

FAQS

How do I get into a PROS program? How do I register?

Contact your local mental health department or your case manager (if you have one) for a complete list of PROS providers in your area. Give each PROS provider a call and schedule a day to visit. If you decide you want to use PROS services, the program will register you.

Can I register with more than one PROS program at a time, if I have more than one in my area?

Yes, but you will need to register for different PROS components. For example, you may get your Community Rehabilitation & Support Services at one PROS and your Intensive Rehabilitation Services at a different PROS.

If I change my mind, can I register for a different PROS program?

Yes, you can, if you register with a new PROS provider before the 15th of a month, you will be registered with your new PROS provider on the first of the **following** month. This time will be longer if you register with a new PROS after the 15th of the month.

How do all these services work together, and how will I know which ones to choose?

Your Individual Recovery Plan (IRP) is the key ingredient that makes PROS and all its services work. You, along with PROS staff, will work together in developing your IRP and choosing the services that are going to help you. If you are receiving services from more than one PROS, there is one IRP that integrates the services provided by each program.

Can I attend a PROS program and use a state operated mental health clinic at the same time?

Yes

Do I need Medicaid to go to a PROS program?

No, you do not have to have Medicaid to use PROS services. .

What if I already go to a clinic and don't want to change my services?

It would be your choice; you do not have to get your clinic services at the PROS program you attend. In most cases you can continue receiving clinical services where you are. However, if you currently go to a clinic that becomes a PROS, you may need to discuss the availability of your current practitioner within the new PROS program.