

## INTELLECTUAL & DEVELOPMENTAL DISABILITY SERVICES WE OFFER:

Following is a list of some of the intellectual & developmental disability services and supports provided by Gulf Bend Center.

- Service Coordination
- Community Supports
- Respite
- Employment Assistance
- Supported Employment
- Nursing
- Behavioral Support
- Specialized Therapies
- Day Habilitation
- Mobile Crisis Outreach Team

For more information, please contact the  
Center's IDD Screening & Intake at  
361.575.0611 or 800.421.8825

## HELPFUL RESOURCES

The Texas Health & Human Services (HHS) is made up of the following departments: Internal Audit, Office of Inspector General, Dept. of Aging & Disability Services, Dept. of State Health Services, Dept. of Family & Protective Services, Dept. of Assistive & Rehabilitative Services.

TEXAS HEALTH & HUMAN SERVICES  
512-438-3011 | [www.hhs.texas.gov](http://www.hhs.texas.gov)

## OUR MISSION

To improve the quality of life in our community for individuals and their families by providing excellent and trusted care for wellness

## OUR CULTURE

A welcoming environment of positive attitudes driven by honesty, integrity and ethics

## OUR VISION

To be recognized as the best resource of quality services in our community

## CORE VALUES

Team Work, Caring, Compassion & Quality  
(3Q's – Quality STAFF/SERVICES/OUTCOMES)



6502 NURSERY DRIVE, SUITE 100  
VICTORIA, TEXAS 77904  
PHONE: (361) 575-0611  
TOLL FREE: (800)421-8825  
[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)  
CRISIS HOTLINE 877-723-3422



## Charges for Intellectual & Developmental Disability Services

*What Every Customer  
Needs to Know*

[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)  
CRISIS HOTLINE 877-723-3422



**HOW WE CHARGE FOR SERVICES:** The community services we offer are funded by the State of Texas, local government, and consumers who have the ability to pay. Our charge for services is based on your ability to pay, and you will not be denied services just because you cannot pay for them.

The way we determine your ability to pay is fair and is the same for everyone. We will show you how we determine the charges and answer any questions you might have.

**WHAT WE NEED FROM YOU:** To decide if you are able to pay for services, we will ask you:

- Your income
- Any extraordinary expenses (e.g. major medical expenses, childcare expenses, major property loss or damage)
- The number of people in your family

**WHAT YOU WILL PAY:** Your income (minus any extraordinary expenses) and the number of people in your family will be applied to a fee schedule to get your maximum monthly fee. We will tell you your maximum monthly fee and give you the fee schedule we used. We will give you the form used to determine your maximum monthly fee. If your maximum monthly fee is more than zero, you will receive a bill for services. You may pay more than your maximum monthly fee if you want.



**IF YOU HAVE MEDICAID OR MEDICARE BENEFITS:** Medicaid-covered services will be billed directly to Medicaid, and you will not be billed for them. If you have Medicare, you are responsible for co-payments, co-insurance and deductible up to your maximum monthly fee. If your services are not covered by Medicaid or Medicare, you may be charged up to your maximum monthly fee.

**IF YOU HAVE PRIVATE HEALTH INSURANCE:** If you have private health insurance and complete an assignment of benefits, we will bill your insurance directly for covered services. You are responsible for charges your insurance does not cover. If you have insurance and do not complete an assignment of benefits, we may charge you the full standard charge for services. If we are not a provider for your insurance plan, we will assist you in locating a provider who can accept your insurance.

**TRUSTS & CHARGES FOR COMMUNITY SERVICES:** Some people or their family members set up trusts to provide for their own or their loved ones' care and treatment. Trusts may be subject to claims for some or all community services. If you are concerned about protecting trusts from liability, consult with an attorney. For example, a statute in the Texas Health & Safety Code, §534.0175, protects a trust from liability for the individual's support, including intellectual and developmental disability services, if the trust's assets do not exceed \$250,000 and certain criteria for the trust are met.

*Note: Parents are not responsible for their adult children's maximum monthly fee. Adult children are not responsible for their parent's maximum monthly fee. If more than one family member receives services, the maximum monthly fee is for the family.*



**FINANCIAL HARDSHIP:** If you can't pay all charges owed, we may be able to arrange for you to temporarily pay a lower amount each month. If you have private health insurance and financial hardship prevents you from paying your full co-insurance, co-payments or deductible, we can arrange with you to pay no more than your maximum monthly fee (or \$5 a month, if your maximum monthly fee is zero) until your balance is paid.

**REDUCTION OR TERMINATION OF SERVICES FOR NONPAYMENT:** It is our goal to work with you so you can continue to receive services. If charges remain unpaid and this is not due to financial hardship, we may reduce or stop your services. You can appeal this decision. Instructions for appeal are in the written notification you will receive before services are terminated. You may request the appeal decision be reviewed by the Office of Consumer Rights and Services, 800-458-9858.

*Note: If we do not accept your private health insurance and refer you to another provider to receive services, you may appeal this decision as a denial of services.*

*"To accommodate persons with disabilities, this document is available in alternate formats upon request."*