



STATEMENT OF UNDERSTANDING

Your services are provided through Courage Beyond. Courage Beyond is a program of Centerstone Military Services, 501(c)(3) non-profit organization, and provides programs, resources, and services to warriors and families impacted by combat stress and PTSD through a confidential and anonymous on-line 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 Courage Beyond services.

Advantage Behavioral Health contracts with independently licensed behavioral health providers to provide face to face services through an EAP model to Courage Beyond referrals, when authorized by Advantage.

FEES

Services within the Courage Beyond program are offered with advance approval by Advantage Behavioral Health. All services are provided to you at no cost.

PRIVACY

Information concerning the use of Courage Beyond services will not be given to anyone outside Courage Beyond and/or Advantage Behavioral Health without your permission unless required by law. Certain state laws require that Courage Beyond 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 Courage Beyond or Advantage Behavioral Health, 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 Advantage Behavioral Health, 44 Vantage Way, Suite 400, Nashville, TN 37228.

YOUR SATISFACTION IS IMPORTANT TO US

You will be contacted by Courage Beyond via phone or email and asked to answer a short survey. The information you provide helps to ensure continuation of our donor funded program. Your participation in this confidential survey helps us ensure high quality services and we appreciate your honest responses.

ADDITIONAL COURAGE BEYOND SERVICES AVAILABLE TO YOU

If you benefited 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 Courage Beyond offers visit www.couragebeyond.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: _____