

## Benchmark Transitions Overview

### A Family Business

Benchmark® was founded on September 9, 1993 by Jayne Selby-Longnecker, M.Ed., who has long been considered to be a leader in the industry of special education for adolescents and transitional living programs for young adults. As a single parent of four children, Jayne understood all too well that many young people, and their frustrated families, faced a lack of resources in their struggle for self-reliance. With her education, experience and first-hand understanding of addiction, Jayne set out to provide a real-world setting where troubled teens and struggling young adults could learn to emerge into autonomy.

Benchmark Transitions has over 55 full time staff members and clinicians, 48 beds in community-based structured transitional living apartments, a 20,000 square foot Outpatient & Learning Center, two Primary Residential Treatment facilities – Wildwood Canyon, a 50-acre working ranch for the men’s program and Panorama Ridge, the women’s house that offers a serene treatment setting with stunning vistas. We treat 6 clients in each primary residential house and approximately 45-50 young adults in our extended care and transitional living programs. Benchmark is first and second generation owned and operated, bringing Jaynie’s vision full circle.

### Our Model

Benchmark Transitions® is a comprehensive, multi-disciplinary approach to residential therapeutic transitional living for young adult men and women, ages 18-28 years of age. Our dual track model provides clinical treatment, behavioral health therapy, addiction recovery & aftercare, educational & occupational opportunities, career development & life skills in a structured and nurturing environment.

### Our Core Focus/Mission Statement

The Benchmark Transitions family is dedicated to transforming the lives of young adults and their families through the development of Courage, Conscience and Character.

### Our Niche

“We won’t give up if you don’t give up.”

### Our Proven Process

- Recognize and value each client’s, and their family, needs
- Our interdisciplinary team of professionals delivers a compelling and life enhancing experience
- Opportunity to access our authentic & systematic process, specifically designed for young adults
- Our goal is to instill the concepts of Courage, Conscience and Character
- Benchmark builds healthy, responsible and contributing young adults.

## Our Core Values

- Humbly lead by example
- Show integrity
- Accountable for Quality Care and Service
- Highly competent and professional
- Embrace Growth & Change
- Positive & Optimistic
- Demonstrate initiative in problem solving

## Admissions Team

Contact our admissions team at **800-474-4848 x1** or visit our website at <http://benchmarktransitions.com/admissions/>

**Shelley Skaggs**, Chief Marketing & Admissions Officer x 3024

**Kristin Brassfield**, Director of Admissions & Outreach x 3078

**Larry Aragon**, Admissions & Intake Coordinator x3056

**Samantha Davis**, Admissions & Outreach Coordinator x3068

**Valerie Anderson**, Administrative Assistant, x3035

## Accreditation & Affiliations

- State of CA Department of Health Care Services (DHCS) Detoxification & Residential Facility Licensure and Certification
- State of CA Department of Health Care Services (DHCS) Outpatient Facility Certification/Day Treatment, Intensive Outpatient and Outpatient Services
- Private School Affidavit through the State of California
- Member in good standing of National Association of Therapeutic Schools and Providers (NATSAP); National Association of Addiction Treatment Providers (NAATP) and California Consortium of Addiction Programs & Professionals, (CCAPP) and founding member of Young Adult Transition Association (YATA)

## Enrollment/Rolling Admissions

Year round rolling admissions; revolving curriculum, clients can enroll at any point during the year. Programs are individualized to meet each client's unique needs, offering a full continuum of care including Detox, Residential Treatment, Day Treatment (PHP), Intensive Outpatient (IOP), Transitional Living and Extended care options. Length of stay can vary from 30 days to 2 years, depending upon need. Servicing young adult men and women, ages 18-28.

## Location

Nestled in the historic and rural communities of Redlands and Yucaipa, California, our properties are approximately 60 miles East of Los Angeles, centrally located near the mountains, desert and beaches of Southern California, providing multiple recreational opportunities close to educational, vocational & cultural opportunities that lend to the community-based learning situations, far enough away from the fast-paced temptations commonly found in a big city.

## Small Town Feel, Big Opportunities

Redlands, known as the “Big Town with a Small Town feel,” is filled with tree-lined streets, historic Victorian homes and beautiful mountain views. The industry is based primarily upon citrus growth and environmental services. Benchmark is surrounded by some of the largest citrus groves in Southern California, along with a weekly farmers market and local organic farms. Another advantage – we’re far enough away from the fast-paced temptations commonly found in the big city of Los Angeles.

## Young Adult Client Profile

Young adult men & women, 18-28 years of age, exhibiting behavioral and clinical issues such as, but not limited to:

- Academic challenges,
- Adoption/Abandonment
- Addiction
- Anger management
- ADD/ADHD
- Asperger/Autism Spectrum\*
- Anxiety
- Bi-Polar
- Compulsive disorders
- Co-occurring disorders
- Depression
- Distressed relationships
- Emotional & Behavioral issues
- Grief/loss
- Lacking confidence
- Gaming/Gambling
- Learning differences
- Life changes
- Oppositional ODD
- Post-Traumatic Stress Disorder (PTSD)
- Poor judgment
- Non-verbal learning disorder
- Shy/withdrawn
- Sneaky/underground
- Socially isolated
- Substance use/abuse
- Trauma
- Unmotivated

## The Benchmark Transitions Program

Benchmark provides a comprehensive multi-disciplinary approach to residential treatment. Our services include Detox\*, Residential Treatment, Day Treatment (PHP), Intensive Outpatient (IOP), Transitional Living/Sober Living by Benchmark®, Independent Living Services (ILS) both on property and off property, as well as Evening IOP. Many of our programs can be offered either on a stand-alone basis or combined with other services.

We also help in the transition for clients coming out of other programs such as sub-acute detox, residential treatment centers, wilderness therapeutic programs, hospitalization and stabilization units, along with adolescents aging-out of therapeutic boarding schools.\*Some exclusions & limitations may apply. Please call Admissions to discuss the most appropriate treatment options today - 800-474-4848 for details.

### Levels of Care / Programs Offered

- Detox
- Primary Residential Treatment
  - Wildwood Canyon Men's House
  - Panorama Ridge Women's House
- Extended Care
  - Phase I – Partial Hospitalization/Day Treatment (PHP)
  - Phase II – Intensive Outpatient (IOP)
  - Phase III – Outpatient (OP)
- Transitional Living
- Independent Living Services (ILS) On Property & Off Property

### Primary Areas of Focus Include

- Early Recovery/Living Sober Education
- Behavioral Health Education
- Life-skills
- Education and career goal setting
- Relational peer support
- Problem solving skills
- Nutritional guidance
- Healthy self-care practices
- Integrating new skills and behaviors into daily life

## Therapeutic Services

- Licensed therapeutic clinicians (M.D., Ph.D., LCSW, LMFT)
- Weekly Individual psychotherapy
- Monthly Family Therapy (phone)
- Psychotropic Medication Management
- Neuro-feedback (Ancillary)
- Neuropsychological testing (*Ancillary*)

## Individual Therapeutic Services

- Assessments and Evaluation by Addiction Medical Specialist
- Eye Movement Desensitization and Reprocessing (EMDR)
- Licensed Primary Therapist
- Medication Management
- Primary Case Management
- Psychiatric Care
- Psycho-Educational Evaluations (as needed)
- Trauma informed therapy

## Group Therapeutic Services Offered

- Art Therapy
- Anger & Stress Management
- Cognitive Behavioral Therapy (CBT)
- Cyber Wellness
- Dialectical Behavior Therapy (DBT)
- Equine Assisted Therapy
- Gender specific focus groups
- Introduction to 12-Step Fellowships
- Individual Strength & Spirituality (not Religious focused)
- Relapse Prevention

## Other Activities

- Animal Care Support
- Gym/fitness
- Outdoor Activities
  - Hiking / Beach
  - Sustainable Gardening
  - Tennis
- Yoga

### Education & Work Skills Training (included in all treatment options)

- Year-round Enrollment
- Partnership with Redlands Unified High School/Adult School
- Obtain High School Diploma
- On site Learning Center
- Low staff to student ratio
- Academic assessment, college and/or vocational program placement testing and career testing
- College Classes\* (local community colleges, private colleges and on-line classes available)
- Career development/Vocational Schools & Regional Occupational Programs\*
- Comprehensive educational assessments plus one-on-one tutoring and study skills program
- Learning Difference/Disabilities - IEPs; assessments; tutoring; assistance

We won't give up if you don't give up.



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[benchmarktransitions.com](http://benchmarktransitions.com)

1.800.474.4848

## The Benchmark Transitions® Young Adult Program

Benchmark Transitions® is a comprehensive, multi-disciplinary approach to residential therapeutic transitional living for young adult men and women, offering a full continuum of transitional living services:

- DETOX
- RESIDENTIAL
- PHP (Day Treatment)
- IOP (Intensive Outpatient)
- OP (Outpatient)
- Transitional Living
- Extended Care
- Evening IOP

### Program Highlights

- Academic assessment, high school diploma, college and/or vocational program
- Culinary Arts
- DHCS Certified and Licensed Treatment Center
- Dialectical Behavioral Therapy (DBT) Skills Classes
- Group therapy
- Individual Psychotherapy
- Licensed therapeutic clinicians (M.D., Ph.D., LCSW, LMFT and State of CA Certified Substance Abuse Counselors)
- Life skills curriculum (budgeting time & money; balance school, work and program)
- Medication Management
- Neurofeedback
- Psychiatric therapy
- Neuropsychological Assessment
- Physical fitness/Wellness/Nutrition
- Personal growth classes/Life strategies/Work Skills classes
- On site Education Center for tutoring, placement testing and career testing
- Sober environment
- Structured transitional apartment living
- Year-round, Nationally Accredited Private High School curriculum
- WASC Accredited High school diploma
- Vocational programs
- 24/7 Awake Staff Supervision

### Therapeutic Services

- Licensed therapeutic clinicians (M.D., Ph.D., LCSW, LMFT)
- Weekly Individual psychotherapy
- Monthly Family Therapy (phone)
- Medication Management
- Process Group Therapy
- Certified Addictions Counselors
- Neuro-feedback (Ancillary)
- Neuropsychological testing (Ancillary)

Our young adults can gain the life skills they need to make it on their own. Contact us for a consultation.



## History & Vision

Benchmark Transitions® was founded on September 9, 1993 by Jayne Selby-Longnecker, M.Ed., who has long been considered to be a leader in the industry of special education for adolescents and transitional living programs for young adults. As a single parent of four children, Jaynie understood that many young people, and their frustrated families, faced a lack of resources in their struggle for self-reliance. With her education, experience and first-hand understanding of addiction and behavioral health disorders, Jaynie set out to provide a real-world setting where troubled teens and struggling young adults could learn to emerge into autonomy.

When Jaynie opened Benchmark, she had one client, one staff member and one couch... Today, Jayne's adult children have joined her to form a 1st & 2nd generation executive ownership team, sharing her vision and values with what has become the longest-running therapeutic transitional living program specifically for young adults.

## Purpose

The Benchmark Transitions® family is dedicated to transforming the lives of young adults and their families through the development of **Courage | Conscience | Character**

**A residential therapeutic continuum of transitional living services for older teens and young adults. Contact us to see what we can do for you.**

**1.800.474.4848**

[www.benchmarktransitions.com](http://www.benchmarktransitions.com)

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All Rights Reserved. | We won't give up if you don't give up.

## Enrollment

Year round rolling admissions; revolving curriculum, clients can enroll at any point throughout the year; Programs are individualized to meet each client's unique needs, offering a full continuum of care including Detox, Residential Treatment, Day Treatment (PHP), Intensive Outpatient (IOP), Transitional Living and Extended Care options. Length of stay can vary from 30 days to 2 years, depending upon need. Serving young adult men and women, ages 18-28.

## Financial Information & Assistance

Benchmark Transitions® is one of the only therapeutic residential transitional living programs that accepts insurance! We can assist with answers regarding insurance claims, insurance verification, financial eligibility and other funding arrangements.

### Insurance

Benchmark Transitions® will work with most private PPO insurance companies, such as Aetna, Anthem Blue Cross/Blue Shield, Cigna, United Behavioral Health and many others.

### Financing Options

If insurance is not an option, you may be able to finance treatment through our partnership with a **behavioral health funding program** that provides affordable financing with no transaction fees, with a fast, easy no-risk process. Private pay options are available!

Visit our website at [www.benchmarktransitions.com](http://www.benchmarktransitions.com) to learn more.

## Location

Nestled in the historic town of Redlands, CA, approximately 60 miles East of Los Angeles (LAX), 60 miles North East of Newport Beach (SNA) and at the foot of the San Geronio Mountains, we are centrally located near the mountain resorts, deserts of Palm Springs and the Joshua Tree National Monument, as well as close to the Pacific beaches of Southern California. Our location provides multiple recreational opportunities close to educational, vocational & cultural opportunities that lend to the community-based learning situations, allowing our participants to gain a foot-hold on their own independent living.

Redlands is known as the "Big Town with a Small Town feel," and is filled with tree-lined streets, historic Victorian homes and our industry is based primarily upon its citrus growth and environmental services. We're far enough away from the fast-paced temptations commonly found in the big city of Los Angeles.

## Licensing, Accreditation & Professional Affiliations

- Licensed and Certified by the State of California Department of Health Care Services (DHCS) for Detox Residential Treatment, Day Treatment (PHP) and Intensive Outpatient (IOP) level of care services
- Fully Accredited as an Outstanding Academic Institution by the National Private Schools Association Group (NPSAG)
- Private School Affidavit through the State of California
- Member in good standing of the National Association of Therapeutic Schools & Programs (NATSAP)
- Member of the National Association of Addiction Treatment Provider (NAATP)
- Member, California Consortium of Addiction Programs & Professionals (CCAPP)

## Benchmark's Facilities

### Education and Life Skills Center

- Day Treatment Program/Intensive Outpatient Program
- 20,000 square foot Educational & Life Skills Center
- Clinical Assessment Center & clinical offices
- 3-bay teaching kitchen; multiple group meeting rooms; Executive Conference Room
- On-site integrated Education department, resource center, computer lab, library onsite
- Work Education Shop teaching basic plumbing, electrical, wood crafts, hands-on work skills
- Creative Arts with print making, pottery, stained glass, mosaic art & jewelry making

### Structured Transitional Living Apartments

- Multiple individual apartment units, each featuring 2 bedroom / 2 bathrooms in a luxury, gated apartment dwelling
- 48 Licensed beds / 10 Off-site Sober Living by Benchmark™ beds
- 24/7 onsite awake supervision and monitoring by Transitional Living Advisors & Staff Supervisor support
- Gender-specific housing and programs
- Structured Apartment Living Environment & Positive Peer Culture



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1.800.474.4848 ext.1

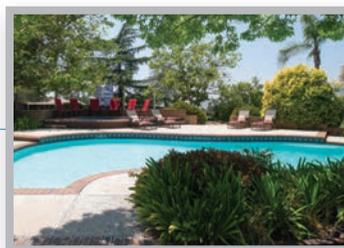
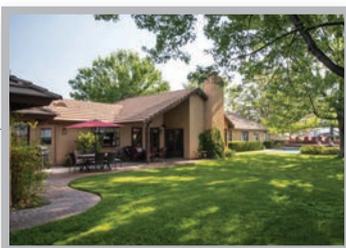
▶ Here We Grow!

**Summer 2016**

**Benchmark Transitions® introduces a new and exciting phase to our program development ... Open Summer, 2016!**

Benchmark Transitions® welcomes two new primary residential programs to our family of services. Founded in 1993 by Jayne Longnecker-Harper, Benchmark Transitions continues to be family owned and operated, serving young adults and their families for nearly twenty three years.

Benchmark Transitions® is known for our comprehensive clinical support, life skills, education and vocational guidance. It is with tremendous gratitude that we announce a new and exciting phase to our program development...



Benchmark Transitions® at Wildwood Canyon - our new Young Adult Men's house located on a beautiful 48 acre ranch. Now Open!



Benchmark Transitions® at Panorama Ridge - our new Young Adult Women's house located on 4 acres with stunning vistas! Now Open!

We are thrilled to include a true, primary residential experience for families and our clients, in addition to the structured transitional and extended care services we have always offered.

## **The Matrix Model at Benchmark Transitions**

It's a proven effective, evidence-based protocol that has been used in the treatment of over 6,000 cocaine and 2,500 methamphetamine addicts.

It's a ready-made, 12-week long, intensive outpatient program (IOP) that we've integrated into our transitional living curriculum for our Recovery by Benchmark® designated students.

### **The Matrix Model is a comprehensive, multi-format program that covers six key clinical areas**

- Individual/conjoint therapy
- Early recovery
- Relapse prevention
- Family education
- Social support
- Urine testing

### **It's an integrated therapeutic model incorporating**

- Cognitive behavioral
- Motivational enhancement
- Couples and family therapy
- Individual supportive/expressive psychotherapy and psycho-education
- Twelve Step facilitation
- Group therapy and social support

### **It's a Federally recognized model**

- Center for Substance Abuse Treatment (CSAT)
- National Institute on Drug Abuse (NIDA)
- Office of National Drug Control Policy and Department of Justice (National Synthetic Drugs Action Plan)
- Drug Strategies
- Under review by the National Registry of Effective Programs and Practices (SAMHSA)

**The Matrix Model treatment protocol is provided in-house as a 12-week intensive protocol for our Recovery & Aftercare students. It is facilitated by Benchmark's staff of licensed, certified drug and alcohol counselors.**

- It's less confrontational
- Progress is gradual
- The focus is on the present
- "Core issues" are not immediately addressed
- The client's allegiance is to the therapist rather than the group
- A non-judgmental attitude is basis of client-therapist bond
- Change recommendations are based on scientific data
- Changes are incorporated immediately into lifestyle

**It's more directive and behavior-focused than general therapy**

- Visit frequency results in strong transference, which is encouraged and utilized
- Goal is stability versus comfort
- Focus is abstinence; bottom-line is always continued abstinence
- Therapeutic team approach is utilized
- Therapist frequently pursues less motivated clients
- Focus is on behavior rather than feelings; the behavior is more important than the reason behind it
- Family system support is encouraged
- Therapist functions as a coach/advocate

**It's proven-effective. The organizing principles of the Matrix have been developed and modified over a 20 year period, using data from the treatment experience of 6,000 cocaine and 2,500 methamphetamine addicts. The Matrix Model works because it...**

- Creates explicit structure and expectations
- Establishes a positive, collaborative relationship with each patient
- Teaches information and cognitive-behavioral concepts
- Positively reinforces positive behavior change
- Provides corrective feedback when necessary/roll with resistance
- Educates family regarding stimulant abuse recovery
- Introduces and encourages self-help participation
- Uses urinalysis to monitor drug use and take the issue of use "off the table"

**It's evidence-based. The Matrix Model has over 25 years of research and development, and was recently tested in the CSAT Methamphetamine Project, the largest randomized clinical trial of treatment of methamphetamine addiction to date. Clients assigned to the Matrix Model:**

- Attended more groups
- Stayed in treatment longer
- Provided more methamphetamine-free urine samples during treatment
- Had longer periods of methamphetamine abstinence

**Authorization to Obtain and Release Information**

**Name of Client:** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**Signature of Client:** \_\_\_\_\_

This will authorize Benchmark Transitions to disclose to and/or obtain from:

**Name of Person or Organization:** \_\_\_\_\_

**Relationship:** \_\_\_\_\_

**Address & Phone number:** \_\_\_\_\_

The following information:

**Description of Information to be Disclosed** *(Client should initial each item to be disclosed)*

_____ Assessments	_____ Cooperation/Motivation
_____ Discharge/Transfer Summary	_____ Financial Information
_____ Medication	_____ Nursing/Medical Assessment
_____ Presence in Treatment	_____ Prognosis
_____ Progress in Treatment	_____ Psychiatric Evaluation
_____ Psychosocial Evaluation	_____ Toxicological Reports/Drug Screen
_____ Treatment Plan or Summary	_____ Other: _____

**Purpose**

The purpose of this disclosure of information is to improve assessment and treatment planning, share information relevant to treatment and, when appropriate, coordinate treatment services. If other purpose, please specify: \_\_\_\_\_

**Expiration**

Unless sooner revoked, this consent is valid for **12 months** due to the need for ongoing communication for the coordination of treatment, or at termination of treatment.

**Conditions**

I understand that Benchmark Transitions will not condition my treatment on whether I give authorization for the requested disclosure. The consequences of refusing to sign this authorization have been explained to me.

**Form of Disclosure:** Unless you have requested in writing that disclosure be made in a certain format, we reserve the right to disclose information as permitted by this authorization in any manner we deem to be appropriate and consistent with applicable law, including but not limited to verbally, in paper format, or electronically.

**RE-DISCLOSURE**

"This information has been disclosed to you from records protected by Federal Confidentiality rules (42 CFR part 2). The Federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR part 2. A general authorization for the release of medical or other information in NOT sufficient for this purpose. The Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse Client." I may request a copy of this authorization for my records.

I understand that my records are protected under Federal Confidentiality regulations (42 CFR Part 2). Published August 10, 1987, and the Health Insurance Portability and Accountability Act of 1996 (P.L. 104-191), 42 U.S.C. Section 1320d, et. Seq, and cannot be disclosed without my written consent unless otherwise provided for in the regulations. I understand that my medical record may contain information concerning my psychiatric, psychological, drug and alcohol abuse, HIV/Acquired Immune Deficiency Syndrome (AIDS) and/or related conditions. (Under the Mental Health Code, release of mental health records must be germane to the purpose and need for disclosure).

**RIGHT TO REVOCATION**

I understand that I have a right to revoke this authorization, in writing, at any time by sending written notification to Benchmark Transitions. I further understand that a revocation of the authorization is not effective to the extent that action has been taken in reliance on the authorization.

## **Find Answers to Your Insurance Billing Questions at Benchmark Transitions!**

You are responsible for providing all insurance information and establishing the proper sequencing of primary and secondary coverage (coordination of benefits) at the time of admission into Benchmark Transitions. Copayments are due prior to discharge.

Benchmark Transitions will send a bill to your primary insurance company within a few days of your admission into treatment. Your insurance is expected to pay the claim within 30 days. After your claim is filed, you should receive an Explanation of Benefits (EOB) from your insurance company, stating how much the insurance company paid and how much you owe.

You are responsible to verify that your insurance company pays in a timely manner. Fulfilling this responsibility may require you to contact your insurance company. Your coverage is between you and your insurance company. We will help you present your claim, but you must take ultimate responsibility for your account.

Most insurance plans have determined certain services that may not be covered. We try to inform you of the rules ahead of time, but we don't always know if a service is covered. Since there are so many coverage plans available, you are encouraged to review your policy and contact your insurance company.

## **FAQs – Frequently Asked Questions**

### **Will Benchmark Transitions contact my insurance for precertification or authorization?**

Benchmark Transitions will contact your insurance plan or provider directly prior to billing for treatment claims. Please contact the Director of Insurance Billing if you have any questions or concerns about precertification or preauthorization.

### **I have multiple health insurance companies. How do I know who to bill?**

Coordination of benefit rules apply. Benchmark Transitions will contact your provider to help us in determining the proper order for billing.

### **Benchmark Transitions is a non-preferred provider and will bill your insurance for you**

Benchmark Transitions bills all insurance carriers. Benchmark Transitions is a non-preferred provider and we are not In-network for any insurance company. You may be balanced billed for non-covered charges or be responsible for reduced benefits. Please contact your carrier to verify your coverage and/or benefits.

### **What if my insurance company does not authorize or cover services?**

You will be responsible for charges your insurance company does not authorize or cover. It is recommended that you contact the ordering provider to discuss whether to receive the service and for other possible funding services.

### **Why aren't all services covered by my insurance company?**

Under any plan, there may be services that are not covered because the insurance company may consider them routine or unnecessary. If you disagree with the decision, you should contact your insurance company for more information.

### **What if my insurance coverage changes?**

You should bring your current insurance card to the financial office at Benchmark Transitions. The Business Manager will make sure that your file is updated with the correct insurance information for accurate and timely billing.

### **What should I do if my insurance sends its payment directly to me?**

Insurance payments for claims sent directly to you, whether from primary or secondary insurance companies, should be used to pay outstanding charges to Benchmark Transitions. Patients are financially responsible for all outstanding charges. Either deposit the insurance check and send us a personal check, or forward the insurance check as soon as possible.

### **Why do I still owe a balance if my insurance company has been paid?**

Based on your insurance plan, you may be responsible for deductibles, co-pays and co-insurance for fees not covered by your insurance company. Benchmark Transitions does not routinely or arbitrarily waive deductibles, co-payments or co-insurance amounts. Co-payments and co-insurance amounts will only be waived, in full or in part, due to Client's financial hardship as defined in Benchmark Transitions policies and procedures.

### **What does usual and customary mean? How does this work?**

The usual and customer fee schedule is set up so that non-contracted providers are reimbursed at a rate comparable to other HMO reimbursements in the same geographical area. The patient is responsible for charges that exceed the usual and customary rate.

### **What is the difference between an HMO and PPO?**

HMO stands for Health Maintenance Organization. An HMO is a group that contracts with medical facilities, physicians, employers and occasionally individual patients to provide medical care to a group of individuals. PPO stands for Preferred Provider Organization. As a rule, you must select a primary care physician (PCP) who is under contract with the PPO. If you choose a doctor not under contract, you pay more. Like an HMO, you usually pay a small amount known as a copay each time you visit your PCP or health-care facility. Unlike an HMO, if you choose to see a doctor who is not contracted with the PPO, the plan might pay a percentage of the medical bills (out-of-network benefits). However, your cost will probably be higher than if you choose a caregiver that is in the plan's network.

### **Why did my insurance only pay part of my bill?**

Most insurance plans require you to pay a deductible and/or co-insurance. In addition, you could be responsible for non-covered services. Please contact your insurance company for specific answers to your questions. You may have out-of-pocket expenses.

### **What is a co-payment?**

A copayment is a set fee the member pays to providers at the time services are provided. Copays are applied to emergency room visits, hospital admissions, office visits, etc. The cost is usually minimal. The patient should be aware of the copayment amounts prior to services being rendered.

### **What is a deductible?**

Deductibles are provisions that require the member to accumulate a specific amount of medical bills before benefits are provided. For example, if a member's policy contains a \$500 deductible, the member must accumulate and pay \$500 out of pocket before the insurance carrier will pay benefits. Once the

patient has met their deductible, the carrier usually pays a percentage of the bill. The patient is liable for the unpaid percentage. Deductibles are yearly, usually starting in January.

### **What is co-insurance?**

Co-insurance is a form of cost sharing. After your deductible has been met, the plan will begin paying a percentage of your bills. The remaining amount, known as co-insurance, is the portion due by the patient.

### **If I have an HMO policy, can I use it to pay for treatment with Benchmark Transitions?**

If you have an HMO policy, you cannot use it to pay for treatment at Benchmark Transitions because we are an out of network, non-participating provider. We accept most PPO insurance plans and can refer you to an independent licensed California Insurance Broker discuss your options regarding any changes to your current coverage.

### **Is my insurance in network?**

Benchmark will contact your carrier to verify your coverage and/or benefits.

## **Benchmark Transitions is Now Accepting Insurance and Assessing Your Insurance Benefits is Easy**

Benchmark Transitions is a licensed residential substance abuse and dual diagnosis treatment program with licensure and certification through the State of California Department of Health Care Services for Residential Treatment, Day Treatment (PHP) and Intensive Outpatient (IOP) level of care services, in addition to our structured transitional sober living housing.

Accessing your insurance benefits for Benchmark's Recovery & Aftercare or Behavioral Health programs can help with the financial challenges of paying for treatment. Our team of experienced professionals can put you at ease to ensure a smooth process in determining insurance benefit eligibility. Insurance companies and plans vary and the process can often be complicated. We will work with your insurance company to ensure the care needed is provided and to continue to provide medically necessary utilization review, to ensure a continuum of quality care.

### **Verify Your Insurance Benefits Today!**

The Benchmark Transitions® admissions department is dedicated to helping you navigate the process of finding the best funding option for you.

Please complete the information requested below and fax to **909-793-4499** or email to [admissions@benchmarkyas.com](mailto:admissions@benchmarkyas.com), via our secure servers.

If you have any questions, please call our Admissions department at **800-474-4848 x 1**.

## How will we pay for this?

At Benchmark Transitions®, we understand that you may be feeling overwhelmed and apprehensive about the challenge of funding treatment. Many families have already invested considerable financial resources for their young adult son or daughter in previous treatment modalities such as detox and primary rehab, hospitalizations, therapeutic boarding schools and wilderness therapy programs, while many others have paid for college, as well.

At this point in your life, you've likely spent way more than you ever thought would be necessary to raise your child successfully. Now, you are considering the most important step in your son or daughter's treatment, with Benchmark Transitions.

## NOW ACCEPTING INSURANCE! Assessing Your Insurance Benefits is Easy!

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## Verify Your Insurance Benefits Today!

The Benchmark Transitions® admissions department is dedicated to helping you navigate the process of finding the best funding option for you.

Please complete the information requested below and fax to **909-793-4499** or email to [admissions@benchmarkyas.com](mailto:admissions@benchmarkyas.com), via our secure servers. If you have any questions, please call our admissions department at **800-474-4848 x 1**.

By providing this information, you are authorizing us to contact your insurance company for verification of benefits and pre-determination of benefits via this method. Your privacy is important to us and the above information will be used only to provide you with information about treatment options.

## Request for Verification of Benefits (VOB) Form

Please complete the information on this form and fax this, *along with a copy of your insurance card, front & back* to: **909-793-4499** or email to [admissions@benchmarkyas.com](mailto:admissions@benchmarkyas.com), via our secure servers. If you have any questions, please call our admissions department at **800-474-4848 x 1**.

Client Name		Subscriber SS #	
Participant DOB		Insurance Company	
Client SS #		Plan Type	
Address		ID #	
City		Group #	
State & Zip		Phone	
Phone		Claims Address	
Subscriber Name		Claims City/ST/Zip	
Subscriber DOB		Employer	

**All Benefits quoted are not a Guarantee of Payment.**

## Understanding Your Insurance Benefits

*Your insurance carrier may require reviews of your son or daughter's medical records during his or her enrollment at Benchmark Transitions. If they determine medical necessity is present for continued care, a certification of length of stay days will be given. Rarely will a plan approve for the entire stay upon admission. Benchmark will continue to work with your insurance plan and continue to review and participate in utilization review, the process to determine what the insurance plan will pay. Benchmark Transitions has no control over these reviews and subsequent approvals, nor do we guarantee payment by your insurance provider upon billing. Feel free to contact your HR department, or your insurance broker for detailed questions about your plan benefits.*

## Private Pay Options Available

Benchmark Transitions cannot hold your insurance provider responsible for the payment of fees. Your policy is a contract between you and the insurance company. Benchmark contracts with you upon admissions. When you sign our financial agreement, it obligates you to pay for the services rendered.

If your insurance company does not cover all of your treatment costs at Benchmark, or if you are opting for private pay, Benchmark will negotiate the rate with you. Please call our Admissions department at **800-474-4848 x 1** for details.

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## Financing Options



If you don't have insurance, or if your plan doesn't offer a covered benefit at Benchmark Transitions, you may be able to finance treatment.

Benchmark Transitions is pleased to offer assistance in securing treatment financing through our partnership with Prosper Healthcare Lending. Prosper Healthcare Lending provides affordable financing with no transaction fees, with a fast, easy no-risk process.

Call Prosper Healthcare Lending at **800-625-7412** or visit them at <https://app3.prosperhealthcare.com/main/programSelection> and request funding for Benchmark Transitions.