



Frequently Asked Questions

1. What is “Open Access?”
 - “Open Access” is the process where you, the one seeking services, gets to decide when you want to initiate services, instead of a waiting list. When you are ready to start mental health services at our Paris location, you can stop by during our “Open Access” hours. You will meet with an Access Specialist who will complete your initial paperwork (releases, insurance, consents, etc.). You will then meet with a therapist who will complete an assessment and develop a treatment plan based on your goals.
 2. What are the “Open Access” hours?
 - Our hours are Monday, Tuesday and Wednesday from 8am-3pm and Thursdays 11am-3pm at our 118 East Court Street location in Paris, IL.
 3. What do I need to bring to “Open Access?”
 - You will need to bring:
 - Social Security Number (we do not need the actual card but we will need the number)
 - Proof of Insurance/Medicaid Card
 - Proof of Household Size
 - ID Card/Driver’s License
 - \$50 Assessment Fee (at least \$25 is due at the time of enrollment. \$0 Charge if you have current Medicaid.)
 - If youth has a guardian, please bring proof of guardianship documents.
 4. What if I can’t make it during the “Open Access” hours?
 - If it is not possible for you to attend during our “Open Access” hours, reception staff will schedule you an appointment outside of those times. Since the appointment would be outside of those designated times, there might be a delay in scheduling your appointment.
 5. Is “Open Access” for substance use disorder services?
 - At this time, we are only offering “Open Access” to those individuals who are seeking mental health services at our Paris location. We hope to expand our “Open Access” services and locations soon.
 6. Can I bring someone with me?
 - Yes. You will be asked to sign a consent to release information to that person. We encourage family and friends to participate in treatment as long as you are willing.
 7. If I live in Clark County can I come to Paris for “Open Access?”
 - If you live in Clark County and would like to receive your mental health services at our Paris location, you are able to do that during our “Open Access” hours. We cannot guarantee that you will be able to transfer to the Marshall Office location once services have been initiated. Follow-up services will likely need to take place at our Paris location.
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8. Do you accept my insurance?

- In general, we accept BlueCross BlueShield, Health Alliance, Medicare and Medicaid. Most insurance has a co-pay or deductible that must be met that you may be responsible for. HRC also offers a sliding fee scale for those whose insurance does not cover our services. For specific questions about your insurance, please contact Penny Ogle at 217-456-4118 ext. 203.

9. What if I can't afford the fee?

- HRC offers valuable, professional therapy services. Our fees are based on the costs associated with providing those services. However, HRC does not deny services to anyone based on their inability to pay. If you don't have a payment source (Medicaid, Medicare, private insurance), HRC offers a sliding fee scale based on your household income and household size. You will need to bring current documentation such as tax returns and pay stubs to be assessed a sliding fee. If you feel that you cannot pay the fee assigned to you, you may request to complete a fee reduction form. You will need to attach proof of your need to further reduce your fee, such as your bills. HRC has staff who will assist you in applying for state benefits such as Medicaid. HRC also offers a Job Club for those needing assistance finding employment. Any payment questions may be addressed by Penny at 217-465-4118 ext. 203.

10. How long will this first appointment be?

- The first appointment, including the initial enrollment and the mental health assessment can take up to three (3) hours. We hope to be as efficient as possible and encourage you to fill out the assessment questionnaires either prior to the appointment or while waiting. Most follow-up sessions are about 1 hour.

11. How long will I be in services?

- Professional mental health services should not be a life sentence. While everyone's needs are different, treatment averages range from 6 months to one year, depending on your goals for therapy. This is something that will be discussed between you and your therapist.

12. Will I actually get to see a therapist?

- Yes. Our goal is for you to be able to engage with a therapist on day one.

13. Will I be able to get a prescription if I need one?

- No. At this time, HRC does not have a staff psychiatrist. We do have Mental Health Care Coordinators who would be able to work with you and your primary care provider on a referral to a psychiatrist in a surrounding county.

14. Is something wrong with me?

- Absolutely not! On average, 1 in 5 people will struggle with a mental illness in any given year. You have taken the courageous first step of asking for help!

15. Can I get better?

- Yes. The expectation at HRC is that you will get better. Our trained staff are here to help you set and accomplish goals so you can be your best self.