

NORTHEASTERN COUNSELING CENTER

“Promoting Behavioral Health in the Uintah Basin”

NCC MEDICAID MENTAL HEALTH SERVICES HANDBOOK

JUNE 2011

Your Guide to Benefits for Medicaid Mental Health Services in the Uintah Basin

(Daggett, Duchesne, & Uintah Counties)

*Call us today if you are having problems with anxiety,
depression or
other mental health issues. 1-435-789-6300*

En este manual se explican los beneficios de salud mental de Medicaid proveedor de
Northeastern Counseling Center.

Usted puede obtener este manual y cualquier otra información escrita en español. También puede obtenerlos en cintas de audio o discos compactos (CD) tanto en español como en inglés. Para obtener ayuda, llame al 435-789-6300.

For questions or more information about NCC services, call 1-435-789-6300
Medicaid Information Line call 1-800-662-9651

NOTES

NORTHEASTERN COUNSELING CENTER

“Promoting Behavioral Health in the Uintah Basin”

This handbook explains your Medicaid mental health benefits provided by Northeastern Counseling Center (NCC) in the Uintah Basin.

While you have Medicaid, you are part of the Prepaid Mental Health Plan. As long as you live in the Uintah Basin and your Medicaid card says “Northeastern Counseling Center,” you must get your mental health care through Northeastern Counseling Center. You cannot choose a different mental health plan, but you may be able to choose your therapist. (See Services from Other Providers, page 8.)

Northeastern Counseling Center offers mental health care for children, youth, and adults who live in the Uintah Basin. All the information that you will need for getting mental health services is included in this handbook.

If you need mental health services, call or drop by the Northeastern Counseling Center outpatient location nearest your home.

If you would like a copy of this handbook or other information on audio tape or on compact disc (CD), please call **1-435-789-6300**

NORTHEASTERN COUNSELING CENTER
MEDICAID MENTAL HEALTH SERVICES HANDBOOK

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COVERED SERVICES

What services are provided?

NCC provides mental health care in a hospital, and outpatient mental health services:

- EVALUATIONS
- TESTING
- INDIVIDUAL AND GROUP THERAPY
- FAMILY THERAPY
- MEDICATION MANAGEMENT
- INDIVIDUAL SKILLS TRAINING AND DEVELOPMENT
- PSYCHOSOCIAL REHABILITATION SERVICES (DAY TREATMENT)
- CASE MANAGEMENT SERVICES
- TRANSPORTATION SERVICES
- INTERPRETIVE SERVICES
- PEER SUPPORT SERVICE

Services are provided by or under the direction of licensed mental health professionals. If you want more information on any of these services, call the outpatient location nearest your home.

SERVICES NOT COVERED BY NCC

What services are not covered by the Prepaid Mental Health Plan?

Medical, dental, and substance abuse detoxification services are examples of services not covered. If you have questions, call your Medicaid *medical* health plan or Medicaid at **1-800-662-9651** or us at **1-435-789-6300**.

TRANSPORTATION

How can I get help with transportation to NCC?

If you do not have transportation to and from your mental health appointments or need special assistance in getting to and from needed mental health services, , and you are on the Traditional Medicaid Plan please call the office located nearest you (**1-435-789-6300** Vernal, **1-435-725-6300** Roosevelt, **1-435-738-5512** Duchesne) and ask for transportation assistance. You may also talk directly to your mental health worker who could help you.

For questions or more information about NCC services, call 1-435-789-6300
Medicaid Information Line call 1-800-662-9651

INTERPRETER SERVICES

What if I need an interpreter?

If your first language is not English or you are hard of hearing, it can be difficult to talk to your therapist. NCC has therapists who speak other languages. 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 and go with you to your mental health appointments. They will help you talk with and understand what your therapist is telling you. To ask for someone who can speak or sign your language, call for **Medicaid Interpreter Services** at **1-435-789-6311**.

If you are deaf, hard of hearing, and/or speech disabled and want to call NCC, contact Relay Utah at **711** to be connected to a relay operator. This is a free public telephone relay service or tele-communications device. If you speak Spanish, call Spanish Relay Utah at **1-888-346-3162**. For more information about Relay Utah, go to the website at:

www.connectutah.com

May I get this booklet in another language or format?

No. We do not have this booklet in other languages. However, we do have the booklet on audio tape or compact disk (CD). To get a copy of the booklet on audio tape or CD, call **1-435-789-6300** or **1-435-725-6300**.

SERVICIOS DE INTERPRETACIÓN

¿Y si necesito un intérprete?

Si su primer idioma no es el Inglés o con problemas de audición, puede ser difícil hablar con su terapeuta. NCC ha terapeutas que hablan otros idiomas. Usted puede solicitar para obtener los servicios de ellos, o usted puede pedir un intérprete. Los intérpretes son gratuitos y están disponibles en todos los idiomas, incluyendo el lenguaje de señas. Un intérprete puede ayudarle a través del teléfono e ir con usted a sus citas de salud mental. Ellos le ayudarán a hablar y entender lo que su terapeuta le está diciendo. Para pedir a alguien que pueda hablar o firmar su idioma, llame a Medicaid servicios de interpretación en el **1-435-789-6311**.

Si usted es sordo, tiene problemas de audición, y / o del habla con discapacidad y desea llamar NCC, póngase en contacto de relé de Utah al 711 para ser conectado a un operador de retransmisión. Este es un país libre de servicio público de transmisión telefónica u otro dispositivo de telecomunicaciones. Si usted habla español, llame al Retransmisión en español de Utah en el 1-888-346-3162. Para obtener más información acerca de retransmisión de Utah, visite el sitio web en: www.connectutah.com

PAYMENT FOR SERVICES

Will I ever have to pay for mental health services?

Yes, but not an emergency service. You may have to pay for services if:

- You get a service that is not covered by NCC
- You get a service that is not pre-approved by NCC

If either of the above happens, the provider might ask you to pay for the service. If before you got the service you signed in writing you would pay for the service, you may have to pay.

Other times you may be asked to pay for services are when:

- You ask for and keep getting mental health services during an appeal with NCC or during a Medicaid Fair Hearing. You may only have to pay for these services if the appeal or Medicaid Fair Hearing decision is not in your favor.
- You are not on Medicaid when you get the service.
- You have a non-emergency hospital stay.

GETTING MENTAL HEALTH SERVICES

How do I ask for mental health services?

Call or drop by the NCC outpatient location nearest your home. You can also call the Medicaid Coordinator at **1-435-789-6311** or the NCC principal office at **1-435-789-6300** for help finding the right location. (See locations and telephone numbers, page 5.)

How quickly can I be seen?

For questions or more information about NCC services, call 1-435-789-6300
Medicaid Information Line call 1-800-662-9651

If you need emergency care, we will see you right away. (See Emergency Services, page 6.) Urgent care is for conditions that need to be taken care of quickly but are not considered emergencies. If you need urgent care, we will see you within 5 working days. If you do not need emergency or urgent care, we will see you within 15 working days. If you need to be seen sooner because your situation has changed, please call your NCC outpatient office to reschedule.

Where do I go for mental health services?

NCC has 4 locations in the Uintah Basin where you can get services. You can get services at:

DAGGETT COUNTY:

DAGGETT COUNTY COURTHOUSE

95 NORTH 100 WEST

MANILA, UTAH 84046

FOR APPOINTMENTS CALL **1-435-784-3006**

FOR EMERGENCY AFTER-HOURS CALL **1-435-828-8241**

UINTAH COUNTY:

VERNAL OFFICE

1140 WEST 500 SOUTH

VERNAL, UTAH 84078

FOR APPOINTMENTS CALL **1-435-789-6300**

FOR EMERGENCY AFTER-HOURS CALL **1-435-828-8241**

DUCHESNE COUNTY:

ROOSEVELT OFFICE

285 WEST 800 SOUTH

ROOSEVELT, UTAH 84066

FOR APPOINTMENTS CALL **1-435-725-6300**

FOR EMERGENCY AFTER-HOURS CALL **1-435-823-6823**

DUCHESNE OFFICE

28 EAST 200 SOUTH

DUCHESNE, UTAH 84021

FOR APPOINTMENTS CALL **1-435-738-5512** OR **1-435-725-6300**

FOR EMERGENCY AFTER-HOURS CALL **1-435-823-6823**

For questions or more information about NCC services, call 1-435-789-6300

Medicaid Information Line call 1-800-662-9651

Are there other NCC programs that I can go to?

Yes. NCC offers other programs, including day treatment, or housing services for adults. If you think you might benefit from any other program, discuss this during your first visit or with your NCC therapist.

CHOICE OF PROVIDER

Can I choose my Mental Health Therapist?

If possible, we will arrange for you to see a therapist of your choice. If you have a specific request, call the Clinical Director at **1-435-789-6300** or **1-435-725-6300**. If you are currently receiving mental health services from someone other than NCC, please call us at **1-435-789-6300** or **1-435-725-6300**, weekdays, from 8:00 a.m. until 5:00 p.m. We will help you so you can continue with your mental health services.

Can I get a second opinion?

Yes, you have the right to get a second opinion about your Mental Health care. If you would like a second opinion by another provider, call 435-789-6300. There is no charge for a second opinion.

SERVICES FROM OTHER PROVIDERS

May I get mental health services from a provider outside NCC?

You can talk to your NCC therapist or the Clinical Director anytime about your choice of provider. In special situations, you may go to a therapist outside NCC. You and the therapist must get approval before you get services outside NCC. Call **1-435-789-6300** and ask to talk with the Clinical Director about the request.

Remember, NCC is the only mental health agency that can approve mental health services if you live in Daggett, Duchesne, or Uintah counties. You may have to pay for care that we have not approved.

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

We will usually be able to make a decision within 14 calendar days. Sometimes we need more time to make a decision. We will let you know about this in writing if we need more time. The letter will also inform you that if you are unhappy, you can file a grievance. (See

Complaints/Grievances, page 9.) Also, you or your therapist may want us to take more time for some reason. If so, let us know.

If for health or safety reasons, you, your therapist, or we think it's important to make a decision quickly, we will do so, generally in 3 working days. We will give you our decision about your request in writing, and we will contact the therapist too.

EMERGENCY SERVICES

What is a mental health emergency?

An emergency may be when:

- You think your life is in danger
- You may harm yourself or others
- Your safety, or others safety, is at risk

What are emergency services?

These are services given to treat your emergency.

How do I get mental health emergency services?

NCC has 24-hour emergency services - seven days a week. You may call anytime to talk with a crisis worker.

To get emergency help during regular working hours, between 8:00 a.m. and 5:00 p.m., weekdays, except Holidays, call:

MANILA	1-435-784-3006
VERNAL	1-435-789-6300
ROOSEVELT	1-435-725-6300
DUCHESNE	1-435-738-5512

Also, you may go to the outpatient location nearest your home between 8:00 a.m. and 5:00 p.m., weekdays, except Holidays. Tell the receptionist you want to see the crisis worker:

VERNAL OFFICE
1140 WEST 500 SOUTH
VERNAL, UTAH 84078

For questions or more information about NCC services, call 1-435-789-6300
Medicaid Information Line call 1-800-662-9651

ROOSEVELT OFFICE
285 WEST 800 SOUTH
ROOSEVELT, UTAH 84066

After 5:00 p.m., weekends and on Holidays, call the emergency number for the location nearest you and ask to talk to a crisis worker right away.

MANILA	EMERGENCY AFTER-HOURS 1-435-828-8241
VERNAL	EMERGENCY AFTER-HOURS 1-435-828-8241
ROOSEVELT	EMERGENCY AFTER-HOURS 1-435-823-6823
DUCHESNE	EMERGENCY AFTER-HOURS 1-435-823-6823

Day or night, you may go to any hospital emergency room.

You do not have to get pre-approval for emergency care. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that NCC is your Mental Health Provider. Have the emergency provider call NCC at **1-435-789-6300** or **1-435-725-6300** to tell us about the care they gave you.

Will I have to pay for emergency care?

No. You will not have to pay for emergency care even if you get emergency care outside of the Uintah Basin.

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

No. Your *medical* health plan or Medicaid will pay the ambulance company.

MENTAL HEALTH CARE IN A HOSPITAL

How do I get mental health care in a hospital?

NCC must pre-approve your admission to hospital care. NCC uses Utah Valley Regional Medical Center (Provo) and the University of Utah Neuropsychiatric Unit (in Salt Lake City), for inpatient hospital care.

If a different hospital treats your mental health emergency and wants to admit you, the hospital must call NCC for approval. It's important to tell the hospital that NCC is your Medicaid Mental Health Provider. Have

For questions or more information about NCC services, call 1-435-789-6300
Medicaid Information Line call 1-800-662-9651

them call before they admit you. The hospital can call us at **1-435-789-6300** or **1-435-725-6300** to talk about your need for inpatient care. We may have you stay at that hospital or transfer you to another hospital.

CLIENT RIGHTS AND RESPONSIBILITIES

What are my rights?

You have the right to:

- Get mental health care in NCC's programs regardless of your race, color, national origin, disability (mental or physical), sex, religion, or age. If you feel you have been treated unfairly or discriminated against for any reason, you can contact any of the following:
 1. NCC's Medicaid Nondiscrimination Coordinator at **1-435-789-6300** (You may also file a written grievance with NCC, see page 12 for information on filing grievances)
 2. Medicaid's Constituent Services at **1-877-291-5583**
 3. The Federal Office for Civil Rights at **1-800-368-1019**, or email contact: ocrmail@hhs.gov, website: www.hhs.gov/ocr
- Get information on NCC
- Be treated with respect and dignity
- Have your privacy protected
- Get information on all treatment options
- Take part in treatment decisions regarding your mental health care, including the right to refuse treatment
- Be free from restraint or seclusion if it is used to coerce (force), discipline, or is used as a reaction (to retaliate), or for convenience, as specified in federal regulations
- Get a copy of your medical record, when allowed by federal law, and if appropriate, ask that it be amended or corrected
- Get mental health services according to NCC's access and quality standards

What are my responsibilities as a client?

For questions or more information about NCC services, call 1-435-789-6300
Medicaid Information Line call 1-800-662-9651

You are responsible to:

- Keep scheduled appointments
- Cancel appointments 24 hours in advance
- Be on time for your appointments
- Participate with your therapist in your treatment plan and care
- Tell the secretary and your Medicaid caseworker of changes in your address, phone number, or insurance
- Tell medical staff of all medications you are currently taking, including medical and mental health prescriptions, over-the-counter medications, herbs, etc.
- Complete any surveys NCC gives you, including client satisfaction and treatment progress surveys
- Respect the property, comfort, and confidentiality of clients and staff
- Notify your treatment provider when you want to stop getting services

COMPLAINTS/GRIEVANCES

What if I have a complaint about NCC?

A complaint is called a grievance. Please let us know if you have a grievance.

Who can file a grievance?

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

How do I file a grievance?

You can do any of the following:

- Tell your grievance to any staff member
- Call the Administrative Services Director at **1-435-789-6300** and tell that person you want to file a grievance
- Give us your grievance in writing. Give it to any NCC employee, fax it to us at **1-435-789-6325**, or mail it to:

ADMINISTRATIVE SERVICES DIRECTOR

For questions or more information about NCC services, call 1-435-789-6300
Medicaid Information Line call 1-800-662-9651

NORTHEASTERN COUNSELING CENTER
1140 W 500 S
VERNAL, UTAH 84078

What if I need help filing my grievance?

Call and ask to talk to the Administrative Services Director at **1-435-789-6300**, weekdays, 8:00 a.m. until 5:00 p.m.

If you don't want to talk to us about your grievance, you can call Medicaid anytime at **1-800-662-9651**.

When will NCC 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 in writing. We will either talk to you about our decision on your grievance, or we will send you a letter.

ACTIONS

What are actions?

Actions are when NCC:

- Denies (turns down) or approves fewer services than you wanted
- Decreases the number of services or ends a service we had previously approved (If you agree with the change in your treatment, it is not an action. This is only an action if you tell us you don't want a change.)
- Denies payment for a service that you might have to pay for
- Does not provide your first appointment within the required amount of time for emergency, urgent, or non-urgent care, and you are unhappy with this
- Does not settle an appeal or grievance you have filed with us as soon as we should settle it

How will I know if NCC is taking an action?

We will send you a letter called a “Notice of Action.” The letter will tell you about what we plan to do. You may appeal any action with which you do not agree.

APPEALS

What is an appeal?

An appeal is your request to have us 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 an appeal for you, but only with your written permission.

How do I file an appeal?

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

What if I need help filing my appeal?

Call and ask for NCC’s Administrative Services Director at **1-435-789-6300**, weekdays from 8:00 a.m. until 5:00 p.m., or talk to your therapist.

Can I continue my services if I file an appeal?

If our action was to reduce or stop services we have previously approved, you must file your appeal in the required time frame, and ask that the services be continued, we will continue to give you these services. You may only have to pay for the services if our appeal decision is not in your favor.

If you are appealing any other kind of action, your services can automatically continue.

When will NCC tell me the decision on my appeal?

We will usually be able to give you a written decision within 15 calendar days after we get your appeal. Sometimes we need more time to make the decision. We will let you know about this in writing. Also, you may want us to take more time for some reason. If so, let us know. When you or your provider think it is important to make a decision on your appeal quickly due to health or safety reasons, we will do so, generally within 3 working days.

MEDICAID STATE 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. We will tell you in our decision letter 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. If you want, you can bring an attorney with you to the Fair Hearing.

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

Yes. If the Fair Hearing is about our decision to reduce or stop services we have previously approved, you ask for a hearing in the required timeframe, and you ask that the service be continued, we will continue to give you the services. You may have to pay for those services if the Fair Hearing decision is not in your favor.

If the Fair Hearing is about any other kind of action, your services can automatically continue.

ADVANCE HEALTH CARE DIRECTIVES

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

Utah law allows you to have others instructed about your decisions for your physical and mental 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 can't make decisions later. There is one form with instructions for both physical and mental health care decisions. You

For questions or more information about NCC services, call 1-435-789-6300

Medicaid Information Line call 1-800-662-9651

must use this from. Once you have filled out the form, be sure to give a copy to **all** your health care providers. If you want the form or need more information, please talk to your therapist, or call 435-789-6300. If you have an Advanced 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.

PRIVACY

Will my medical record be protected?

NCC follows federal laws about the privacy of your medical record. We do not use or share any of your protected health information, except as federal law allows. When allowed by federal law, only the minimum necessary information can be shared. We will talk to you more about your privacy rights on your first visit to NCC.

NCC MENTAL HEALTH OPERATIONS

What if I want to know how NCC is set up and how it works?

If you ask, we will answer any questions you have about NCC's structure and operations, including our grievance system, billing practices, confidentiality policy, or 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 care, or go to the Preferred Practice Guideline website: www.dsamh.utah.gov/practiceguidelines.htm

NORTHEASTERN COUNSELING CENTER
DIRECTORY

Calls to Vernal, Roosevelt & Duchesne are free in the Uintah Basin.

VERNAL	
OUTPATIENT CLINIC & ADMINISTRATIVE OFFICES 1140 WEST 500 SOUTH VERNAL, UTAH 84078 1-435-789-6300	DAY TREATMENT CENTER (EAST OF OUTPATIENT CLINIC) 1140 WEST 500 SOUTH VERNAL, UTAH 1-435-789-6300
ROOSEVELT	
OUTPATIENT CLINIC 285 WEST 800 SOUTH ROOSEVELT, UTAH 84066 1-435-725-6300	DAY TREATMENT CENTER 505 EAST LAGOON ROOSEVELT, UTAH 84066 1-435-722-4958
DUCHESNE OUTPATIENT & DAY TREATMENT CENTER 28 EAST 200 SOUTH DUCHESNE, UTAH 84021 1-435-738-5512	
MANILA OUTPATIENT OFFICE DAGGETT COUNTY COURTHOUSE 95 NORTH 100 WEST MANILA, UTAH 84046 1-435-784-3006	

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