



STATEMENT OF UNDERSTANDING

Your services are provided through Centerstone Military Services (CMS) a 501(c) (3) non-profit organization, and provides programs, resources, and services to warriors and families impacted by combat stress, PTSD or related mood symptoms through a confidential and anonymous online community and national provider network. These include: Warrior & family stories; Online seminars, training, & workshops; Personal clinical care; Forums, blogs, and social networking. This information is provided to you to help you better understand and utilize available CMS services.

Centerstone Solutions contracts with independently licensed behavioral health providers to provide face to face services through a brief therapy model to CMS referrals, when authorized by Centerstone.

FEES

Services within the CMS program are offered with advance approval by Centerstone Solutions. If you are a WWP client, a total of 12 sessions are offered at no cost to you. If you are a WCN client, a total of 24 sessions are offered at no cost to you, 12 pre IOP at the academic medical center, and 12 post sessions after you have completed IOP.

PRIVACY

Information concerning the use of CMS will not be given to anyone outside CMS and/or Centerstone Solutions without your permission unless required by law. Certain state laws require that CMS staff and therapists assume the responsibility for reporting to the appropriate parties' instances when a person is a danger to him or herself, to others, or when child or vulnerable adult abuse/neglect is involved.

COMPLAINTS AND GRIEVANCES

If you have a complaint concerning a person associated with CMS or Centerstone Solutions, the quality of services, or any other aspect of this program, you may register the complaint with the Customer Service Department by calling 1-866-726-4560 or mail to Centerstone Military Services, 44 Vantage Way, Suite 400, Nashville, TN 37228.

YOUR SATISFACTION IS IMPORTANT TO US

Shortly following your final session, you will be contacted by a CMS staff member via email and asked to answer a short customer satisfaction survey. Your participation in this survey helps us ensure high quality services and we appreciate your honest responses.

CMS SERVICES AVAILABLE TO YOU

If you benefitted from the services you received and want more information on how to pay it forward to another person like you, or would like to learn more about the other programs that Centerstone offers visit www.centerstone.org or call 888-497-0379.

I have read and received a copy of this information and agree to the terms listed within.

Name: _____ Signature: _____ Date: _____

