

FAQ

Payment Information

Q. Do you accept insurance?

A. Caring People Recovery Center is not contracted to work directly with commercial healthcare insurance providers. Our program is strictly private pay. However, in some cases, we are able to provide documentation of therapeutic costs for client's to seek direct reimbursement from their healthcare provider.

Q. Do you accept Medicare or Medicaid?

A. Our programs are not contracted as Medicare or Medicaid providers.

Q. What are your private pay rates?

A. Our private pay rates are calculated based upon a per diem rate and will vary dependent upon length of stay and program enrollment. Please call our Admissions Department at (863) 375-3377 for your individualized price quote and payment options.

Q. What forms of payment are accepted?

A. We accept all major credit cards, certified or cashier's checks, wire transfers and cash.

Q. If I leave treatment early, what is your refund policy?

A. We have a NO Refund policy.

Admissions Information

Q. How do I get admitted?

A. Admissions can be easily arranged by contacting one of our Admissions Coordinators at (863) 375-3377. A pre-admission screening over the phone is required prior to admission. This usually takes 10-20 minutes. This pre-screening may raise issues which will require the submission of medical records prior to admission. Barring special circumstances, admissions can easily be arranged within the same day as your original phone call.

Q. What airport should I fly into?

A. We can provide transportation from Orlando International Airport (MCO) (60 minute drive), Tampa International Airport (TPA) (55 minute drive) and Bradenton/Sarasota International Airport (SRQ) (45 minute drive) to our facility.

Q. Will transportation be provided from the airport to the facility?

A. We can provide transportation from Orlando International Airport MCO (60 minute drive Tampa International Airport TPA (55 minute drive) and Bradenton/Sarasota International Airport SRQ (45 minute drive) to our facility. In addition, we can provide courtesy transportation for local Florida clients to the facility.

Q. What should I bring to treatment?

A. The Pre-Aviva Checklist

B. Because we have limited space, a two (2) suitcase maximum is enforced.

Q. Can I bring my cell phone, laptop or MP3 player?

A. Use of cell phones, game units, MP3 players and laptops are not permitted at the CPRC facility.

Q. Will my loved ones be contacted once I arrive at the facility?

A. When you arrive at the facility, a CPRC staff member will contact a person of your choice to let them know that you have arrived at the facility safely.

Q. Can I bring my pet to treatment?

A. Pets are not allowed at our facilities due to patient health concerns.

Q. Should I bring my medications to treatment?

A. Please bring any medications you are currently prescribed in the original prescription bottle. It is recommended that you bring a 3-4 month supply of refills with you as well.

Q. What medications am I allowed to take while I am there?

A. Medications are handled based on the individual client needs.

General Program Information

Q. What are the phone privileges?

A. Clients are allowed to make clinically and medically appropriate supervised phone calls. However, clients are encouraged to cultivate the art of letter writing. It would be to the client's benefit to bring names/addresses of family members they will be corresponding with while in program with them upon admission. Phone calls will only be allowed under emergency circumstances.

Q. What are the visitation privileges?

A. Family visitations are permitted on Saturday and Sunday between 1pm and 5pm.

Q. How long is the program?

A. The program is based on the individual needs of the client, because no two people are made the same. We take these needs into consideration when developing the client specific program course. On average a person's stay is around four to six months.

However, we are willing and able to accommodate any length of stay.

Q. What are the reasons I may be asked to leave treatment?

A. Each client is handled on an individual basis. Some examples of situations that could result in dismissal from the program are: (1) leaving the property without permission; (2) sexual activity with other patients; (3) use of drugs or alcohol (4) fighting and/or threats of violence; however, CPRC staff has the discretion to make this decision

Q. Is smoking permitted?

A. Smoking is permitted in designated areas. No smoking in any buildings, including the home-living complexes. It is recommended smokers bring a carton of cigarettes.

Q. What is the dress code?

A. Our program dress code promotes a modest, dignified recovery lifestyle. Following are some of the guidelines for appropriate attire for your stay here:

- Slacks or jeans, blouses, sandals or sneakers are appropriate.
- Short shorts, halter-tops, spaghetti straps, and stomach bearing shirts are NOT permitted.
- Appropriate undergarments are required at all times and may not be visible.
- Clothing which promotes alcohol, drugs or bars are NOT permitted.
- One piece swimsuits are to be worn at the beach or pool ONLY.

Q. Can I receive packages while I am in treatment?

A. Care packages can be sent c/o CPRC, 5207 Doyle Parker Avenue, Bowling Green, FL 33834. All care packages will be opened upon arrival to ensure client safety.

Q. Who will my private information be provided to?

A. Your private health information is protected by The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule. We will not release any of your information to anyone without a release signed by you.

Q. How often will I see my recovery specialist?

A. Phase I clients will see a recovery specialist 1-2 times, more if clinically necessary. Phase II clients will see a recovery specialist every treatment day.

Q. Will I have to go to 12 Step meetings while in treatment?

A. CPRC clients are introduced to 12 step meetings while in treatment. Meetings are brought on campus and clients are also brought to meetings in the outside recovery community. Attendance at meetings is considered to be a part of the client's treatment plan.

Q. What happens when it is time for me to discharge?

A. You will meet with our discharge planner throughout the course of your treatment at CPRC. All necessary and clinically appropriate appointments will be made prior to discharge including, but not limited to, arrangements with a halfway house, intensive outpatient treatment, outpatient counseling, 12 step meetings, psychiatrist appointments or medical appointments. We have an extensive Alumni program and in addition, clients who discharge locally may attend our aftercare groups which occur three times weekly.

Q. Is there aftercare?

A. Yes. An aftercare protocol is established when the client is in the final stages of the program.

Q. Are you a half-way house? a three-quarter way house?

A. No, however, we provide sober living for clients who are in the aftercare phase of the program.

Q. Can I get a job? When?

A. Yes, in the latter phase of the program.

Q. What denomination are you? What kind of church do you go to?

A. We make every effort to expose the clients in our program to a variety of churches within our community. We are not affiliated with any specific denomination or sect. Our beliefs are Biblical and Christ centered.

Q. What is the schedule like?

A. A typical day in the program at Caring People Recovery Center is structured around a balance of classes, recovery focused work assignments, meals and fellowship.

Q. How much money can a client have? How do I get it to them, how often, etc?

A. The clients make a weekly store run to purchase essentials. It is up to your discretion and financial situation to budget an amount for spending.

Q. Do you also treat other addictions, eating, codependence, etc?

A. Our program is designed to assist with **ANY** life controlling problems.