



strengthening, protecting, and restoring lives for a healthy community.

WELCOME!

Thank you for choosing Suncoast Center as your provider for behavioral health services!

The Customer Ambassador at the desk will make a copy of your:

Picture ID Insurance Card Proof of Guardianship Proof of Income

If you are unable to verify your identity or proof of guardianship, you may need to reschedule your appointment, once you can provide the documentation.

1. The Customer Ambassador will review your documents and packet to make sure you have provided and signed all of the paperwork.
2. If you have not screened for services in advance, your forms will be entered into a record for you. The Central Intake Dept. will call you and complete a screening within one business day. **Let us know if you need any special accommodations while you are here.**
3. If you prescreened in advance, after you have signed your consent to treat, fee agreement, and releases of information, you will meet with an Intake Therapist to complete your bio-psychosocial assessment and treatment plan.
 - A bio-psychosocial assessment is a complete mental health assessment, which helps us learn about you and what you are hoping to gain from coming to us for help.
 - A treatment plan is a tool for tracking your progress in treatment and is required for all clients.
4. The Enrollment and Intake is a 2 – 2.5 hour process depending on the wait time. Please plan your time accordingly to avoid delay in services.
5. In the meantime, review your Client handbook available to you on our website at www.suncoastcenter.org or as provided to you by the Customer Ambassador.

During the intake process, if the therapist determines with you that a medical provider should assess for medications, a future appointment for a psychiatric evaluation will be scheduled.

If, while in the lobby, you wait longer than 15 minutes for enrollment, please notify your Customer Ambassador.

Please call the Director of Quality Improvement at (727)327-7656 x4117 to provide feedback on your service today

P.O. Box 10970 • St. Petersburg, FL 33733 • www.suncoastcenter.org

Client Services: (727) 388-1220 • Administrative Offices: (727) 327-7656 • TTY: (727) 328-6553

Suncoast Center, Inc. is a 501(c)(3) nonprofit organization. Serving the needs of others since 1944