



WEBER
HUMAN SERVICES

237 26th STREET * OGDEN, UTAH 84401 * (801) 625-3700

Medicaid Prepaid Mental Health Plan

Behavioral Health Services Handbook

Weber & Morgan Counties

Table of Contents

| | | |
|-------------------|--|-----------|
| Section 1 | Introduction | 2 |
| Section 2 | Services Available..... | 2 |
| Section 3 | Services Not Covered by Weber Human Services | 3 |
| Section 4 | Transportation..... | 4 |
| Section 5 | Interpreter Services (Servicios de Intérprete)..... | 4 |
| Section 6 | Getting Mental Health or Substance Abuse Services..... | 5 |
| Section 7 | Choosing Providers | 6 |
| Section 8 | Emergency Services..... | 6 |
| Section 9 | Mental Health Care in a Hospital | 7 |
| Section 10 | Payment for Services | 7 |
| Section 11 | Client Rights and Responsibilities | 8 |
| Section 12 | Actions | 9 |
| Section 13 | Appeals | 9 |
| Section 14 | MEDICAID FAIR HEARINGS..... | 10 |
| Section 15 | Complaints/Grievances | 11 |
| Section 16 | Advance Health Care Directives..... | 11 |
| Section 17 | Privacy..... | 12 |
| Section 18 | Weber Human Services Operations..... | 12 |

Section 1: Introduction

If you live in Weber / Morgan County and have Medicaid, your Medicaid card says Weber Human Services (WHS). This means WHS is your mental health provider. Starting July 1, 2012, WHS is also your substance abuse provider.

This handbook explains the Medicaid mental health and substance abuse services that WHS covers. You can get this handbook and other written information in Spanish. You can also get this booklet on compact disk (CD) in either English or Spanish. For help, call WHS at 801-625-3700.

“Si usted vive en condados Weber o Morgan y tiene la tarjeta de Medicaid, su tarjeta de Medicaid dice Weber Human Services (WHS). Esto significa que WHS es su proveedor de salud mental. Comenzando el 1 de Julio de 2012 WHS también será su proveedor de abuso de sustancia.

Este manual explica los servicios de Medicaid para la salud mental y abuso de sustancia que cubre WHS. Usted puede obtener esta guía y otra información en español. También puede obtener este folleto en disco compacto (CD) en inglés o español. Para obtener ayuda, llame a WHS a 801-625-3700.

WHS provides mental health and substance abuse services for children, youth and adults. If you need mental health or substance abuse services, call WHS at 801-625-3700. (See *Getting Mental Health and Substance Abuse Services*, page 7).

Section 2: Services Available

What mental health and substance abuse services are covered?

Inpatient hospital care for mental health problems and outpatient services for mental health and substance abuse problems are covered.

Outpatient mental health and substance abuse services include:

- evaluations
- psychological testing
- individual and group therapy
- family therapy
- individual and group therapeutic behavioral services
- medication management
- individual skills training and development
- psychosocial rehabilitation services (day treatment)
- targeted case management services; and
- peer support services

WHS will offer you services after we meet with you to talk about what you need.

Services are provided by licensed mental health and substance abuse professionals, including doctors, nurses, psychologists, licensed clinical social

workers, substance abuse counselors, other professional counselors, targeted case managers, etc. If you want more information on any of these services, call WHS at 801-625-3700.

Are any other services covered?

Yes, other covered services are:

- electroconvulsive therapy (ECT)*
- interpreter services

Also, if you have Traditional Medicaid, there are some other services that can be covered based on your needs. These services are:

- respite care*
- psycho-educational services*
- personal services*
- supportive living*

*These services are not covered if you are getting services for substance abuse problems only.

If you have questions, your provider will talk with you about these services.

Are there any limits on my mental health or substance abuse services?

If you have Non-Traditional Medicaid, there are some limits on services:

- You are limited to 30 days of mental health care in a hospital and 30 days of outpatient services each year for mental health problems. Sometimes, you can get more outpatient mental health services. Talk with your provider about this.
- Outpatient services for substance abuse problems are not limited to a certain number of service days. You will be given services based on your needs.
- Targeted case management services are not covered if you are getting services for substance abuse problems only.

Can I get a second opinion?

Yes. You can get a second opinion about your mental health or substance abuse problem or services. There is no cost to you for a second opinion. If you would like a second opinion, call WHS at 801-625-3700 and ask for the Customer Care Service Authorization Representative.

Section 3: Services Not Covered by WHS

What services might be covered by Medicaid but not by WHS?

Some of the services that might be covered by Medicaid or your physical health plan but not by WHS are medical dental and vision care. Medical care includes medical detoxification in a hospital for a substance abuse problem. If you have questions about these services or any other services that might be covered by Medicaid, call Medicaid at **1-800-662-9651** or your physical health plan.

Also, methadone maintenance services for substance abuse problems are not covered by WHS. If you need this service, you can get it from a Medicaid methadone maintenance service provider. If you have questions, call Medicaid at **1-800-662-9651**.

Section 4: Transportation

How can I get help with transportation to my mental health services?

- If you have Non-Traditional Medicaid, transportation to your mental health or substance abuse appointments is not covered.
- If you have Traditional Medicaid, transportation to your mental health appointments might be available.

Public Transportation for Traditional Medicaid Clients

If you do not have your own transportation to your mental health appointments, and Utah Transit Authority (UTA) bus service is in your area, you can ask for a UTA bus pass by calling the Department of Workforce Services at 1-866-435-7414.

Other Special Transportation for Traditional Medicaid Clients

If public transportation is not in your area or if you cannot use public transportation for some reason, talk to your therapist. If you are scheduling your first appointment, tell the WHS employee about your transportation needs.

How can I get help with transportation to my substance abuse services?

- If you have Non-Traditional Medicaid, transportation to your substance abuse appointments is not covered.
- If you have Traditional Medicaid, transportation to substance abuse services is not covered by WHS. Transportation to substance abuse services might be covered under Medicaid's transportation program. See your Medicaid Member Guide given to you when you got on Medicaid. It has complete information about transportation covered by Medicaid.

Section 5: Interpreter Services

What if I need an interpreter?

We know that it can be hard to talk with your provider if your first language is not English or you are hard of hearing. We might have providers who speak or sign your language. You can ask to get services from them, or you can ask for an interpreter. Interpreters are free and available in all languages, including sign language. An interpreter can help you over the phone or be with you at your mental health or substance abuse visits. The interpreter will help you understand what your provider tells you.

To ask for an interpreter or a provider who can speak or sign your language,

call WHS at 801-625-3700.

What if I want to call WHS and I am deaf, hard of hearing or have a hard time speaking?

You can call **Relay Utah at 711**. If you have a hard time speaking, you can also call **Speech-to-Speech Relay Utah at 1-888-346-5822** and a trained person will help you. If you speak Spanish and are deaf, hard of hearing or have a hard time speaking, call **Spanish Relay Utah at 1-888-346-3162**.

Servicios de intérpretes

¿Qué sucede si necesito un intérprete?

Sabemos que es difícil hablar con su proveedor si su primer idioma no es inglés o usted es sordo o mudo. Es posible que tengamos proveedores que hablen su idioma. Usted puede pedirles servicios a esos proveedores o puede pedir por un intérprete. Los intérpretes son gratis y están disponibles en todos los idiomas incluyendo en hablar por señas. Un intérprete también puede ayudarlo por teléfono, y estar con usted en sus citas de salud mental o sustancias de abuso. El intérprete puede ayudarlo a entender lo que su proveedor le está diciendo. Para pedir un intérprete o un proveedor que hable su idioma o por señas, llame a WHS a 801-625-3700.

¿Qué sucede si quiero llamar a WHS y soy sordo, no oigo bien o tengo problema en hablar?

Usted puede llamar a 'Relay Utah' al 711. Si usted tiene dificultad en hablar, usted también puede llamar a 'Speech-to-Speech Relay Utah' al 1-888-346-5822 para recibir ayuda. Si usted habla español y es sordo, no oyes bien o tiene dificultad en hablar, llame a 'Spanish Relay Utah' al 1-888-346-3162.

Section 6: Getting Mental Health or Substance Abuse Services

How do I get mental health or substance abuse services?

Call WHS at 801-625-3700 to make an appointment or come by our office at 237 26th Street in Ogden. If you need services in the evenings, let us know when you call. Evaluations and some therapy services may be provided in the evenings.

How quickly can I be seen?

If you need emergency care you will be seen right away. (*See Emergency Services, page 8*). We will give you urgent care for conditions that need to be taken care of right away, but that are not emergencies. If you need urgent care, we will see you within *5 working days*. If you do not have an urgent need for care, we will see you within *15 working days*. If your condition changes and you think you need to be seen sooner, please call WHS at 801-625-3700. We will talk about your needs again.

Where do I go for mental health or substance abuse services?

Our offices are located at 237 26th Street in Ogden.

Section 7: Choosing Providers

Can I choose my provider?

Yes, you can talk to us at any time about the provider you would like to see. Call WHS at 801-625-3700.

Can I get mental health or substance abuse services from someone outside WHS?

In some situations, you can go to a provider outside of WHS. You and the provider must get approval before you get services outside WHS. For more information, call us and ask for the Customer Care Service Authorization Representative.

When will I be told if I can see someone outside WHS?

If the provider has a written agreement with WHS, we can usually decide within 14 calendar days after you ask. Sometimes, we need more time to make a decision. We will let you know about this in writing. If we need to take more time, you can file a grievance if you are unhappy about this. If you or your provider wants us to take more time making the decision, let us know.

If you, or your provider, think it is important to make a decision quickly and we agree, we will try and make a decision in 3 working days. We will give you our decision in writing and also let the provider know what our decision is.

If the provider does not have a written agreement with WHS, we will always make a decision within 14 calendar days.

Section 8: Emergency Services

What is an emergency?

- ◆ When you think your life is in danger
- ◆ When you believe you might harm yourself or others
- ◆ When your safety or others' safety is at risk

What are emergency services?

These are mental health or substance abuse services given to treat your emergency.

How do I get emergency services?

WHS has 24-hour emergency services seven days a week. You can call any time to talk with a crisis worker.

To get emergency care day or night, call WHS at 801-625-3700. We will help you with your emergency, and direct you to a treatment location if needed. If you don't want to call first, you can come right away to our outpatient clinic between 8 a.m. and 5 p.m. and talk to a crisis worker.

Also, day or night, you can go to any hospital emergency room for emergency care.

Will I have to pay for emergency services?

- If you have Traditional Medicaid, you will not have to pay for emergency services.
- If you have Non-Traditional Medicaid, you might have to pay for an emergency service if you have already used all the mental health services allowed during the year.

Do I have to pay for an ambulance to get to emergency care?

No. You will not have to pay for the ambulance.

Section 9: Mental Health Care in a Hospital

How do I get mental health care in a hospital?

Mental health care in a hospital is usually called post-stabilization care services. WHS uses McKay-Dee Hospital for mental health care in a hospital. It is located at 4401 Harrison Boulevard in Ogden. WHS must pre-approve your admission to the hospital we use for a mental health problem.

If a different hospital treats your emergency and wants to admit you to the hospital, the hospital **MUST** call us for approval. It's important to let the hospital know WHS is your Medicaid mental health provider so they can call us if they want to admit you. Hospitals can call WHS at 801-625-3700 to talk with us about your need for inpatient mental health care. We might have you stay at that hospital or we might transfer you to our hospital.

Section 10: Payment for Services

Will I ever have to pay for mental health or substance abuse services?

You might have to pay for non-emergency mental health or substance abuse services if:

- You get a mental health or substance abuse service that is not covered by WHS or by Medicaid.
- You get a mental health or substance abuse service we have not approved. You should only have to pay for the service if you signed in writing that you would pay for the service before you got the service.
- You have a non-emergency hospital stay (you might have to pay the fee Medicaid requires).
- You ask for and keep getting services during an appeal or a Medicaid Fair Hearing about WHS decision to reduce or stop a service. You would only have to pay for those services if the appeal or Medicaid Fair Hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

If you have Non Traditional Medicaid, you might have to pay for mental health services if you get more mental health services than the Non-Traditional Plan covers. This includes emergency mental health services you get from WHS or other outpatient providers.

Section 11: Client Rights and Responsibilities

What are my rights as a client?

As a client, you have the right to:

- ◆ receive mental health and substance abuse services regardless of your age, race, color, national origin, ancestry, creed or religion, disability, sex, political affiliation, or any other designation stipulated by applicable state and national law. If you feel you have been treated unfairly or discriminated against for any reason, please call any of the numbers listed below:
 - WHS Customer Care Manager at **801-625-3700**
 - Medicaid Constituent Services at **1-877-291-5583**
 - Federal Office for Civil Rights at **1-303-844-2024**, or email at OCRMail@hhs.gov, or you can go to their website at: www.hhs.gov/ocr.
- ◆ get information on the Prepaid Mental Health Plan that is easily understood, in common languages and in other formats;
- ◆ be treated with respect and dignity;
- ◆ have your privacy protected;
- ◆ get information on other types of treatment in a way you can understand;
- ◆ take part in treatment decisions regarding your mental health or substance abuse services, including the right to refuse treatment; get a second opinion at no cost to you;
- ◆ be free from restraint or seclusion if it is used to force, discipline, to retaliate, or for convenience;
- ◆ get a copy of your medical records and to ask that it be amended or corrected, when allowed by federal law; and
- ◆ get mental health or substance abuse covered services in the amount you need and when you need them.

What are my responsibilities as a client?

- Keep your appointments and be on time.
- If you need to cancel an appointment, call the provider 24 hours in advance.
- Be involved in your treatment plan and care.
- Tell WHS and your Medicaid eligibility worker of changes in your address, phone number, or insurance.

- Complete surveys about the services WHS has given you.
- Respect the property, comfort, and confidentiality of clients and staff, and
- Notify your treatment provider when you want to stop getting services.

Section 12: What are actions?

Actions are when WHS:

- ◆ denies (turns down) or approves fewer services than you wanted;
- ◆ denies payment for a service that you might have to pay for;
- ◆ does not offer your first appointment within the required amount of time for emergency, urgent, or non- urgent care and you are not happy with this. (See *Getting Mental Health and Substance Abuse Services*, page 7);
- ◆ does not settle an appeal or grievance you have with us as soon as we are supposed to;
- ◆ does not make a decision about getting services you have asked for from a subcontractor as soon as we are supposed to; or
- ◆ your provider reduces or stops a service previously approved. If you agree with the change, it is not an action. It is only an action if you tell us you don't want the change.

How will I know if WHS is taking an action?

We will send you a letter called a Notice of Action. You will have the right to appeal if you disagree with our action.

Section 13: Appeals

What is an appeal?

An appeal is when you ask WHS to review our action to see if we made the best decision.

Who can file an appeal?

You, your legally authorized representative, or your provider, can file the appeal. If your provider files the appeal, you must give your written consent.

When do I have to file an appeal?

Your Notice of Action letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In most situations, you must tell us you want to file an appeal within 30 days from the date on the Notice of Action letter.

How do I file an appeal?

The Notice of Action letter will tell you how to file an appeal. If you need help

filing your appeal, call 801-625-3700 and ask for the Customer Care Service Authorization Representative.

Can I keep getting services if I file an appeal?

If our action was to reduce or stop services we had previously approved you need to tell us if you want to keep getting those services. If you file your appeal in the time frame required and you ask that those services be continued, we will keep giving you these services. You might have to pay for the services if the appeal decision is not in your favor. If you are appealing any other kind of action and have questions about services during your appeal, call WHS at 801-625-3700 and ask for the Customer Care Service Authorization Representative.

When will WHS tell me the decision on my appeal?

Usually, we will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. If we need more time, we will let you know in writing. Also, you might want us to take more time for some reason. If so, let us know. When you, your provider, or we think it's important to make a decision on your appeal quickly, we will usually make a decision within three working days.

Section 14: Medicaid Fair Hearings

What can I do if I am unhappy with the appeal decision?

If you are unhappy with our decision on your appeal, or we cannot make a decision on your appeal as soon as Medicaid wants us to, this is what you can do: You, your legally authorized representative, or your provider can ask for a Fair Hearing with Medicaid. In our appeal decision letter, we will tell you that you can ask for a Medicaid Fair Hearing. The letter will tell you how and when to ask for the Medicaid Fair Hearing. We will also give you the Medicaid Fair Hearing request form to send to Medicaid. You must ask for a Medicaid Fair Hearing in writing using the form we give you.

If you have questions or need helping filling out the form, call the Customer Care Service Authorization Representative at 801-625-3700. If you want, you can bring an attorney with you to the Medicaid Fair Hearing.

Can I continue my services if I ask for a Medicaid Fair Hearing?

If the Medicaid Fair Hearing is about our decision to reduce or stop services we have previously approved, you need to check the box on the Medicaid Fair Hearing form asking that the services continue. If you request a Medicaid Fair Hearing in the required time frame and ask that WHS keep giving you the services, we will continue to give you services. You might have to pay for these services if the Fair Hearing decision is not in your favor. If the Fair Hearing is about any other kind of action, you can discuss your services during the Fair Hearing.

Section 15: Complaints/Grievances

What if I have a complaint about WHS or my provider?

If you have a complaint about anything other than an action, this is called a Grievance. Examples of grievances are complaints about the quality of care or services given to you, rudeness of a provider, or a provider not respecting your rights.

Who can file a grievance?

You, your legally authorized representative or your provider can file a grievance.

How do I file a grievance?

- ◆ You can talk to your provider or WHS staff about your grievance; or
- ◆ You can call the Customer Care Manager at 801-625-3700 and tell the Customer Care Manager you want to file a grievance; or
- ◆ You can give it to us in writing. Give it to your provider or any staff member, or mail it to:

Weber Human Services
Customer Care Manager
237 27th Street
Ogden, UT 84401

If you don't want to talk to us about your grievance, you can call Medicaid on weekdays at 1-877-291-5583.

What if I have questions or need help filing my grievance?

Call the Customer Care Manager at 801-625-3700.

When will WHS tell me the decision on my grievance?

We will give you a decision within 45 calendar days after we get your grievance. Sometimes we need more time to make the decision. If we need more time, we will let you know about this in writing. Once we make a decision, we will either talk to you about our decision on your grievance, or we will send you a letter.

Section 16: Advance Health Care Directives

What if I am ill and can't make health care decisions?

You can give other people instructions about your decisions for your health care. This is called an "Advance Health Care Directive." This will tell us in writing what health care choices you want made if you get very sick and can't decide for yourself.

Once you have filled out the Advance Health Care Directive form, be sure to give a copy to all of your health care providers. You should also keep a copy and give one to your family members. If you would like the form or need more information please call WHS at 801-625-3700, or talk to your provider or case

manager.

If you have an Advance Directive and there is a problem with it being followed, call the Utah survey and certification agency at 801-538-6158 or 1-800-662-4157.

Section 17: Privacy

Who can read or get copies of my medical record?

WHS follows federal laws about privacy of your mental health and substance abuse record. WHS does not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. We will talk to you about privacy when you first come to WHS or your provider.

Section 18: WHS Operations

What if I want to know more about how WHS is set up and works?

We will answer any questions you have about how we are set up, including questions about our grievance system, billing practices, confidentiality policy, and how we choose providers and what is required of them. If you ask, we will give you a copy of our Preferred Practice Guidelines for mental health and substance abuse services. Call WHS at 801-625-3700.



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