

# WE CAN HELP

For over 40 years, Serving Children and Adults in Need, commonly known as SCAN, has strived to address the many gaps in services in our communities and - over time - we have gradually increased resources to meet the many needs of our families. SCAN offers a variety of **preventive and treatment services** that can meet your behavioral health needs and the needs of your family. SCAN will not turn anyone away if they meet the criteria for receiving services. If you do not meet the financial criteria for some programs, we will still provide the care. If SCAN does not have the services you need, we will refer you to our community partners that will provide the services you need.

Thank you for entrusting us with your care and the care of your loved ones. Please feel free to come by or call to inquire about our services.

## OUR APPROACH TO CARE

Central to SCAN's mission is to foster the healthy development of children, youth, adults, and their families and support them on a healthy developmental path. SCAN places a great deal of emphasis on engagement, retention, and ensuring you are satisfied with the quality of our services. SCAN has over 30 different programs, and we can provide outpatient and residential services to address the severity of your needs. SCAN utilizes the most effective therapeutic methods and practices, including medication, counseling, case management, support services, peer recovery, and access to more intensive services.

**Serving Children and Adults  
in Need Inc. (SCAN)  
1605 Saldana Ave.  
Laredo TX 78041  
(956) 724-3177**



## PAYMENT POLICY BROCHURE



**ACCREDITED BY  
THE JOINT  
COMMISSION**

(956) 724-3177  
1605 Saldana Ave.  
Laredo, Texas 78041

## HOW DO I KNOW IF SCAN CAN HELP ME?

You can always contact SCAN at (956) 724-3177 and ask to speak to a counselor over the phone or set up an appointment. You can also visit us at our website at [www.scan-inc.org](http://www.scan-inc.org). In our website you will find information about all of our programs and services we provide plus criteria for receiving services. You can also message us through Facebook or Instagram or e-mail us at [info@scan-inc.org](mailto:info@scan-inc.org)

**IF YOU OR YOUR LOVED ONE  
ARE HAVING A CRISIS YOU CAN  
CALL: 1-888-384-3620**

### FINANCIAL ELIGIBILITY

Some of our funding sources require that we determine your financial eligibility. We will ask for:

- Income (if any)
- If you have SSI, SSDI, family support, unemployment, spouse's wages, etc...
- If you have Medicaid
- The number of people in your household
- Your I.D.

## DO I HAVE TO PAY FOR SERVICES?

SCAN receives federal and state grants and local funding to be able to provide services. All services are free of charge when the individual meets the financial criteria. In some cases, we will bill your insurance or Medicaid benefits.

### MEDICAID BILLING

If you have Medicaid, please bring card with you and proof of identification. We will bill Medicaid for the services for which you qualify.

### BILLING PRIVATE INSURANCE

SCAN is in the process of applying with major health insurance carriers to be able to accept private insurance. If you have private insurance, we may refer you to a private provider. If you wish to receive services at SCAN, we may charge for services according to our sliding scale fee program.

### WHAT IF I AM UNABLE TO PAY THE DEDUCTIBLE?

If you are unable to pay, we will provide the services free of charge.



## MEDICARE

SCAN is not able to bill Medicare yet. Therefore, if you agree, we will refer you to a private provider that accepts Medicare. However, if you want to receive services with us, we will provide the services free of charge.

## RECOVERY CAN BEGIN TODAY

Right now, the most important thing is to access the support you or your loved one needs to begin the road to recovery. SCAN is glad you made the decision to reach out to us. SCAN wants to know how we can meet your needs, and we will ask for your feedback to ensure you are satisfied with services. You will be reminded often of your ability to choose your providers within SCAN or with another agency. If you choose another provider, we will link to the agency of your choice seamlessly, ensuring that there are no gaps in care.