadleyCare may contact you, your authorized representative, or your referring provider when permitted. The review may result in

continued services, a revised appointment plan, a temporary pause, or discharge from services. A missed appointment by itself does not create a fee unless a separate written policy states otherwise.

## 4. Payment and Insurance

RadleyCare will verify your insurance information and eligibility before or during enrollment. Coverage depends on your specific plan, eligibility, authorization requirements, and the services provided.

- Ohio Medicaid members: Peer support is generally provided at no cost to eligible Medicaid members when the service is covered and all program requirements are met.
- Other insurance plans: Some commercial, Medicare, employer-sponsored, or other plans may require a copayment, coinsurance, deductible, prior authorization, or direct payment.
- Uninsured or non-covered services: You will be informed of any known charge before a non-covered service is provided whenever reasonably possible.
- Coverage changes: You agree to notify RadleyCare promptly if your insurance, Medicaid eligibility, address, or contact information changes.

**Please note:** Verification of benefits is not a guarantee of payment by an insurance plan. RadleyCare will explain known financial responsibility, but the final determination is made by the payer under the terms of your plan.

## 5. Communication, Privacy, and Records

- Use the contact method agreed upon with your peer supporter and keep your phone number, email, and address current.
- Electronic communication can have privacy risks. Avoid sending highly sensitive information by ordinary text or email unless you accept those risks and RadleyCare has approved that communication method.
- RadleyCare documents services as required for care coordination, quality, compliance, and billing. Records are handled according to applicable privacy laws and RadleyCare policies.
- Information may be shared with your treatment team, payer, referring organization, or others only as permitted by law, required for operations, or authorized by you.

For questions about this information or your services, contact your RadleyCare representative. You may ask for clarification about any policy at any time.