

## Filing a Complaint

**General Complaints:** Any member may communicate complaints, other than those regarding the denial of authorization of care, directly to the provider verbally or in writing. General complaints will be addressed at the provider level according to the individual provider's complaint resolution process.

Members with unresolved complaints may contact the ASPIN CEO directly or through the website, [www.aspin.org](http://www.aspin.org).

The ASPIN CEO will contact the provider to develop and implement a corrective plan of action.

### **Denial of Authorization of Care Complaints:**

Any registered client may communicate a complaint related to the denial of authorization of care in writing or verbally to ASPIN. Enrollee complaints may be made to the ASPIN CEO. All complaints will be addressed by the appropriate ASPIN committee. Outcomes of complaint investigations that are related to Quality of Care are not shared with members. Complaints will be resolved within 45 days.

The appeals process of ASPIN is designed so that members may appeal decisions to deny authorization of care in a timely manner.

Appeals are reviewed by an ASPIN designated physician and/or committee rather than the ASPIN reviewer who made the initial determination to deny authorization of services. ASPIN will acknowledge all written appeal requests within five business days of receipt of the appeal letter. ASPIN will request, at that time, any and all information relevant to the request.

## Statement of Ethics

ASPIN is committed to adhering to the established ethical guidelines for the clinical, admission, billing, marketing, accounting, privacy, confidentiality and security practices that are conducted throughout the ASPIN network.

ASPIN is committed to preventing, reporting and resolving unethical practices or behaviors. A listing of your client rights and responsibilities as a Hoosier Assurance Plan client will be given to you at time of admission.

## ASPIN Vision

“It is the strategic intent of the Affiliated Service Providers of Indiana dba ASPIN to be a leading accredited statewide professional and behavioral health network for providing superior value public and private sector care.”



**Affiliated Service  
Providers of  
Indiana  
Indiana**

**Member  
Handbook**

550 Congressional Blvd., Suite 120  
Carmel, IN 46032 317-471-0000  
[www.aspin.org](http://www.aspin.org)

## Affiliated Service Providers of Indiana

ASPIN is a behavioral health provider network comprised of accredited providers covering most counties in Indiana. The purpose of ASPIN is to provide exceptionally high quality behavioral health services through an accredited and integrated delivery system.

This handbook describes your benefits, access, service locations, and other relevant ASPIN information. Read this document carefully so that you know the benefits available to you and your dependents.

This document replaces any previous document you may have received before for the enclosed benefits.

ASPIN intends to maintain the services contained in this handbook as a contracted provider; however, ASPIN reserves the right to amend or terminate services at any time and for any reason. Any amendments or modifications that affect enrollees will be communicated to the enrollees along with the effective date of the amendments or modifications. Should ASPIN decide to terminate services, the rights of enrollees are limited to claims incurred up to the date of termination.

If your needs are such that they cannot be met by an ASPIN provider (services are not provided), you will be referred to a non-ASPIN provider that specializes in the behavioral health services that you require.

## Services Provided

The following services may be provided to you by your ASPIN behavioral healthcare provider:

Individual Treatment  
24-Hour Crisis  
Case Management  
Outpatient/Intensive Outpatient Treatment  
Acute Inpatient Stabilization  
Residential Services  
Day Treatment/Partial Hospitalization  
Family Support Services  
Medication Evaluation and Monitoring  
Prevention and Early Intervention Services  
Assertive Community Treatment

## Clinicians

Clinicians providing behavioral healthcare services to ASPIN members will at a minimum meet the competency standards set by ASPIN according to the population served. Clinicians are also required to demonstrate competency by meeting experience requirements and training requirements at the time of hiring. You will be informed of your clinician's credentials and the types of services they may provide.

---

For more information about your benefits, rights and responsibilities with the Hoosier Assurance Plan, visit the website at [www.in.gov/fssa/shape/shape\\_home.html](http://www.in.gov/fssa/shape/shape_home.html). You may also contact the Division of Mental Health and Addictions at 1-800-901-1133 or Indiana Protection & Advocacy Services at 1-800-622-4845. For TDD, call 317-232-7844.

## Access

The services of ASPIN can be accessed through contact with any of the primary provider sites or over 50 secondary providers' sites. The primary providers include the following agencies.

- Bowen Center
- Hamilton Center
- Community Howard Regional Health
- Life Treatment Centers
- Park Center
- Centerstone of Indiana
- Valley Oaks Health
- YWCA of North Central Indiana
- Headwaters Counseling

ASPIN providers will provide you with the resources you need to clearly understand the information you are receiving. Interpreters who can sign, translators for a language other than English, and assistance to the visually impaired are available upon request.

To access a service provider outside of the geographic scope of ASPIN providers, or for general questions, contact the administrative office of ASPIN at 550 Congressional Blvd Suite 120, Carmel, Indiana 46032 or call 317-471-0000 to be referred to a non-ASPIN provider nearest to you.