

## ***First Appointment***

Making the decision to schedule an initial counseling appointment for your child often comes with many questions and calling to schedule the first appointment can be difficult for many parents. Our staff will gladly work with you in answering any questions or discussing any concerns that you might have about whether making an appointment is the right thing to do for you and your child.

To schedule a first appointment for your son or daughter you will speak with a trained specialist in our Front Door department (**330-454-7917 x199**) who will help you through the process of making an initial appointment. You will be asked questions regarding your concerns for your child and will also have the opportunity to ask questions\* regarding the services available to your family.

\*A list of the questions we will ask can be found on our [Initial Contact form \(click here\)](#). Parents, guardians, and adults requesting services may choose to complete this form and fax it (the number is listed on the form). Completing the form is not a requirement, but sometimes it can make the process go more quickly, especially if you are having trouble getting through to our Front Door staff (it can get very busy at times which means you may get a voice mail greeting instead of a person. This also works well if you are calling “after hours”). Upon receiving the fax, we will call you as soon as possible, and always within 1 business day. This same option is available to professionals such as pediatricians, nurses, and guidance counselors assisting families in getting linked to mental health services.

Your first appointment will be with a trained clinician who will work with you, your child and appropriate family members for creating a comprehensive diagnostic understanding of your child’s emotional and behavioral strengths and concerns. This assessment process will provide the identification of the most suitable clinical services for developing positive change and outcomes for your child.

### ***What You Will Need for your First Appointment and Why***

Please bring with you the following information and documents. It allows us to determine if your fee can be reduced or discounted, and it helps to insure that we are able to begin services right away. On certain rare occasions, we may delay helping your child and family until all the necessary information is obtained.

- 1. Your child’s Social Security Number:** We recommend you bring an actual copy of the SS card because if there are any errors it could affect your fee.
- 2. Proof of Insurance and/or a copy of your Medicaid Card:** For children with a current *Ohio Medicaid Card*, there will be no out-of-pocket expense for our services. An *insurance card* allows us to be able to bill your insurance carrier, and minimize the cost of services to your family.
- 3. Proof of Household Income:** In order to determine whether you could receive a discounted/reduced fee, we need to know your family’s income. Copies of the “financially responsible person(s)” *W2 forms/income tax statements, bank statements, recent pay stubs, SSI letter, court papers*, etc. are required. Families without proof of income will still be seen, but will be billed at “full fee” until the proof is submitted.
- 4. Proof of Custody:** Only the person(s) with legal custody are able to give permission for mental health treatment. (Proof is NOT needed when biological parents remain married to each other or the biological mother has never been married to the biological father). Otherwise, we will need documentation as follows:

- Divorced Parents---divorce or dissolution papers;
- Adoptive parents---birth certificate with adoptive parent's name or adoption papers;
- Legal guardian---guardianship papers
- See below for exceptions \*

**To schedule an initial appointment for the  
Alliance, Belden, Canton or School-Based offices call:**

330-454-7917 x199

or

800-791-7917 x199

**Day and evening appointments are available**

C&A does offer walk-in times for first appointments that vary by time and location.

For more information please contact our Front Door department.

**Exception (the above information and documentation is not required):** For Children age 14 and older, the State under *Ohio Revised Code (Ohio Mental Health Laws) 5122.04 Outpatient Mental Health Services for Minors* allows a minor to obtain services on their own under the following circumstances:

(A) Upon the request of a minor fourteen years of age or older, a mental health professional may provide outpatient mental health services, excluding the use of medication, without the consent or knowledge of the minor's parent or guardian. Except as otherwise provided in this section, the minor's parent or guardian shall not be informed of the services without the minor's consent unless the mental health professional treating the minor determines that there is a compelling need for disclosure based on a substantial probability of harm to the minor or to other persons, and if the minor is notified of the mental health professional's intent to inform the minor's parent, or guardian.

(B) Services provided to a minor pursuant to this section shall be limited to not more than six sessions or thirty days of services whichever occurs sooner. After the sixth session or thirty days of services the mental health professional shall terminate the services or, with the consent of the minor, notify the parent, or guardian, to obtain consent to provide further outpatient services.

(C) The minor's parent or guardian shall not be liable for the costs of services which are received by a minor under division (A).

(D) Nothing in this section relieves a mental health professional from the obligations of section 2151.421 of the Revised Code.