

**Welcome to Compass Health**

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e are a non-profit licensed behavioral health agency. We provide a comprehensive range of services to treat behavioral health issues for all ages and cultures. Our services are available throughout Skagit, Island, San Juan, Snohomish and Whatcom Counties, with offices in many locations. In some locations, we are also able to offer substance use disorder treatment services.

Compass Health has contracts with the five Washington Apple Health Plans (Wellpoint, Community Health Plan of Washington, Coordinated Care, Molina, and United Healthcare) to provide behavioral health services through Medicaid. We also contract with a variety of private insurance carriers and have grants to assist certain populations.

Your individual needs will be matched with the appropriate care and services, to make your experience with Compass as positive and effective as possible.

Compass Health is committed to complying fully with the Americans with Disabilities Act and applicable state and local law, and ensuring equal opportunity services and employment for persons with disabilities. Compass Health provides equal opportunity, equal treatment, and non-discrimination in its clinical and employment practices. No one is denied opportunities for treatment, volunteerism, or employment on the basis of race, color, religion, creed, national origin, age, gender, marital status, sexual orientation, military status, Vietnam-era veteran, or disability. Compass Health will make reasonable accommodation for persons with disabilities.

**Working with your Clinician**

At the assessment appointment you will be meeting with a professional who will establish whether you have a behavioral health diagnosis and meet the medical necessity criteria established by your insurer. If you are eligible for ongoing services, you will be connected with a clinician who will work with you to develop a treatment plan. This is the person you should talk to

when you have questions or concerns about your treatment.

Your treatment plan will emphasize your strengths and present resources and will focus on your goals and solutions to issues. Development of solutions is a *cooperative* process between you and your clinician.

If you and your clinician decide that a medication evaluation may be helpful, your clinician may refer you for psychiatric services.

By focusing on solutions, you can complete an episode of treatment promptly, leave treatment, and return if additional treatment is needed. Completion of treatment occurs when you have reached your goals, as determined by you and your clinician.

**Treatment Responsibilities**

 **The Clinician will:**

1. Work with you in a sensitive and respectful way.
2. Help you identify goals in treatment.
3. Address your questions and concerns.
4. Be available for your appointments.

 **You will:**

1. Participate in treatment planning and goals.
2. Keep scheduled appointments.
3. Make payment at time of service, if applicable.
4. Raise questions and concerns.
5. Call your clinic number, as listed on the next page, if a crisis arises.

Compass Health is committed to complying with all state and federal laws on the confidentiality of health information. We encourage clients to become familiar with privacy rules by referring to our Notice of Privacy Practices. If you have any questions, please ask your clinician.

**Important Phone Numbers**

**Emergencies**

Life-threatening emergencies **911**

Non life-threatening emergencies:

1. During office hours: **Phone Your Clinician (if your clinician is unavailable, someone on your clinician’s team can assist you).**
2. After hours : **988** OR **1-800-584-3578** (Crisis Line) or the after-hours team pager, if provided by your program.

**Compass Health Locations**

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| --- | --- | --- |
|  | **Main Phone Number** | **Scheduling Phone Number** |
| General Switchboard | 1-800-457-9303 | 1-844-822-7609 |
| Aurora House | 425-672-3333 | 425-672-3333 |
| CAP/Dawson Place | 425-349-3030 | 425-349-3030 |
| Coupeville OP & Island IOP | 360-678-5555 | 360-682-4001 |
| Everett Adult OP | 425-349-6804 | 425-349-7442 |
| Everett Child & Family OP | 425-349-8300 | 425-349-8651 |
| Lynnwood Adult OP | 425-835-5850 | 425-835-5887 |
| Lynnwood Child & Family OP | 425-774-4269 | 425-835-7100 |
| San Juan MH (Friday Harbor) OP | 360-378-2669 | 360-378-2669 |
| Skagit Adult OP & IOP | 360-419-3500 | 360-419-3511 |
| Skagit Child & Family OP | 360-419-3600 | 360-419-3600 |
| Skagit PACT | 360-419-7575 | 360-419-7575 |
| Smokey Point Child & Family OP | 425-349-8700 | 425-349-8704 |
| Snohomish ECS | 425-349-8879 | 425-349-8879 |
| Snohomish IOP | 425-349-6817 | 425-349-6817 |
| Snohomish PACT | 425-349-6100 | 425-349-6100 |
| Whatcom OP Clinic & IOP | 360-676-2220 | 360-922-6558 |
| Whatcom Triage | 360-676-2020 | 360-676-2020 |
| WISe Referrals | 425-349-8337 |  |
| WISe – Snohomish County | 425-349-8480 | 425-349-8480 |
| WISe – Island County | 360-682-4100 | 360-682-4100 |
| WISe – North Snohomish County | 425-349-8480 | 425-349-8480 |
| WISe – San Juan County | 360-682-4100 | 360-682-4100 |
| WISe – Monroe | 360-419-7530 | 360-419-7530 |
| WISe – Skagit County | 360-419-3555 | 360-419-3555 |
| WISe – Whatcom | 360-922-6670 | 360-922-6670 |

**Website: www.compasshealth.org**

**Additional Numbers:**

**New or Returning Client Assessments 1-844-822-7609**

**Office of Behavioral Health Advocacy 1-800-366-3103**

**Residential Care Services Complaint Line 1-800-562-6078**

**Compliments and Complaints**

If you have a compliment, please call or send us a letter. We will share that compliment with the employee and their supervisor. You can also fill out a comment card and place it in the comment box that can be found at all Compass Health clinic locations.

Compass Health strives to provide quality care in a professional and respectful way. If you have a customer service concern, or feel your rights have been violated, you are encouraged to take steps to resolve your concern. You can be assured that no retaliation, formal or informal, will occur. No record of any complaint will be kept in your clinical chart.

To let us know of a concern or complaint that you may have about your care, please follow the steps outlined below:

**STEP 1** – Discuss your concern with your clinician.

 ***If unresolved, go to Step 2.***

**STEP 2** – Discuss your concern with your clinician’s immediate supervisor or manager. We will work with you to resolve your complaint within 30 days.

**Other options** – If you’d like assistance expressing or resolving your concern, you may call the Office of Behavioral Health Advocacy’s Ombuds at 1-800-366-3103. If you are not satisfied with the proposed resolution offered by Compass, we recommend you contact your insurer. Your insurer can help you determine what recourse may be available to you, such as a grievance, appeal or fair hearing.