



# Sharing the Cost of Services

This publication prepared by the  
Missouri Department of Mental Health  
Office of Public Affairs

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**For information on community programs that serve individuals who are addicted to alcohol or other drugs and their families:**

JEREMIAH W. (JAY) NIXON  
GOVERNOR



KEITH SCHAFFER, Ed.D.  
DIRECTOR

**Contact:**

**Department of Mental Health  
Division of Behavioral Health**  
1706 East Elm Street  
Jefferson City, MO 65101  
573-751-4942

STATE OF MISSOURI  
DEPARTMENT OF MENTAL HEALTH  
1706 EAST ELM STREET  
P.O. BOX 687  
JEFFERSON CITY, MISSOURI 65102  
(573) 751-4122  
www.dmh.mo.gov

The Jefferson City address for the Central Office is:

**Department of Mental Health**  
1706 East Elm St.  
P.O. Box 687  
Jefferson City, MO 65102  
573-751-4122

October 2014

Dear Consumers of Department Services:

Each year the Department of Mental Health provides services for more than 170,000 Missourians and their families. Through its state-operated facilities and contracted programs, the department assists persons with mental illnesses, developmental disabilities, and substance use problems. It also provides services to persons who are compulsive gamblers.

This pamphlet is intended to explain how the department charges its clients for services. Unanswered questions should be addressed to the reimbursement administrator in the department's Office of Administration. The telephone number is 573-751-3398.

*The Department of Mental Health does not deny employment or services because of race, sex, creed, marital status, national origin, disability, or age of applicants or employees.*

Examples of forms used in the application of the Standard Means Test can be found on the Department of Mental Health website:

<http://dmh.mo.gov/opla/pubs/sharingthecost.htm>

Sincerely,

A handwritten signature in cursive script that reads "Keith Schaffer".

Keith Schaffer  
Director

**State regional offices and satellite offices serving persons with developmental disabilities and their families:**

***Albany Regional Office***

809 N. 13th St.  
Albany, MO 64402  
(660) 726-5246

***Poplar Bluff Regional Office***

2351 Kanell Blvd.  
Poplar Bluff, MO 63901  
(573) 840-9300

***Central Missouri Regional Office***

1500 Vandiver Dr., Suite 100  
Columbia, MO 65202  
(573) 441-6278

***Rolla Regional Office***

105 Fairgrounds Rd.,  
P.O. Box 1098  
Rolla, MO 65402  
(573) 368-2200

***Hannibal Regional Office***

805 Clinic Rd., P.O. Box 1108  
Hannibal, MO 63401  
(573) 248-2400

***St. Louis County Regional Office***

9900 Page Ave., Suite 106  
St. Louis, MO 63132  
(314) 587-4800

***Joplin Regional Office***

3600 E. Newman Rd.  
P.O. Box 1209  
Joplin, MO 64802  
(417) 629-3020

***St. Louis Regional Tri-County Office, Wainwright Bldg.***

111 N. 7th St., 6th Floor  
St. Louis, MO 63101  
(314) 244-8800

***Kansas City Regional Office***

821 E. Admiral Blvd.  
Kansas City, MO 64106  
(816) 889-3400

***Sikeston Regional Office***

112 Plaza Drive  
P.O. Box 966  
Sikeston, MO 63801  
(573) 472-5300

***Kirksville Regional Office***

1702 E. LaHarpe  
Kirksville, MO 63501  
(660) 785-2500

***Springfield Regional Office***

1515 East Pythian  
P.O. Box 5030  
Springfield, MO 65801  
(417) 895-7400

**State residential facilities serving persons with developmental disabilities and their families:**

***Bellefontaine Habilitation Center***

10695 Bellefontaine Rd., St. Louis, MO 63137  
(314) 264-9101

***Higginsville Habilitation Center***

100 W. 1st St., P.O. Box 517, Higginsville, MO 64037  
(660) 584-2142

***Marshall Habilitation Center***

700 E. Slater St., P.O. Box 190, Marshall, MO 65340  
(660) 886-2201

***Southwest Community Services***

2323 North Ash, Nevada, MO 64772  
(417) 667-7833

***St. Louis Developmental Disabilities Treatment Centers***

22 Marr Lane, St. Charles, MO 63303  
(636) 498-3130

***Southeast Missouri Residential Services - Poplar Bluff***

2351 Kanell Blvd., Poplar Bluff, MO 63901  
573-840-9370

***Southeast Missouri Residential Services - Sikeston***

112 Plaza Dr., P.O. Box 966, Sikeston, MO 63801  
573-472-5305

## **Service costs shared by many** ---

Caring for and treating people with mental illnesses, developmental disabilities, and those with substance use disorders is expensive. In Missouri, such care can cost hundreds of dollars per day. Many families cannot bear the cost for this care and treatment alone. The Missouri Department of Mental Health is there to help.

Through its many programs, the Missouri Department of Mental Health provides assistance to thousands of persons. Many resources must be tapped to help recover costs incurred. The department, however, makes every effort to provide quality services to its consumers while keeping costs as low as possible.

For example, third-party benefits are applied to offset costs first. Those benefits can come from private or public health insurance policies, or from Medicare or Medicaid.

If those payments are insufficient, a consumer or his family is asked to contribute a portion of the costs based on the family's ability to pay for care given to a consumer. Those charges are determined using a table that considers family size and income.

The table is administered by each individual facility. It is applied uniformly throughout the state and is reviewed annually.

Other assets are collected when the consumer is without spouse or dependents and determined to need full-time, long-term (inpatient or placement) care. In such cases, a consumer's earned and unearned income can be applied to costs. Unearned income, including benefits from disability, survivor's retirement, or pension plans, is used first. Examples of unearned income include payments by the Social

Security Administration, the Veterans Administration, the Railroad Retirement Board, the Civil Service Commission and the Division of Family Services. Earned income from wages and salaries is charged if unearned income fails to cover costs.

However, a consumer is permitted to keep some income for personal spending. The amount, \$30 a month or more, is determined by the team of professionals planning for a consumer's care.

Missouri law requires the Department of Mental Health to charge for the services it provides and to take certain steps to recover its costs. The charges to a consumer or his family, however, are kept to a minimum so services are affordable to all. Missouri law also requires the state to recover costs from a deceased consumer's estate. By sharing the costs with a consumer or his family, the department is able to offer better care. And caring is what the Department of Mental Health is all about.



## To receive information on the Standard Means Test, contact any of the following: Department of Mental Health Facilities

State facilities serving persons with mental illnesses:

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***Center for Behavioral Medicine (CBM)***

1000 East 24th Street, Kansas City, MO 64108  
816-512-7000

***Fulton State Hospital***

600 East Fifth Street, Fulton, MO 65251; 573-592-4100

***Hawthorn Children's Psychiatric Hospital***

1901 Pennsylvania, St. Louis, MO 63133; 314-512-7800

***Metropolitan St. Louis Psychiatric Center***

5351 Delmar, St. Louis, MO 63112; 314-877-0500

***Northwest Missouri Psychiatric Rehabilitation Center***

3505 Frederick, St. Joseph, MO 64506  
816-387-2300

***St. Louis Psychiatric Rehabilitation Center***

5300 Arsenal, St. Louis, MO 63139  
314-877-6500

***Southeast Missouri Mental Health Center***

1010 West Columbia, Farmington, MO 63640; 573-218-6792

## Admission checklist

You should provide the following information when requesting services for individuals from a Department of Mental Health facility.

Insurance company name and address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Insurance policy or group number: \_\_\_\_\_

Medicare number: \_\_\_\_\_

Medicaid number: \_\_\_\_\_

Proof of Income: \_\_\_\_\_

Proof of Dependents: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Social Security number of consumer, spouse, or parents of a minor child: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Questions and answers about service charges

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- Q. *The costs for providing health care seem so expensive. What is included in the costs to the department?*
- A. The department provides a wide variety of services, which are indeed expensive. Major expenses include room and board, nursing care, medical expenses, day treatment, family support services, and case management.
- Q. *Can charges to me exceed costs of the services provided?*
- A. No. The Department of Mental Health is required by law to determine charges and redetermine them each year. When private sources are employed to provide services, costs are set through contracts. Your charges are never allowed to exceed costs of the services provided.
- Q. *My child is over age 18. Am I liable for charges of services to him/her?*
- A. No. Parents are not liable from their incomes for the charges for services to their children ages 18 or older. Monies received by parents for their children in a fiduciary capacity are, however, subject to charges.
- Q. *My school-age child needs special education. Can I be charged for it?*
- A. No. A parent of a recipient age 3 through 18 is not liable for costs of education or special education. You may, however, be charged for certain medical expenses, including medical supplies, chiropody medication, anesthesiology, oxygen therapy, radiology, electrocardiology, and electroencephalography. In addition, operating room, laboratory, dental, and physician's expenses are also chargeable. Parents are also asked to provide personal spending money.

- Q. *What items are considered personal expenses?*
- A. Consumers' personal spending needs vary widely. A family may be asked to provide money for cigarettes, candy, or soft drinks. Other items, such as clothes, jewelry, games, and some toiletries are also the family's responsibility.
- Q. *If two members of my family received services in the same month, must I pay double?*
- A. No. Your monthly ability to pay is the same amount regardless of how many visits you receive in that month. It is the same for any number of family members being seen. It is the responsibility of the consumer or family to notify the provider if two or more members receive services in the same month.
- Q. *Am I required to provide documents to verify my income, assets, and dependents?*
- A. Yes. A consumer or his family must divulge financial resources, using such documents as pay stubs, the most recently filed tax return, employer verification of income, etc. If you fail to provide the documents, you become responsible for all costs.
- Q. *What if I fail to comply with requests for insurance information, assigning benefits, or applying for benefits (i.e. Medicaid, Social Security, VA benefits)?*
- A. You will be charged the full cost of services with no regard to income and size of family.
- Q. *My financial status changed after I submitted my income documentation and I make less money now. Must I continue to pay the same amount?*
- A. Not necessarily. If your financial situation changes, you should submit new information and request a review of your financial status. Charges to you would be adjusted, if appropriate.

- Q. *When are my bills due?*
- A. Bills for each month's services are mailed the following month. They are payable upon receipt.
- Q. *What can I do if I believe my charges are unfair?*
- A. You may appeal your charges only if you believe your assessment was inaccurately calculated. An appeal to the director cannot be made because you disagree with your share of the payment. It must be based on what you believe is an inaccurate calculation of allowable exemptions under Standard Means Test rules.
- Q. *What if I fail to pay the costs assigned to me through the Standard Means Test procedure?*
- A. The state will pursue other means to receive payment; for example, the Income Tax Intercept Program and any other means allowable under state and federal law.
- Q. *I can't afford to pay for the care my family member needs. Can we be turned away?*
- A. No. The department has never refused to provide services to someone unable to pay. However, if the department finds you can pay and won't, the department reserves the right to refrain from providing services.
- Q. *What if I am covered by insurance and the Department of Mental Health is not an approved provider?*
- A. You must go to an approved provider or pay the full cost of services.
- Q. *Where can I get further information?*
- A. Contact the administrator at your local facility.