

# Medicaid Member Handbook

## Your guide to Medicaid Mental Health Services in Salt Lake County

En este manual se explican los beneficios de salud mental de Medicaid que brinda Wasatch Mental Health. 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 1-877-370-8953.

The logo for DIVERSE SALT LAKE COUNTY features the word "DIVERSE" in a small font at the top, followed by "SALT LAKE COUNTY" in a larger, bold font. To the right of the text is a stylized graphic of a mountain range with a sun or moon behind it, all set against a dark red background.

OptumHealth Salt Lake County

OptumHealth<sup>SM</sup>  
Public Sector

OptumHealth<sup>SM</sup>

OA100-5931 © 2011 OptumHealth

# Welcome

Salt Lake County has chosen OptumHealth to run the Medicaid mental health services in Salt Lake County starting July 1, 2011.

This handbook explains how you get your mental health services in Salt Lake County.

While you have Medicaid and live in Salt Lake County, you are part of the Prepaid Mental Health Plan. As long as you live in Salt Lake County and your Medicaid card says OptumHealth, you must get your mental health care through OptumHealth.

You can get this handbook and other written information in Spanish. You can also get them on audiotape or compact disc (CD) in either English or Spanish. For help, call 1-877-370-8953.

Your mental health is our top concern. We hope you will think of OptumHealth as your partner in your mental health care.

# Table of Contents

---

Important Phone Numbers .....	2
Services Covered by OptumHealth .....	3
Transportation Services.....	3
Interpreter Services (Servicios de Intérpretes).....	4
Services Not Covered by OptumHealth.....	5
Payment for Services .....	5
Getting Mental Health Services.....	6
Emergency Services.....	8
Mental Health Care in a Hospital.....	9
Client Rights and Responsibilities .....	9
Actions.....	11
Appeals.....	11
State Fair Hearings .....	13
Complaints/Grievances.....	14
Privacy .....	15
OptumHealth Operations .....	15
Advance Health Care Directives .....	16

## Important Phone Numbers

---

### OptumHealth

---

1-877-370-8953

### Relay Utah

---

If you are deaf, hard of hearing or speech disabled, telephone relay services are available by calling Relay Utah at 711.

If your impairment is speech related, you can also call Speech-to-Speech Relay Utah at 1-888-346-5822 and a specially trained person will help you.

### Spanish Relay Utah

---

If you speak Spanish and are deaf, hard of hearing or speech impaired, call Spanish Relay Utah at 1-888-346-3162.

### Text Telephone Device

---

To contact us by telecommunications device (TDD), call 711.

### 24-Hour Crisis Line

---

If you have a mental health emergency, call the 24-hour Crisis Line at 1-800-541-8172.

## Services Covered by OptumHealth

---

### What mental health services are provided?

OptumHealth provides inpatient and outpatient mental health care for children, youth and adults. Mental health services include:

- Evaluations
- 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
- Case Management Services

Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, professional counselors, marriage and family therapists, case managers, peer specialists, etc.

### What other services are provided?

OptumHealth also provides transportation and interpreter services.

## Transportation Services

---

### How can I get transportation services to my mental health services?

Transportation is available if you are in the Traditional Medicaid Plan.

- **Public Transportation**  
If you do not have your own transportation to and from your mental health appointments, talk to your Medicaid eligibility worker or call the Department of Workforce Services Eligibility Service Center at 1-801-526-0950. They will help you get a Utah Transit Authority (UTA) bus pass.
- **Other Special Transportation**  
If UTA bus service is not in your area, or you cannot use the UTA for some reason, call OptumHealth at 1-877-370-8953.

## Interpreter Services

---

### What if I need an interpreter?

We know that it may be hard to talk with your provider if your first language is not English or you are hard of hearing. We may have providers who speak or sign your language. You can ask to get services from them, or you can ask for an interpreter. Interpreters' services are free and available in all languages, including sign language. Interpreters can help you over the phone, and they will go with you to your mental health appointments if you wish. They will help you talk with your provider.

To ask for an interpreter or a provider who can speak or sign your language, call OptumHealth at 1-877-370-8953.

### What if I want to call OptumHealth and I am deaf, hard of hearing or have a speech problem?

You can call Relay Utah at 711. If your impairment is speech related, you can also call Speech-to-Speech Relay Utah at 1-888-346-5822 and a specially trained person will help you. If you speak Spanish and are deaf, hard of hearing or speech impaired, call Spanish Relay Utah at 1-888-346-3162. There is no charge for these services.

## Servicios de Intérpretes

---

### ¿Qué sucede si necesito un intérprete?

Sabemos que puede ser difícil hablar con su consejero si su primera idioma no es el inglés o si tiene problemas auditivos. OptumHealth cuenta con consejero que hablan otros idiomas que incluyen el lenguaje de señas. Puede solicitar que ellos le brinden servicios o puede solicitar un intérprete. Los intérpretes son gratuitos. Un intérprete puede ayudarlo por teléfono o puede acompañarlo a sus citas de salud mental. Esto le ayudará a hablar con su consejero y comprender lo que le está diciendo. Para solicitar un intérprete o un terapeuta que pueda hablar otro idioma o el lenguaje de señas, llame a Servicios para Adultos al 1-877-370-8953, Servicios para jóvenes al 1-877-370-8953.

### ¿Qué sucede si quiero decirle a Optum Health que soy sordo no puedo oír bien, o tengo dificultad al hablar?

Si es usted sordo o tiene dificultad al oír, llame a Relay Utah al 711, si esta incapacitado del habla, llame a comunicación oral Relay Utah al 1-888-3465822 y una persona especialmente calificada le ayudará. Si usted habla Español y está sordo o tiene dificultad para oír o impedimento en el habla, llame a Español Relay Utah al 1-888-346-3162.

Para obtener más información sobre Relay Utah, visite su sitio Web en [www.connectutah.com](http://www.connectutah.com). Si necesita un teléfono de texto (TDD) o un teléfono con teclado (TTY), comuníquese con el Servicio de atención al cliente de Sprint Relay al 1-800-676-3777 o TTY al 1-800-346-4128. Si habla español, llame al 1-888-346-3162. En algunos casos el dispositivo TDD o TTY puede estar disponible a un bajo precio o de forma gratuita.

## Services Not Covered by OptumHealth

---

### What services are not provided?

OptumHealth does not provide medical care, dental care or substance abuse services, for example. If you have questions on other services, call your medical health plan or Medicaid at 1-800-662-9651.

## Payment for Services

---

### Will I ever have to pay for mental health services?

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

- You get a service that is not covered by the Prepaid Mental Health Plan.
- You get a service that is not pre-approved by OptumHealth. If either of the above happens, the provider might ask you to pay for the service. You should be billed only if you signed in writing that you would pay for the service before you got the service.
- You ask for and keep getting mental health services during an appeal with OptumHealth, or during a Medicaid state fair hearing. You may have to pay for these services only if the appeal or state 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?

If you or your child needs mental health services, you can look in our OptumHealth Provider Directory to find a provider. This directory is at [www.optumhealthslco.com](http://www.optumhealthslco.com). In the Provider Directory, you can find providers' addresses, phone numbers, services they provide, languages they speak, and information about whether or not they are taking new clients. If you have questions about providers, you can also call OptumHealth at 1-877-370-8953.

After you choose a provider, call the provider to schedule your first appointment.

Some services are provided in the evening. If you need help finding a provider who can see you in the evening, call OptumHealth at 1-877-370-8953. We will help you find someone who can work with your schedule, or you can check the Provider Directory.

Valley Mental Health is our largest provider of outpatient mental health services in Salt Lake County. If you want to get services from Valley Mental Health, call or drop by a Valley Mental Health outpatient office listed below:

### Children's Services

1141 East 3900 South  
1-801-284-4990

or

3809 West 6200 South  
1-801-963-4200

### North Valley Adult Services

1020 South Main  
1-801-539-7000

### South Valley Adult Services

7434 South State Street  
1-801-566-4423

## Can I get services from a provider who is not in the Provider Directory?

You might be able to. You or the therapist or provider you wish to see can call OptumHealth at 1-877-370-8953 to talk about your choice of provider. You must get prior approval before you see the provider. You may have to pay for care we have not approved.

## When will I be told if I can see someone who is not in the Provider Directory?

We will make a decision as quickly as possible, but no later than 14 calendar days from the day of the request.

## 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 1-877-370-8953. There is no cost for a second opinion.

## 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 mental health emergency services?

These are services given to treat your emergency.

### How do I get mental health emergency services?

If you or your child is experiencing a crisis, 24 hours a day, 7 days a week, you can call the OptumHealth Crisis Line at 1-877-370-8953.

Also, if you are seeing a provider, you can call your provider weekdays from 8 a.m. to 5 p.m. Day or night, you can go to any hospital emergency room in or outside Salt Lake County. If you go to the emergency room, be sure to show your Medicaid card. You do not have to get prior approval from OptumHealth for emergency care. If you do not have your Medicaid card with you, tell the hospital you have Medicaid. Also tell them OptumHealth is your provider. Have the hospital call us at 1-877-370-8953 to tell us about the care they gave you.

### Will I have to pay for emergency care?

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

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

No. Your medical health plan will pay the ambulance company.

## Mental Health Care in a Hospital

---

### How do I get mental health care in a hospital?

Hospital care is usually called post-stabilization services. OptumHealth must pre-approve hospital services. If you believe you need hospital care, call 1-877-370-8953 or go to a hospital emergency room.

OptumHealth uses these hospitals in Salt Lake County:

- **University of Utah Neuropsychiatric Institute (UNI)**
- **Pioneer Valley Hospital, on the Campus of Jordan Valley Medical Center**
- **Salt Lake Behavioral Health**

If another hospital treats your mental health emergency and wants to admit you, the hospital must call OptumHealth for approval at 1-877-370-8953 before admitting you. We may have you stay at that hospital or move you to another hospital.

### How do I get mental health care in a hospital if I am out of Salt Lake County?

Go to the nearest hospital and ask for help. Again, be sure to let the hospital know you have Medicaid and that OptumHealth is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to be sure that they have the necessary approval. Out-of-area hospitals may call 1-877-370-8953 to let us know they want to admit you for care.

## Client Rights and Responsibilities

---

### What are my rights as a client?

You have the right to:

- Get mental health care regardless of your race, color, national origin, disability (mental or physical), sex, religion or age. If you have been treated unfairly or discriminated against for any reason, please call any of the numbers listed below.
  - OptumHealth Medicaid coordinator: 1-877-370-8953
  - Medicaid's Constituent Services: 1-877-291-5583
  - The Federal Office for Civil Rights: 1-800-368-1019, ocrmail@hhs.gov (e-mail), www.hhs.gov/ocr (website), or 1-800-537-7697 (TDD)

- Get information on the Prepaid Mental Health Plan.
- Be treated with respect and dignity.
- Have your privacy protected.
- Get information on all treatment choices in a way that is clear and you can understand.
- Take part in treatment decisions about your mental health care, including the right to refuse treatment.
- Be free from restraint or seclusion if it is used these ways:
  - To coerce (force) or discipline
  - As a reaction (to retaliate) or for convenience
  - As specified in federal regulations on the use of restraint and seclusion
- Get a copy of your mental health record. You may also ask that it be amended or corrected.
- Get mental health services according to OptumHealth’s access and quality standards.

### **What are my responsibilities as a client?**

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.
- Call an OptumHealth Customer Service representative at 1-877-370-8953 about changes to your address, phone number or insurance.
- Tell medical staff about all medications you are taking, including medical and mental health prescriptions, over-the-counter medications, herbs, and others.
- Complete any surveys that OptumHealth gives you, including client satisfaction surveys and treatment progress surveys.
- Respect the property, comfort and confidentiality of clients and providers.
- Notify your treatment provider when you want to stop getting services.

## **Actions**

---

### **What are actions?**

Actions are when:

- **OptumHealth** denies (turns down) or approves fewer services than you wanted.
- **OptumHealth** decreases the number of services or ends a service we had previously approved. (If you agree with the change in your services, it is not an action. This is an action only if you tell us you don’t want a change.)
- **OptumHealth** denies payment for a service that you might have to pay for.
- Providers in the OptumHealth Provider Directory do not offer your first appointment within the required amount of time for emergency, urgent or non-urgent care and you are unhappy with this.
- **OptumHealth** does not make a decision about an appeal of an action or settle a complaint that you have filed with us as soon as we are supposed to.
- **OptumHealth** does not make a decision about approving services you want to get from a provider in our Provider Directory within the required time frame.

### **How will I know if OptumHealth is taking an action?**

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

## **Appeals**

---

### **What is an appeal?**

An appeal is your request for Salt Lake County DBHS (Division of Behavioral Health Services) to review OptumHealth’s action to see if the best decision was made.

### **Who can file an appeal?**

You or your legally authorized representative can file an appeal. Your provider can also file an appeal for you, but only with your written approval.

## How do I file an appeal?

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

## What if I need help filing my appeal?

Call OptumHealth at 1-877-370-8953, Monday through Friday, 8 a.m. to 5 p.m., or talk to your provider.

## Can I continue my services if I file an appeal?

You can keep getting services if:

- Our action was to reduce or stop services that we had approved before, AND
- You file your appeal in the required time frame, AND
- You ask that the services are continued.

If the appeal decision is not in your favor, you may have to pay for the services you got while the appeal was in progress.

If you are appealing any other kind of action, your services will automatically continue as they are.

## When can I get a decision on my appeal?

DBHS will make the decision on your appeal. You will usually be given a written decision within 15 calendar days after DBHS gets your appeal. Sometimes DBHS may need more time to make a decision. DBHS will let you know about this in writing. Also, you may want DBHS to take more time for some reason. If so, let DBHS know by calling 1-801-468-2009.

When you or your provider thinks it is important that a decision on your appeal is made quickly due to health or safety reasons, DBHS will do so generally within 3 working days.

## State Fair Hearings

---

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

If you are unhappy with the decision on your appeal, or if DBHS cannot make a decision on your appeal as soon as Medicaid wants, this is what you may do:

- You, your legally authorized representative or your provider may ask for a fair hearing with Medicaid.
- DBHS will tell you in their decision letter that you may ask for a Medicaid fair hearing. The letter will tell you how and when to ask for the hearing.
- You will also be given the fair hearing request form to send to Medicaid.
- You must ask for a Medicaid fair hearing in writing.
- If you want, you may bring an attorney or anyone else with you to the fair hearing.

### Can I continue my services if I file a request for a Medicaid fair hearing?

You can continue to get services if:

- The fair hearing is about the decision to reduce or stop services we had approved before, AND
- You ask for a hearing in the required time frame, AND
- You ask that the services are continued.

If the fair hearing decision is not in your favor, you may have to pay for those services.

If the fair hearing is about any other kind of action, your services automatically continue as they are.

## Complaints/Grievances

---

### What if I have a complaint about OptumHealth?

If you have a complaint about anything other than an action, this is called a grievance.

### Who can file a complaint?

You or your legally authorized representative.

### How do I file a complaint?

- Tell your complaint to your provider or a staff member you feel comfortable with.
- Call the OptumHealth grievance coordinator weekdays from 8:00 am to 5:00 pm at 1-877-370-8953.
- Give your complaint in writing to your provider or other staff.
- Mail or fax your written complaint to OptumHealth at:

#### Mail:

OptumHealth  
2525 Lake Park Blvd.  
West Valley City, UT 84120

#### Fax:

1-801-982-3159

### What if I need help filing a complaint or grievance?

- Call OptumHealth at 1-877-370-8953, weekdays between 8 a.m. and 5 p.m.
- If you don't want to talk to us about your complaint, you can call Medicaid at 1-877-291-5583.

### When will OptumHealth tell me the decision on my complaint?

We will give you a decision within 45 calendar days after we get your complaint, unless you ask us to take more time. Sometimes we may need more time to make the decision. If we need more time, we'll let you know in writing. Once we make a decision, we'll either talk to you about our decision or send you a letter.

## Privacy

---

### Will my medical record be protected?

OptumHealth and all of its providers follow federal laws about the privacy of your mental health 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 will be shared. You can ask about your privacy rights at any time. You can talk to your provider or call OptumHealth at 1-877-370-8953.

## OptumHealth Operations

---

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

We will answer any questions about our structure and operations, including our:

- Complaint and grievance process
- Billing process
- Confidentiality policy
- Process for choosing providers and what is required of them

Please call us at 1-877-370-8953 if you have questions.

OptumHealth has adopted the state of Utah's Preferred Practice Guidelines for Mental Health Care. If you ask, we will give you a copy of our Preferred Practice Guidelines for Mental Health Care. You can also find the guidelines at [www.hsmh.state.ut.us/practiceguidelines.htm](http://www.hsmh.state.ut.us/practiceguidelines.htm).

## **Advance Health Care Directives**

---

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

You can give others 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 can't make decisions later.

There is one form with instructions. You must use this form. Once you have filled out the form, be sure to give a copy to all your health care providers. You should also keep a copy and give one to your family members.

If you have questions about the Advance Directive or would like the Advance Health Care Directive form, talk to your therapist or call OptumHealth at 1-877-370-8953.

You can also download an Advance Health Care Directive form at [www.aging.utah.edu/utah\\_coa/directives/](http://www.aging.utah.edu/utah_coa/directives/).

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