

DIGNITY & RESPECT

We fully understand and appreciate how difficult it is reaching out and taking that first step to ask for help. Because of that, we make every effort to forge positive relationships that are built on trust. We value each person's experience, journey, worth, and circumstance, and treat each individual with the utmost dignity and respect.

CONFIDENTIALITY

Confidentiality is an essential part of any clinical relationship and is one of our highest priorities. The MEND staff are trained and licensed clinicians who adhere to their profession's code of ethics, as well as HIPAA Privacy Rules.

In most cases, your written and signed authorization is required before information concerning your care is released. **However, there are exceptions to this rule.** Those exceptions include, but are not limited to: **a risk of harm to self or others, and/or required by law.**

Absent one of these exceptions, your information will be kept private and only shared when there is a signed authorization(s) on file. We strongly believe in creating a safe and supportive environment for our participants.

(212) 366-7590

mend@nycCBF.org

www.nycCBF.com/news-media/mend-program-and-wellness



MEND Program
395 Hudson Street, 5th Floor
New York, NY 10014



MEMBERS EDUCATION AND NETWORK FOR DEPENDENCY

THE FIRST STEP
ON YOUR JOURNEY
TO RECOVERY IS
NOW!

WHAT IS MEND?

The Members Education and Network for Dependency (“MEND”) Program provides assistance and support to the membership and their dependents in addressing substance abuse issues through the following services:

Services

- Verification of benefit eligibility.
- Conducts assessments to determine appropriate levels of care.
- Provides treatment authorizations for various levels of care.
- Designs individualized treatment plans.
- Provides case management.
- Provides supportive services.
- Facilitates peer-led support group.

Educational Workshops

- First Year Apprentices
- Shop Stewards
- Employees of the District Council, Carpenters Training Center, Benefit Funds, and Local Unions

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“The journey of 1,000 miles begins with a first step.”

-Chinese Proverb

CASE MANAGEMENT AND ONGOING SUPPORT

Monthly Peer-Led Group Meetings

Date: Last Wednesday of Every Month

Time: 4:00 PM

Location: MEND Program
395 Hudson Street, 5th Floor
New York, NY, 10014



YOU HAVE OPTIONS... WE'RE HERE TO HELP YOU FIND THE ONE THAT'S RIGHT FOR YOU!

- **Inpatient Detoxification**
Pre-authorization **required**
- **Ambulatory Detoxification**
No Pre-authorization **required**
- **Inpatient Treatment (Residential)**
Pre-authorization **required**
- **Partial Hospitalization Program (“PHP”)**
Pre-authorization **required**
- **Intensive Outpatient Program (“IOP”)**
Pre-authorization **required**
- **Outpatient Program**
No Pre-authorization **required**



There are numerous online advertisements, television commercials, and “body brokers” (people who receive compensation for referrals), who try to steer plan participants to **out-of-state and out-of-network facilities** (e.g. Florida, California, Arizona, etc.). These facilities have been known to make false claims **by saying they accept your insurance and that there will be no out-of-pocket expenses** to you. **THIS IS NOT THE CASE!** These facilities utilize the out-of-network benefit and balance-bill participants for the difference between the billed amount and the allowable amount, which you are then liable for.

**TO ENSURE YOU GET THE MOST
APPROPRIATE LEVEL OF CARE AND
TREATMENT, PLEASE CONTACT MEND AT
(212) 366-7590.**