



Employee Talking Points and Tips

Hope. Recovery. Wellness.

This document helps to guide conversations when employees are interacting with community stakeholders as well as potential/existing patients. It has specific verbiage we use [as an organization] for sharing information about Meridian. The goal is to ensure we're all sharing the same information about the services and share valid information about the company.

Who We Are: Meridian Behavioral Healthcare, Inc. is a multidisciplinary system of care that specializes in the treatment of individuals who are challenged by mental health and substance use disorders.

Our Mission: To promote the health, recovery, and well-being of those affected by mental illness and substance use disorders through prevention, coordinated treatment, and supportive services. We also use these anchor words: Hope. Recovery. Wellness

Our Vision: Hope, Recovery, and Wellness are within everyone's reach.

We say about the services we provide:

Use these phrases interchangeably:

- Mental health challenges
- Mental health conditions and
- Mental illness

Do not say:

Substance abuse or drug abuse, say "**substance use disorder(s)**"

Who we treat:

Individuals who are local as well as those from other counties and/or states

Forms of payment:

- We accept private insurance
- Supplemental Insurance (Medicaid and/or Medicare)
- Patients who are under insured and without medical insurance

*Note: We offer a sliding scale for patients experiencing financial hardships. For questions about insurance, treatment costs and payment arrangements, please contact our Insurance and Billing Department at (352) 374-5600, ext. 5099.

Some experiencing a crisis can call:

- 352.374.5600 – Option 1
- 1.800.0330.5615 – Option 1

For more information, visit our website: www.mymeridianhealthcare.org

Insurance/Payment Options:

Meridian is committed to making treatment affordable. Meridian accepts many major insurance plans, including commercial, Medicaid, and Medicare. We also offer a sliding fee scale for patients with a financial hardship. In addition, we have funding to provide care to those without medical insurance. Call us at 352-374-5600, Option 2 for our Access Center or the Billing Department at ex. 8323 for more information.

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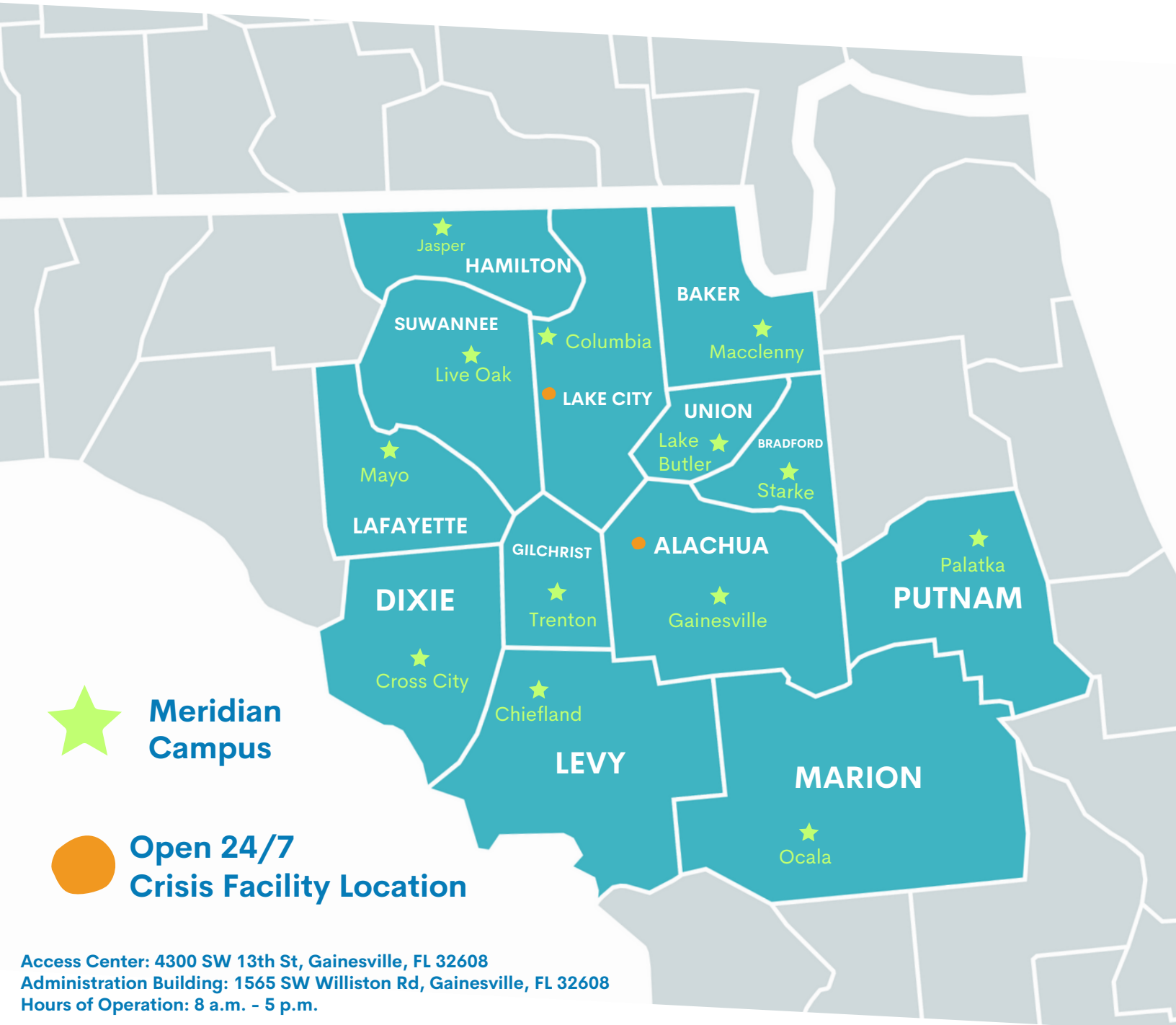


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Locations:

We have service centers in 13 counties. Our corporate offices and main campus is located in Gainesville, FL. At this location we offer inpatient/residential, and outpatient services for children, adults and families.



Access Center: 4300 SW 13th St, Gainesville, FL 32608
Administration Building: 1565 SW Williston Rd, Gainesville, FL 32608
Hours of Operation: 8 a.m. - 5 p.m.

You're Not Alone. We're Here to Help.

Overview of Services:

Outpatient

- Counseling
- Intervention
- Psychiatric
- Family Intervention
 - Case Management
- Substance Use Disorders
 - Outpatient
 - Medication-Assisted Treatment (MAT) clinic
 - Intervention
 - Day Treatment
- Individual and Group Therapy
- Residential and Aftercare
- Mothers Intensive Supportive Treatment (MIST)
- Co-occurring Disorders Treatment

Prevention

- Mental Health First Aid and Youth Mental Health First Aid (for adults 18 and up)
- Botvin Life Skills for 3rd grade through young adult

Primary Care Clinic and Pharmacy

- Genoa Healthcare (Access Center - Main Campus)
 - Monday - Friday from 8:30 a.m. - 5 p.m.

Crisis

Children, Adolescence, and Adults

- Mobile Response Team
- Crisis Stabilization Unit
 - Baker Act & Marchman Act
- Short-Term Residential Treatment Center
- Crisis Support
- Family Crisis Intervention
- Detox

Severe and Persistent Mental Illness

- Outpatient
 - Counseling
 - Intervention
 - Psychiatric
 - Residential
 - Group Homes
 - Supported Apartments
 - Housing Support
 - Homeless Enrichment Liaison Program
 - Forensic Case Management
 - Rehabilitation Services
 - Supportive Employment Program