



Transitions

Mental Health Services

Where Action and Compassion Meet

transitions@transmhs.org
www.transmhs.org

Administrative Offices | Residential Services

P.O. Box 4238 | 805 19th Street | Rock Island, IL 61204-4238 | V/TTY: 309.793.4993 | Fax: 309.793.9053

Community Outreach Services | Employment Services | Therapy Services | Psychiatric Services

2326 16th Street | Moline, IL 61265 | V/TTY: 309.283.1228 | Fax: 309.743.2277

Community Outreach Services | Employment Services | Therapy Services

2202 18th Avenue | Rock Island, IL 61201 | V/TTY: 309.429.6231 | Fax: 309.517.2073

What to Expect & Insurances Accepted

What to Bring to Your First Appointment

Please bring the following with you to your first appointment:

- Social Security card
- Photo ID
- Insurance card
- Proof of income

Insurance/Payments

Currently, we accept Illinois Medicaid (HFS State of Illinois - Healthcare and Family Services Medical Card, Aetna Better Health of Illinois, Blue Cross Community Health Plans, Molina Healthcare, Meridian Health, and YouthCare Health Choice Illinois) for most services. We currently are not accepting Medicare clients for therapy services. If you have both Medicaid and Medicare, we will inform you of the services that are available to you. At this time, we have no contracts with any private insurance. If you don't have health insurance or plan to pay for non-covered services yourself, you may request a good faith estimate. This is an estimate of expected charges for the services you are requesting. You may also qualify for a sliding scale.

Cancellation Policy

You are allowed to reschedule your initial intake appointment 1 time. After this, you will be put back on the wait list and the next person will be contacted. Once you are scheduled with your providers, if you miss or cancel 2 sessions in a row, you will be sent a letter with a date of expectation of interaction. If you do not make contact before the stated date, you will be discharged from services and you will need to begin again in order to access services.

Service Plans

We are required to update your service plan every 6 months. This plan will include all services you are currently engaged in. The 6-month update to your service plan is an active conversation between yourself and your care providers. All your goals will be dictated per your wants, needs and ideas. You are welcome to a copy of your active service plan at any time. Please speak to your care provider if you have any questions regarding your plan.

Our Mission:

Transitions Mental Health Services improves the health and wellbeing of individuals with mental health challenges, their families and the community, through services, education and advocacy.

