

BEHAVIORAL HEALTH SERVICES HANDBOOK



Services Provided in the Southwest Counties of:

- Iron
- Kane
- Beaver
- Garfield
- Washington

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SECTION 1 - INTRODUCTION

As a Medicaid member, you are part of the Prepaid Mental Health Plan (PMHP). If you live in Washington, Iron, Kane, Beaver, or Garfield County, your PMHP provider is **Southwest Behavioral Health Center (SBHC)**. **SBHC** will provide you with mental health and substance abuse services if you need them.

This handbook explains the Medicaid mental health and substance abuse services that the PMHP 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 us at 435-634-5600 or toll free at 800-574-6763.

Como miembro del Medicaid, usted es parte del 'Prepaid Mental Health Plan' (PMHP). Si usted vive en Washington, Iron, Kane, Beaver or Garfield conodados, su proveedor de PMHP es **Southwest Behavioral Health Center (SBHC)**. **SBHC** provee los servicios de la salud mental y el abuso de sustancia si usted los necesita.

Este manual explica los servicios de la salud mental y el abuso de sustancia que el PMHP cubre bajo del programa de Medicaid. 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 435-634-5600.

SBHC provides mental health and substance abuse services for children, youth and adults. If you need mental health or substance abuse services, call the clinic nearest your home. (See *Getting Mental Health and Substance Abuse Services*, page 6).

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)
- Peer support services
- Targeted case management services

SBHC will offer you services after we meet with you to talk about what you need. During the assessment, appropriate providers, whether they are accepting new clients and the non-English languages spoken by the providers will be discussed.

Services are provided by licensed mental health and substance abuse professionals, including doctors, nurses, psychologists, licensed clinical social workers, substance abuse counselors, other clinical mental health counselors, peer support specialists; and targeted case managers, etc.

If you want more information on any of these services, call 435-634-5600.

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 maybe 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.

SECTION 3 - SERVICES NOT COVERED BY SOUTHWEST BEHAVIORAL HEALTH CENTER

What services are covered by Medicaid but not by Southwest Behavioral Health Center?

Some of the services that might be covered by Medicaid or your physical health plan, but not by SBHC, are medical care, including medical detoxification in a hospital for a substance abuse problem, dental care, vision care, and pharmacy. 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, if you have one.

Also, methadone maintenance services for substance abuse problems are not covered by SBHC. 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?

Traditional Medicaid Members

Transportation to your mental health appointments might be covered.

If you do not have your own transportation or personal means of transportation to your mental health appointments, you may qualify for special assistance. If this is the case, call us at 435-634-5600 and ask for transportation assistance.

You may also talk directly to your mental health worker who will assist in reviewing your transportation needs.

Non-Traditional Medicaid Members

Transportation to your mental health services is not covered by Medicaid.

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

Traditional Medicaid Members

Transportation to substance abuse services is not covered by SBHC. Transportation to substance abuse services might be covered under Medicaid's transportation program. See your Medicaid Member Guide given to you when you started on Medicaid. It has complete information about transportation covered by Medicaid.

Non-Traditional Medicaid Members

Transportation to your substance abuse appointments is not 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 **Adult Services** at **435-634-5602** or **Youth Services** at **435-634-5601**.

What if I want to call Southwest Behavioral Health Center 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 para hablar por señas. Un intérprete también puede ayudarlo por teléfono, y estar con usted en sus citas de salud mental o abuso de sustancias. El intérprete puede ayudarlo a entender lo que su proveedor le está diciendo.

Para pedir por un intérprete o un proveedor que hable su idioma o por señas, favor de

llamar a **Servicios para Adultos** al 435-634-5602, **Servicios para jóvenes** al **435-634-5601**. ¿Qué sucede si quiero llamar al **Southwest Behavioral Health Cuenta y soy surdo, no oigo bien o tengo problemas para?**

Usted puede llamar a **'Relay Utah'** al **711**. Si usted tiene dificultad para hablar, usted también puede llamar a **'Speech-to-Speech Relay Utah'** al **1-888-346-5822** para recibir ayuda. Si usted hablar español y es sordo, no oyes bien o tiene dificultad para 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 the clinic nearest your home. See locations and telephone numbers on page 7. If you need services in the evenings, let us know when you call. Evaluations and some therapy services can 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*, on 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 us. We will talk about your needs again.

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

SBHC has outpatient clinics in all five Southern Utah counties. You can contact the clinic closest to you. Locations and telephone numbers are on the next page.

WASHINGTON COUNTY
St. George Outpatient Services
474 West 200 North
St. George, UT 84770
435-634-5600

IRON COUNTY
Cedar City Outpatient Services
245 East 680 South
Cedar City, UT 84720
435-867-7654

BEAVER COUNTY
Beaver Outpatient Services
75 West 1175 North
Beaver, UT 84713
435-438-5537

GARFIELD COUNTY
Panguitch Outpatient Services
601 E. Center
Panguitch, UT 84759
435-676-8176

KANE COUNTY
Kanab Outpatient Services
445 N. Main Street
Kanab, UT 84741
435-644-4520

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 us at 435-634-5606.

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 435-634-5606 and ask for the Managed Care Coordinator.

Can I get mental health or substance abuse services from someone outside Southwest Behavioral Health Center?

In some situations, you can go to a provider outside SBHC. You and the provider must get approval before you get services outside SBHC. For more information, call 435-634-5606 and ask to talk with the Managed Care Coordinator.

When will I be told if I can see someone outside Southwest Behavioral Health Center?

If the provider has a written agreement with SBHC, 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 SBHC, we will 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?

SBHC 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 SBHC at 435-634-5600 or 435-867-7654. 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 any of our outpatient clinics 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 services. Even if you are out of town, go to the nearest hospital emergency room. You do not need approval from SBHC before you get emergency services. We are responsible for all outpatient and inpatient mental health emergency services that are needed regardless of where the emergency occurred or was treated

SECTION 9 - MENTAL HEALTH CARE IN A HOSPITAL

How do I get mental health care in a hospital?

Mental health care in a hospital **after an emergency** is usually called post-stabilization care services. SBHC uses Dixie Regional Medical Center at 1380 E. Medical Center Dr., St. George, Utah for mental health care in a hospital.

If a hospital other than Dixie Medical Center treats your emergency and wants to admit

you, the hospital must call SBHC at 435-634-5600 or toll-free at 800-574-6763 to ask for approval. It's important to let the hospital know SBHC is your Medicaid mental health provider so they can call us if they want to admit you. We might have you stay at that hospital or we might transfer you to another hospital.

SECTION 10 - PAYMENT FOR SERVICES

Hospital Emergency Room Services

Will I have to pay for services in a hospital emergency room?

Traditional and Non-Traditional Medicaid Members

You will not have to pay for emergency services in a hospital emergency room.

Mental Health Care in a Hospital

Will I have to pay for mental health care in a hospital?

Traditional Medicaid Members

- If you have a hospital stay **after an emergency**, you will not have to pay for the hospital stay.
- If you have a **non-emergency** hospital stay, you might have to pay the co-pay Medicaid requires. However, no hospital can charge more than the co-pay Medicaid requires.

Non-Traditional Medicaid Members

- If you have a hospital stay **after an emergency**, you will not have to pay for the hospital stay, unless you have already used all the mental health hospital days Medicaid allows during the year.
- If you have a **non-emergency** hospital stay, you might have to pay the co-pay Medicaid requires. However, no hospital can charge more than the co-pay Medicaid requires.

If you have already used all of the mental health hospital days Medicaid allows during the year, you might have to pay for the **non-emergency** hospital stay.

Outpatient Mental Health and Substance Abuse Services

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

Non-Emergency Outpatient Services

Traditional and Non-Tradition Medicaid Members

You might have to pay your provider for a **non-emergency** outpatient service if:

- You get a service that is not covered by SBHC or Medicaid; or
- You get a service that is not pre-approved by SBHC (the provider or you tried to get approval but SBHC denied the request or approved less than was asked for); or
- You do not go to an SBHC provider.

If any of the above happens, your provider might ask you to pay for the service.

You should only be billed for the service if all four things below are met:

- The provider has a written policy for billing all patients for services that are not covered, not just Medicaid patients;
- The provider tells you before you get the service that you will have to pay for the service;
- You agree to pay for the service; and
- There is a written agreement signed by you and the provider that says what the service is and how much you will have to pay.

NOTE: If SBHC did not approve a service you or your provider asked for, you can appeal this decision with SBHC before you agree to pay for the service. Section 13 on page 14 explains how to appeal.

You might also have to pay your provider for a non-emergency outpatient service if:

- You ask for and get services during an appeal with SBHC or during a Medicaid fair hearing. You would only have to pay if the appeal or fair hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

Non-Traditional Medicaid Members

You might have to pay for non-emergency outpatient mental health services if you have already used all of the outpatient mental health services Medicaid allows during the year.

Emergency Outpatient Services

Traditional Medicaid Members

You will not have to pay for emergency outpatient services.

Non-Traditional Medicaid Members

You might have to pay for your emergency outpatient mental health services if you have already used all of the outpatient mental health services Medicaid allows during the year.

Ambulance Services for Emergency Care

Will I have to pay for ambulance services for emergency care?

Traditional and Non-Traditional Medicaid Members

You will not have to pay for ambulance services for emergency care.

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:

SBHC's Non-Discrimination Coordinator at
435-634-5606

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 in a way that is easily understood, in common languages and in other formats;
- Be treated with respect and dignity;
- Be furnished covered services that are accessible in terms of timeliness, amount, duration, and scope.
- Have your privacy protected;
- Get information on other types of treatment in a way that is easily understood;
- 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.
- Use your rights at any time and not be treated badly if you do.

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 SBHC and your Medicaid eligibility worker of changes in your address, phone number, or insurance.
- Complete surveys about the services SBHC 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 - ACTIONS

What are actions?

Actions are when SBHC:

- Denies (turns down) or approves fewer services than you wanted;
- Denies payment for a service.
- 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 6);
- Does not settle an appeal or grievance you have with us as soon as we are supposed to; or
- 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 the Southwest Behavioral Health Center is taking an action?

SBHC 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 SBHC 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 the Managed Care Coordinator at 435-634-5606.

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 the Managed Care Coordinator at 435-634-5606.

When will Southwest Behavioral Health Center 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 fair hearing. The letter will tell you how and when to ask for the fair hearing. We will also give you the fair hearing request form to send to Medicaid. You must ask for a fair hearing in writing using the form we give you.

If you have questions or need help filling out the form, call the Managed Care Coordinator at 435-634-5606.

At a fair hearing, you can speak for yourself, or you can have a relative, friend, lawyer or anyone else speak for you. Before and during the fair hearing, you, and any person helping you, can present documents. Also, you, and any person helping you, can look at all of the documents that will be used at the fair hearing.

Can I keep getting my services if I ask for a fair hearing?

If the fair hearing is about our decision to reduce or stop services we have previously approved, you need to check the box on the fair hearing form asking that the services continue. If you request a fair hearing in the required time frame and ask that SBHC keep giving you 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 Southwest Behavioral Health Center 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 SBHC staff about your grievance; or
- You can call the Managed Care Coordinator at **435-634-5606** and tell the Managed Care Coordinator you want to file a grievance; or
- You can call us **toll-free at 800-574-6763** and ask to speak to the Managed Care Coordinator.
- You can give it to us in writing. Give it to your provider or any staff member, or mail it to:

**Southwest Behavioral Health Center
Managed Care Coordinator
474 West 200 North, Suite 309
St. George, UT 84770**

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 Managed Care Coordinator at **435-634-5606**.

When will Southwest Behavioral Health Center 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 us at 435-634-5600, 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 **801-536-6158** or **1-800-662-4157**

SECTION 17 - PRIVACY

Who can read or get copies of my medical record?

SBHC follows federal laws about privacy of your mental health and substance abuse record. SBHC 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 SBHC or your provider.

SECTION 18 - SOUTHWEST BEHAVIORAL HEALTH CENTER OPERATIONS

What if I want to know more about how Southwest Behavioral Health Center 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 the Managed Care Coordinator at **435-634-5606**.