

10 Things You Need to Know:

1. All communities welcome.

We strive to create a safe space for all. With this intention, we have a firm dedication to ongoing education and training to create a safe, welcoming, and inclusive environment for all communities.

2. You need MaineCare.

All people who participate in the BHH have to have full and active MaineCare. No other insurance is accepted and we do not have a self-pay option. If you lose MaineCare while enrolled in the BHH Service, your Care Coordinator will help you find out why you lost it. There are instances where a simple issue can be resolved and MaineCare is regained. We can continue to work with you while you re-apply for MaineCare. If you no longer qualify for MaineCare then we will have to end services. If that happens, we will refer you another program, if needed.

3. You need a new mental health diagnosis every year.

We work with you, not with a diagnosis. But, we need a new mental health diagnosis every year to continue to bill MaineCare for services. You can get this from your current provider or from BHH staff following a clinical assessment.

4. We need a release to talk to your primary care physician, therapist, and other providers.

We respect your privacy. We will only communicate with people involved with your treatment if you give us written permission. Part of care coordination is connecting with providers. When you provide a release for the providers involved in your treatment, we are able to help keep everyone involved in your care and treatment on the same page and to help advocate with you so that each provider knows what treatments you are engaging in and why.

5. We need an up-to-date list of your medications.

Taking medication can be confusing. When your Care Coordinator has a current list of your medications, they can assist you to share this vital information with your other physical and mental health providers to help everyone stay on the same page. This can help to prevent unnecessary prescriptions. If you would like, your Care Coordinator can have the Psychiatric Consultant and/or Primary Care Consultant review your medications using this list.

6. We are committed to being a safe space for LGBTQ+ people.

The BHH Team honors, values, and respects the sexuality, gender, and gender expression of all who enter our space. In addition to support provided within the BHH, we assist individuals to make connections with agencies and people in the broader community who specifically focus on supporting the LGBTQ+ community.

We see gender as a spectrum, and listen for each person to inform us of their gender expression and not enforce our own assumptions. We are committed to creating an inclusive environment for all, including members of the Transgender/Non-Binary/Gender Expansive community. We challenge ourselves to ask for and to use individuals' correct pronouns. Members can and will be supported by the BHH team within their transition, when desired.

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7. Mandated Reporters

A mandated reporter is someone who, because of their license, needs to report to the state authorities if:

- A minor or incapacitated adult is being abused or exploited
- A person is at immediate risk of injuring someone else or themselves.

BHH team members will make any necessary calls with the individual whenever possible, and include them in the process to the best that the situation allows. BHH team members will also discuss these situations with their supervisor.

8. Advocacy is a big part of what we do

We promote advocacy by helping you learn how to advocate for yourself. We promote independence through individual skillbuilding and within group/workshops. We also work in the community to advocate to create a system of equity and justice.

9. We are committed to social justice.

Social justice is an integral part of integrated/whole person/holistic care. We support oppressed and marginalized populations in the BHH, and have a firm commitment to be involved in advocacy towards equity and justice for all in our communities. This team advocates on behalf of and with the people we serve.

10. After You Leave TOA

You can work with the BHH team for as long as you need and for as long as you are working towards your goals. You must meet with your care coordinator a minimum of once a month to work on these goals.

After you have been discharged, our door is always open, as long as you still meet the requirements. Simply call the Central Intake Line (207-523-5049) once again. You will need to complete another intake assessment and will be assigned a care coordinator.