



# Mark Twain Behavioral Health

Dear MTBH Client:

Thank you for choosing Mark Twain Behavioral Health! As a new client or established client, we need to obtain client/guardian signatures for opening and annual updated paperwork for Consent to Treat, Releases, etc. through our MTBH Client Portal.

Please note that the Client Orientation Packet can be found on our website, **www.mtbh.org** under About and MTBH Portal or by scanning our QR code.



After reviewing the packet, all Opening and Annual Updated Paperwork will be sent via email from **appointment@mtbh.org** with the subject line of "New form to complete." If we do not have an email on file for the client/guardian, you will receive the links via text. Please click on the Complete Form link and this will take you into the MTBH Portal to create your account. You will be prompted to Create a User Name and Password and will be required to enter the client's date of birth in the MM-DD-YYYY format. Please follow the prompts on your screen to complete registration.

Once registered, the client paperwork will become available for completion in the portal. The following paperwork items are required in order for MTBH to offer services to the client. Please note that if client is a minor, all paperwork will require a signature by the client's **Legal Guardian** and will not be accepted if signed by the minor client.

## Paperwork

- **Client Acknowledgment Form** - this form is MTBH's required Consent to Treat and must be completed and signed prior to services being offered.
- **Client Annual Update Form** - this form is for active clients to complete annually to inform MTBH of any changes to your client or guardian's information.
- **Release Forms** - we recommend Release-Primary Care Physician and Release-Emergency Contact, and a Release-School form is recommended for all minor clients. You are welcome to sign release forms for any other family members, friends or other facilities or agencies who you wish us to be able to share information with. You will need to check the box next to each individual item that you will allow us to disclose on each release form or if you would like to release everything, please choose Complete Record.

As a reminder, the Legal Guardian needs to sign all releases and paperwork. If you need additional release forms or are in need of any assistance, please email us at **appointment@mtbh.org** and we will be happy to assist you. As paperwork will expire one year after the date they are signed, annual updates will be sent via the MTBH Portal prior to expiration.

Thank you!