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# Better Life Partners Treatment Agreement

## Treatment Agreement

As a member of Better Life Partners, I agree to follow these rules:

1. **Appointments:** I will come to all my appointments on time. I will pay for treatment.  
**Respectful Behavior:** I will be kind and polite to everyone at Better Life Partners.
2. **Medication Security:** I will not sell, share, or give my medicine to anyone else. If I do this, my treatment will end and I cannot come back.
3. **Conduct Requirements:** I will not deal, steal, or do anything illegal or disruptive at Better Life Partners.
4. **Pharmacy Behavior:** I understand that if I deal, steal, or do anything illegal or disruptive at the pharmacy where I get my medicine, they will report this to Better Life Partners. This could end my treatment.
5. **Medication Distribution:** I can only get my medicine when I come to my regular visit. If I miss my visit, I might not get my medicine until my next visit.
6. **Medication Responsibility:** It is my job to keep my medicine safe. If I lose it or someone steals it, I might not get more medicine.
7. **Provider Communication:** I must tell my treating provider if I get medicine from any other doctors, pharmacies, or other sources..
8. **Medical Compliance:** I will quickly follow all medical requests from my provider. This affects the care I get at Better Life Partners.
9. **Safety Warning:** I understand that mixing suboxone (buprenorphine), alcohol, and/or other drugs can be very dangerous. This is especially true with anxiety medicines (benzodiazepines) like Valium, Klonopin, Ativan or Xanax. Some people have died from mixing suboxone with these anxiety medicines.
10. **Medication Administration:** I will take my medicine as my provider has instructed. I will not change how I take it without asking my provider first.
11. **Counseling Participation:** Taking medicine alone might not be enough to help me. I agree to go to counseling every week. If I don't go to counseling, I might not get my medicine.
12. **Agreement Compliance:** I understand if I break these rules, my treatment might end.

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*I understand that I am asking for help from Better Life Partners for substance use disorder treatment. This includes screening, assessment, evaluation, diagnosis, and treatment. I have read and agree to follow all the rules above.*

## Video/Phone Visit (Telehealth) Agreement

As a member of Better Life Partners, I agree to the following rules for telehealth visits:

I give Better Life Partners permission to use the telehealth practice platform for evaluating, testing and diagnosing my medical condition.

I understand that technical problems might happen before or during my telehealth visit. This could make my appointment start late, end early, or not work at all.

I understand that my appointments can be done with video calls. But if the internet is too slow or not working well, we can use regular phone calls instead. I know that my insurance might not pay for telehealth visits. I may have to pay any costs that my insurance does not cover.

I agree that my medical records from telehealth visits can be saved for review and kept in my file. My information will always be kept private.

*I give Better Life Partners permission to provide treatment through telehealth.*

## Permission to Review My Prescription History

As a member of Better Life Partners, I understand they will check my prescription history. They will look at:

- My pharmacy records
- My health insurance records
- Other doctors I have seen
- State medicine tracking programs

*I give Better Life Partners permission to check my prescription history.*

## Permission to Bill My Insurance

As a member of Better Life Partners, I agree to the following rules for billing:

I ask that my insurance company (including Medicare, Medicaid, or Medicare Supplemental) pay Better Life Partners directly for my treatment. I give permission for anyone who has my medical records to share information with my insurance company when needed to get my benefits paid.

I understand that:

- Better Life Partners will send bills to my insurance company
- I will pay any costs my insurance doesn't cover, like copays and deductibles, when I get treatment
- I will get a monthly bill if I owe money

- Better Life Partners cannot force my insurance to pay or argue with my insurance for me
- I am responsible for paying my bills
- My treatment may end if I don't follow the rules, including:
  - Not following the Treatment Agreement
  - Not taking my medicine as told
  - Not following my treatment plan
  - Missing too many appointments
  - Not paying the fees I owe

       *I give Better Life Partners permission to bill my insurance as outlined above.*

## Permission to Contact Me

Better Life Partners uses phone calls, emails, and text messages to help with my care. They use these to:

- Remind me about appointments
- Help me reschedule appointments
- Talk about my prescriptions

The government has rules about when healthcare companies can call, email, or text patients (The Federal Telephone Consumer Protection Act (TCPA), Centers for Medicare and Medicaid Services (CMS) and The Joint Commission (TJC)). Healthcare companies must get permission from patients before contacting them.

As a member of Better Life Partners, I agree to the following rules for contact:

I give Better Life Partners permission to contact me by phone, email, and text messages to help with my care.

I understand that I can change how I want to be contacted at any time by calling Better Life Partners.

       *I give Better Life Partners permission to communicate with me by phone, email, and text as outlined above.*

## Member Rights

As a member of Better Life Partners, I have the right to:

1. **Respect:** Be cared for with love, belonging, and purpose and without shame, stigma, or judgment regarding the symptoms and chronic disease of addiction;
2. **Information:** Be fully informed about the program, what to expect from treatment, and possible outcomes;
3. **Quality Treatment:** Receive confidential, evidence-based treatment from professionals who are knowledgeable, trained, and licensed or certified, as appropriate;

4. **Help with Additional Health Needs:** Be treated, or referred for help for other mental and physical health problems;
5. **My Treatment Plan:** A personalized treatment plan with frequent assessment, shared decision making, and the right to remain in treatment as long as is necessary and effective;
6. **Family Support:** Education and support for families, friends, and loved ones;
7. **Safe Places:** Clean, safe, community-based treatment environments that provide partnering services that support recovery success.

## How to File a Complaint or Grievance

Any member of Better Life Partners (BLP) can file a complaint about a staff member, provider, counselor, or about our treatment services or sites, by contacting our Compliance Department, at [compliance@betterlifepartners.com](mailto:compliance@betterlifepartners.com), or calling 866-679-0831.

When a complaint is received, BLP will confirm receipt of the complaint, investigate, and respond with an initial reply within 48 hours.

## New Member Orientation

I will attend an Orientation session where I will be assigned to my primary meeting and learn about the following:

- BLP's Program Rules and Member information
- Member's Rights
- Explanation of the complaint and grievance process
- Description of different ways I can provide input into my services and provide feedback
- BLP's confidentiality policies, which include reference to 42 C.F.R, part B, para 2.22 and HIPAA
- Information about behavioral expectations & consequences of members
- Criteria for being admitted to services, being transitioned to a different service, and being discharged
- BLP's staff response if they identify potential risk to my wellbeing
- BLP's hours of operation and how to access after-hour-services
- Information about BLP's standard of professional conduct
- Possible mandated reporting and follow-up requirements for clients who are mandated (court-ordered) to services, regardless of discharge status
- Description and explanation of financial obligations, fees, and any financial arrangements for services performed by BLP
- BLP's health and safety policies regarding prohibition of restraint/seclusion, use of tobacco products, legal and illegal drugs, prescription medications, and weapons brought into any BLP facility, program, or activity
- A tour of the facility if relevant including: emergency exits, fire suppression equipment, first aid kits, emergency shelters, bathrooms, and group therapy room
- How the Treatment Plan will be developed with member participation
- The expected course of treatment; how motivational incentives may be used; expectations for family involvement; and expectations for legally required appointments, sanctions, or court notifications
- Coordination of services

I promise to attend an Orientation session where I will be assigned to my primary meeting and learn about the information outlined above.

## **Confidentiality and Privacy Practices Statement**

### **Notice of Better Life Partners Confidentiality and Privacy Practices**

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires us to ask each of our patients to acknowledge receipt of our Notice of Privacy Practices. The Notice is published on this page. You acknowledge receipt of this notice by accepting terms and conditions for joining Better Life Partners.

Better Life Partners, Inc and Better Life Partners LLC, Better Life Partners Provider Group and Better Life Partners Counselor Group designate themselves as a single Affiliated Covered Entity ("ACE") for purposes of compliance with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and 42 CFR Part 2. Each of the entities, sites, locations and care providers will follow the terms of this joint notice. In addition, the entities, sites, locations and care providers may share medical information with each other for treatment, payment, or health care operations related to the ACE. This designation may be amended from time-to-time to add new covered entities that are under common control with Better Life Partners.

### **Better Life Partners Responsibilities**

Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and 42 CFR Part 2, Better Life Partners must take steps to protect the privacy of your "Protected Health Information" (PHI). PHI includes information that we have created or received regarding your health or payment for your health. It includes both your medical records and personal information such as your name, social security number, address, and phone number.

Under federal law, we are required to:

- Protect the privacy of your PHI. All of our employees and physicians are required to maintain the confidentiality of PHI and receive appropriate privacy training
- Provide you with this Notice of Privacy Practices explaining our duties and practices regarding your PHI
- Follow the practices and procedures set forth in the Notice

### **Uses and Disclosures of Your Protected Health Information That Do Not Require Your Authorization**

Better Life Partners uses and discloses PHI in a number of ways connected to your treatment, payment for your care, and our health care operations. Some examples of how we may use or disclose your PHI without your authorization are listed below.

## Treatment

- To our providers, counselors and care coordinators involved in your health care or treatment
- To our different departments to coordinate such activities as prescriptions and lab work
- To other health care providers treating you who are not on our staff such as dentists, emergency room staff, and specialists. For example, if you are being treated for an injured knee we may share your PHI among your primary physician, the knee specialist, and your physical therapist so they can provide proper care

## Payment

- To administer your health benefits policy or contract
- To bill you for health care we provide
- To pay others who provided care to you
- To other organizations and providers for payment activities unless disclosure is prohibited by law

## Healthcare Operations

- To administer and support our business activities or those of other health care organizations (as allowed by law) including providers and plans. For example, we may use your PHI to review and improve the care you receive and to provide training
- To other individuals (such as consultants, researchers, and attorneys) and organizations that help us with our business activities. (Note: If we share your PHI with other organizations for this purpose, they must agree to protect your privacy.)

## Other

We may use or disclose your Protected Health Information without your authorization for legal and/or governmental purposes in the following circumstances:

- **Required by law** - When we are required to do so by state and federal law, including workers' compensation laws
- **Public health and safety** - To an authorized public health authority or individual to: Protect public health and safety. Prevent or control disease, injury, or disability. Report vital statistics such as births or deaths. Investigate or track problems with prescription drugs and medical devices. (Food and Drug Administration.)
- **Abuse or neglect** - To government entities authorized to receive reports regarding abuse, neglect, or domestic violence (per State law - mandated reporting)
- **Credible threats of violence** against another individual (per Tarasoff Ruling)
- **Oversight agencies** - To health oversight agencies for certain activities such as audits, examinations, investigations, inspections, and licenses
- **Legal proceedings** - In the course of any legal proceeding in response to an order of a court or administrative agency and, in certain cases, in response to a subpoena, discovery request, or other lawful process
- **Law enforcement** - To law enforcement officials in limited circumstances for law enforcement purposes. For example disclosures may be made to identify or locate a suspect, witness, or missing person; to report a crime; or to provide information concerning victims of crimes
- **Military activity and national security** - To the military and to authorized federal officials for national security and intelligence purposes or in connection with providing protective services to the President of the United States

We may also use or disclose your Protected Health Information without your authorization in the following miscellaneous circumstances:

- **Family and friends** - To a member of your family, a relative, a close friend—or any other person you identify who is directly involved in your health care—when you are either not present or unable to make a health care decision for yourself and we determine that disclosure is in your best interest. For example, we may disclose PHI to a friend who brings you into an emergency room
- All of this information except religious affiliation will be disclosed to people who ask for you by name. Members of the clergy will be told your religious affiliation if they ask. This is to help your family, friends, and clergy visit you in the facility and generally know how you are doing
- **Treatment alternatives and plan description** - To communicate with you about treatment services, options, or alternatives, as well as health-related benefits or services that may be of interest to you, or to describe our health plan and providers to you
- **De-identify information** - If information is removed from your PHI so that you can't be identified, as authorized by law
- **Coroners, funeral directors, and organ donation** - To coroners, funeral directors, and organ donation organizations as authorized by law
- **Disaster relief** - To an authorized public or private entity for disaster relief purposes. For example, we might disclose your PHI to help notify family members of your location or general condition
- **Threat to health or safety** - To avoid a serious threat to the health or safety of yourself and others
- **Correctional facilities** - If you are an inmate in a correctional facility we may disclose your PHI to the correctional facility for certain purposes, such as providing health care to you or protecting your health and safety or that of others

## Uses and Disclosures of Your Protected Health Information That Require Us to Obtain Your Authorization

Except in the situations listed in the sections above, we will use and disclose your PHI only with your written authorization. This means we will not use your Protected Health Information in the following cases, unless you give us written permission:

- Marketing Purposes
- Sale of your information
- Most sharing of psychotherapy notes

In some situations, federal and state laws provide special protections for specific kinds of PHI and require authorization from you before we can disclose that specially protected PHI. In these situations, we will contact you for the necessary authorization. In some situations, you may revoke your authorization; instructions regarding how to do so are contained in the form authorization you obtain from us. If you have questions about these laws, please contact the Privacy Officer at 866-679-0831.

## Your Rights Regarding Your Protected Health Information

You have the right to:

- **Request restrictions** by asking that we limit the way we use or disclose your PHI for treatment, payment, or health care operations. You may also ask that we limit the information we give to someone who is involved in your care, such as a family or friend. Please note that we are not required to agree to your request except when a restriction has been requested regarding a disclosure to a health plan in situations where the patient has paid for services in full and where the purpose of the disclosure is for payment or healthcare operations. If we do agree, we will honor your limits unless it is an emergency situation

- **Ask that we communicate with you by another means.** For example, if you want us to communicate with you at a different address we can usually accommodate that request. We may ask that you make your request to us in writing. We will agree to reasonable requests
- **Request an electronic or paper copy of your PHI.** We may ask you to make this request in writing and we may charge a reasonable fee for the cost of producing and mailing the copies, which you will receive usually within 30 days. In certain situations we may deny your request and will tell you why we are denying it. In some cases you may have the right to ask for a review of our denial
- **Ask to amend PHI** about you that we use to make decisions about you. Your request for an amendment must be in writing and provide the reason for your request. In certain cases we may deny your request, in writing. You may respond by filing a written statement of disagreement with us and ask that the statement be included with your PHI
- **Seek an accounting of certain disclosures** by asking us for a list of the times we have disclosed your PHI. Your request must be in writing and give us the specific information we need in order to respond to your request. You may request disclosures made up to six years before your request. You may receive one list per year at no charge. If you request another list during the same year, we may charge you a reasonable fee. These lists will not include disclosures to other organizations that might pay for your care provided by Better Life Partners
- **Request a paper copy of this Notice**
- **Receive written notification** of any breach of your unsecured PHI
- **File a complaint** if you believe your privacy rights have been violated. You can file a written complaint with us at the address below, or with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints](http://www.hhs.gov/ocr/privacy/hipaa/complaints)

## Email

By using our services or replying to our emails, you acknowledge that you are aware that email is not a secure method of communication, and that you agree to the risks. If you would prefer not to exchange personal health information via email, please notify us at [compliance@betterlifepartners.com](mailto:compliance@betterlifepartners.com).

## Changes to Privacy Practices

Better Life Partners may change the terms of this Notice at any time. The revised Notice would apply to all PHI that we maintain. We will make any such changes to our website.

## Questions and Complaints

If you have any questions about this Notice or would like an additional copy, please contact the Privacy Officer at 1-866-679-0831 or [compliance@betterlifepartners.com](mailto:compliance@betterlifepartners.com).

If you think that we may have violated your privacy rights or you disagree with a decision we made about access to your PHI, you may send a written complaint to the Compliance Officer at PO Box 5518, Hanover, NH 03755.

*I certify that I am requesting the services of Better Life Partners Inc. for myself, for the purpose of substance use disorder treatment, including screening, assessment, evaluation, diagnosis, and treatment and that I have read and agree to the terms of the above Treatment Agreement.*

**CONFIDENTIALITY NOTICE**

THIS APPLICATION CONTAINS PROTECTED HEALTH INFORMATION, WHICH IS TRANSMITTED PURSUANT TO AN AUTHORIZATION OR AS PERMITTED BY LAW. THE INFORMATION HEREIN IS CONFIDENTIAL INTENDED ONLY FOR USE BY THE DESIGNATED RECIPIENT WHO/WHICH MUST MAINTAIN ITS CONFIDENTIALITY AND SECURITY. IF YOU ARE NOT THE DESIGNATED RECIPIENT, YOU ARE STRICTLY PROHIBITED FROM DISCLOSING, COPYING, DISTRIBUTING, OR TAKING ACTION IN RELIANCE ON THE CONTENTS HEREOF. IF YOU HAVE RECEIVED THIS DOCUMENT IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY AND ARRANGE FOR THE RETURN OR DESTRUCTION OF ALL ITS CONTENTS. UNAUTHORIZED REDISCLOSURE OF CONFIDENTIAL HEALTH INFORMATION IS PROHIBITED BY STATE AND FEDERAL LAW.