

PRSRT STD
U.S. POSTAGE
PAID
SALT LAKE
CITY, UT
PERMIT NO.
4621

Wasatch Mental Health
750 North 200 West, Suite 300
Provo, UT 84601

WASATCH MENTAL HEALTH
Embracing Wellness

Medicaid Member Handbook

Your Guide to Medicaid Mental Health Services in Utah 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 801-373-4766 o al 1-866-366-7987.

January 2010

WASATCH MENTAL HEALTH

While you have Medicaid, you are part of the Prepaid Mental Health Plan. As long as you live in Utah County and your Medicaid card says Wasatch Mental Health, you must get your mental health care through Wasatch Mental Health. You may not choose a different mental health plan, but you may be able to choose your therapist. (See *Services from Providers*, page 6).

This handbook explains the Medicaid mental health benefits Wasatch Mental Health provides. You can get this handbook and other written information in Spanish. You can also get them on audio tape or compact disc (CD) in either English or Spanish. For help, call 801-373-4766 or 1-866-366-7987.

Wasatch Mental Health provides mental health care for children, youth and adults. If you need mental health services, call the clinic nearest your home. (See *Getting Mental Health Services*, page 5). You can also call Wasatch Mental Health's main office at 801-852-4719 or 1-866-366-7987. A staff member will help you with scheduling, office locations, and treatment services.

Wasatch Mental Health Directory

Calls to these numbers are toll free in Utah County.
Outside of Utah County call toll-free 1-866-366-7987.
Web site: www.wasatch.org

Westpark Building - 750 North 200 West, Provo, UT 84601	
Administration Suite 300 801-373-4760	Emergency/Crisis Services Suite 105 801-373-7393
Adult Case Management Suite 108 801-373-7394	Homeless Services (WATCH) Suite 102 801-852-3779
Adult Outpatient Services Suite 203 801-373-9656	Medical Services Suite 201 801-373-9656
Parkview Campus - 300 North, Provo, UT 84606	
Child and Family Center Respite, Stride, and Youth Outpatient 801-377-1213	New Vista Building Outpatient, Day Treatment, and Residential Services 801-373-4765
IRT Building Adult Intensive Residential Treatment Services 801-377-4668	Parkview Building Special Needs Children and Adoption Services 801-373-4765
Lakeview Building Adult Day Treatment Services 801-373-7443	Vantage Point Building Youth Services Crisis Center 801-373-2215
American Fork Family Clinic 564 East 300 South, American Fork, UT, 801-763-5010	
Spanish Fork Family Clinic 607 East Kirby Lane, Spanish Fork, UT, 801-794-6700	
Wasatch House (Clubhouse) Adult Day Treatment 605 East 600 South, Provo, 801-373-7440	
Medicaid Information Line 801-538-6155 or 1-800-662-9651	

Privacy

Will my medical record be protected?

Wasatch Mental Health 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.

Wasatch Mental Health Center Operations

What if I want to know how Wasatch Mental Health 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, 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. Call the Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-852-4719 or 1-866-366-7987.

Table of Contents

- Covered Services..... 1
- Services Not Covered 1
- Transportation** 2
- Interpreter Services (Servicios de Intérprete)..... 2-4
- Payment for Services 4
- Getting Mental Health Services 5
- Clinic Locations 5-6
- Services From Providers**..... 6
- Services From Other Providers** 7
- Emergency Services** 8
- Mental Health Care in a Hospital..... 9
- Actions 9
- Appeals**..... 10
- Medicaid Fair Hearings..... 11
- Complaints/Grievances**..... 12
- Client Rights and Responsibilities 13-14
- Advance Health Care Directive 14
- Privacy 15
- Wasatch Mental Health Center Operations..... 15

Covered Services***What services are provided?***

Wasatch Mental Health provides inpatient mental health care in a hospital and outpatient mental health services, including:

- 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)
- Case Management Services
- Transportation Services

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

Services Not Covered**by Wasatch Mental Health*****What services are not provided?***

Wasatch Mental Health 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.

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.
- Tell the secretary and your Medicaid case worker of changes in your address, phone number, or insurance.
- Tell medical staff all medications you are taking, including medical and mental health prescriptions, over-the-counter medications, herbs, etc.
- Complete any surveys Wasatch Mental Health gives you.
- Respect the property, comfort, and confidentiality of clients and staff.
- Notify your treatment provider when you want to stop getting services.

Advance Health Care Directive***What if I am ill and can't make mental health treatment decisions?***

You can tell others what kind of physical and mental health care you want. This is called an "Advance Health Care Directive." This will tell us in writing what choices you want made if you can't make decisions later. There is one form for both physical and mental health care decisions. You must use this form. 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, call 801-373-4766 or 1-866-366-7987.

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:
 - Wasatch Mental Health Customer Service Representative at 801-373-4760 or 1-866-366-7987.
 - Medicaid's Constituent Services at 1-877-291-5583.
 - The Federal Office for Civil Rights at 1-800-368-1019, e-mail contact: ocrmail@hhs.gov. Web site: www.hhs.gov/ocr, or TDD 1-800-537-7697.
- Get information on the Prepaid Mental Health Plan.
- Be treated with respect and dignity.
- Have your privacy protected.
- Get information on all treatment options and alternatives in a way that you can understand.
- 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 on the use of restraint and seclusion.
- Get a copy of your medical record. You may also ask that it be amended or corrected.
- Get mental health services according to Wasatch Mental Health's access and quality standards.
- Request a second opinion at no cost.

Transportation

How can I get help with transportation to Wasatch Mental Health?

Public Transportation

If you do not have your own transportation to and from your mental health appointments, you can ask for a Utah Transit Authority (UTA) bus pass by calling your Department of Workforce Services case worker at 801-374-7740.

Other Special Transportation

If public transportation is not available in your area or you have other special needs, call:

- Adult Community Services at 801-373-7394, or
- Youth Case Management at 801-377-1213

Interpreter Services

What if I need an interpreter?

We know it can be hard to talk with your therapist if your first language is not English or you are hard of hearing. Wasatch Mental Health has therapists who speak other languages including sign 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 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 an interpreter or a therapist who can speak or sign language, call Adult Services at 801-373-9656, Youth Services at 801-377-1213, or 1-866-366-7987.

What if I am hard of hearing or have speech problems?

If you want to call us by phone and are deaf or hard of hearing, you can call Utah Relay at 711 to be connected to a relay operator. This is a telephone relay service or TTY/TDD that is a free public service.

This service is also available for Spanish speaking individuals needing assistance. If you speak Spanish, you can call 1-888-346-3162 for Spanish Relay Utah.

There is no charge for these services unless you are calling long distance.

For more information about Relay Utah, go to their website at www.connectutah.com If you need a text telephone device (TDD) or teletypewriter (TTY), call Sprint Relay Customer Service at 1-800-676-3777, or TTY at 1-800-346-4128. If you speak Spanish call 1-888-346-3162. In some cases, the TDD or TTY device may be available at little or no cost to you.

Servicios de intérpretes***¿Qué sucede si necesito un intérprete?***

Sabemos que puede ser difícil hablar con su terapeuta si su primera lengua no es el inglés o si tiene problemas auditivos. Wasatch Mental Health cuenta con terapeutas 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 y están disponibles en todos los idiomas, incluyendo el lenguaje de señas. Un intérprete puede ayudarlo por teléfono o puede acompañarlo a sus citas de salud mental. Esto le ayudará a hablar con su terapeuta 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 801-373-9656, Servicios para jóvenes al 801-377-1213 ó 1-866-366-7987. Si usted desea comunicarse con nosotros por teléfono y es sordo, tiene

Complaints/Grievances***What if I have a complaint about Wasatch Mental Health?***

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

Who can file a grievance?

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

How do I file a grievance?

- You can tell your grievance to any staff member.
- You can call the Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987. Tell the representative you want to file a grievance.
- You can give us your grievance in writing. Give it to any staff member, put it in the suggestion box located in waiting rooms, or mail it to: Wasatch Mental Health Customer Service Representative, 750 North 200 West, Suite 300, Provo, UT 84601.

If you don't want to talk to us about your grievance, you can call Medicaid weekdays, 8:00 a.m.–5:00 p.m., at 801-538-6155 or 1-800-662-9651.

What if I need help filing my grievance?

Call the Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987.

When will Wasatch Mental Health 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. We will either talk to you about our decision on your grievance, or we will send you a letter.

When will Wasatch Mental Health 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 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 these situations, 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 Fair Hearing in the required time frame, and you ask that the services be continued. We will continue to give you the services. You may only 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, your services can automatically continue.

problemas auditivos y/o es discapacitado del habla, puede llamar a Relay Utah al 711 para que lo conecten con un operador de relevo. Éste es un servicio telefónico de relevo o TTY/TDD gratuito y público. Si habla español, puede llamar al 1-888-346-3162 para comunicarse con Spanish Relay Utah. No hay cargos por estos servicios a menos que llame de larga distancia.

Para obtener más información sobre Relay Utah, visite su sitio Web en 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.

Payment for Services***Will I ever have to pay for mental health services?***

Yes, but only if it is not 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 Wasatch Mental Health.

If either of the above happens, the provider might ask you to pay. You should only be billed if:

- You signed in writing in advance that you would pay.
- You ask for and keep getting treatment during an appeal with Wasatch Mental Health or during a Medicaid Fair Hearing. You may only have to pay if the appeal or Medicaid Fair Hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

Getting Mental Health Services***How do I get mental health services?***

Call the clinic nearest your home. (See *Clinic Locations* pages 5-6). If you have questions, call Wasatch Mental Health's main office at 801-373-4760 or 1-866-366-7987.

Clinic Locations**Adult Services**

- Provo office, located at 750 North 200 West, Suite 105, Provo, UT, 801-373-4766.
- North Utah County American Fork office, located at 548 East 300 South, American Fork, UT, 801-763-5010.

Youth Services

- Child and Family Center, located at 1165 East 300 North, Provo, UT, 801-377-1213.
- North Utah County American Fork office, located at 564 East 300 South, American Fork, UT, 801-492-3347.
- South Utah County Spanish Fork office, located at 607 East Kirby Lane, Spanish Fork, UT, 801-794-6700.

Evaluations and some therapy services are provided during the evenings. Let us know if you need services in the evening.

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 quickly but are not considered 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 situation changes and you think you need to be seen sooner, please call us. We'll talk about your needs again.

How will I know if Wasatch Mental Health is taking an action?

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

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 or your legally authorized representative or your provider can file an appeal. You must tell us in writing if you want your provider to file the appeal.

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 some situations you must tell us within 10 days, and in other situations within 30 days of the date on the Notice of Action letter. We will let you know which time period fits your situation.

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 Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987.

Can I continue my services if I file an appeal?

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

Mental Health Care in a Hospital

How do I get mental health care in a hospital?

Wasatch Mental Health must pre-approve your admission to hospital care. Wasatch Mental health uses Utah Valley Regional Medical Center. This hospital is located at 1034 North 500 West, Provo, UT.

If a different hospital treats your emergency and wants to admit you, the hospital must call us for approval. It's important to let the hospital know that Wasatch Mental Health is your Medicaid mental health provider so they can call before they admit you. We may have you stay at the hospital or send you to another hospital.

Hospitals in Utah County can call us at 801-373-7393.

Hospitals outside Utah County can call us toll-free at 1-866-366-7987.

Actions

What are actions?

- Actions are when we:
- Deny (turn down) or approve fewer services than you wanted.
- Decrease the number of services or end a service we had previously approved and you do not agree and tell us you don't want the change.
- Deny payment to an outside provider for a service that you might have to pay for.
- Do not provide your intake 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 Services*, page 5).
- Do not settle an appeal or grievance you have filed with us as soon as we are supposed to.

Are there other programs I can go to directly?

Yes. Wasatch Mental Health has the following programs for children and youth that you can go to directly.

GIANT Steps Program – Autism Services

Pre-school for children with autism living in Alpine, Nebo, or Provo School Districts. The pre-school is located at Foothill Elementary School, 921 North 1240 East, Orem, UT. If your child has autism, you should call us at 801-226-5437 as soon as your child is diagnosed. We will put your child on our list to start pre-school when he/she is three years old.

School-Based Mental Health Services

Services in the schools for elementary-aged children with mental health problems like abuse, trauma, anxiety, and depression. If you want your child to get mental health services at his/her school, call the School-Based Services Program Manager at 801-373-4765.

Vantage Point Youth Service Center

24-hour crisis management services for families who have out-of-control or runaway youth ages 12 to 18. You can get services by calling 801-373-2215, or you can take your child to Vantage Point, located at 1185 East 300 North, Provo, UT.

Services From Providers

Can I choose my Wasatch Mental Health provider?

You can talk to the Intake Worker about your choice of doctor, therapist, or case manager who is right for your needs. Intake Workers can be reached weekdays, 8:00 a.m.–5:00 p.m., call 801-373-9656 for Adult Services, 801-377-1213 for Youth Services, or 1-866-366-7987.

Can I get a second opinion?

Yes. You have the right to get a second opinion about your care. If you would like a second opinion by another provider, call 801-373-4766 or 1-866-366-7987. There is no cost for a second opinion.

Can I change my Wasatch Mental Health provider?

You can talk to your current provider to change your provider.

Services From Other Providers***Can I get services from someone outside of Wasatch Mental Health?***

In some situations, you can go to a therapist outside Wasatch Mental Health, but you must get prior approval. For more information, call the Assessment Services Program Manager weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4766 or 1-866-366-7987.

When will I be told if I can see someone outside of Wasatch Mental Health?

We will usually be able to make a decision on your request within 14 calendar days. Sometimes we need more time to make a decision. We will let you know about this in writing and tell you that you can file a grievance if you are unhappy with our need for more time. (See *Complaints/Grievances*, page 12). Also, you or your therapist may want us to take more time for some reason. If so, let us know. If you, or your therapist, think it is important to make a decision quickly for health or safety reasons and we agree, 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.

Emergency Services***What is a mental health emergency?***

- When you think your life is in danger.
- You believe you may harm yourself or others.
- Your safety or others' safety is at risk.

What are emergency services?

These are mental health services given to treat your emergency.

How do I get emergency services?

Wasatch Mental Health has 24-hour telephone emergency services seven days a week. Call 801-801-373-7393 or 1-866-366-7987 anytime to talk to a crisis worker.

Weekdays, 8:00 a.m.–5:00 p.m., if you want to talk to a crisis worker in person, call or go to the clinic nearest your home (See *Clinic Locations*, pages 5-6). Tell the receptionist you want to see a crisis worker.

Also, day or night, you can go to any hospital emergency room in or outside Utah County. Be sure to show the hospital your Medicaid card. You do not have to get pre-approval from us for emergency care. If you do not have your Medicaid card with you, tell the hospital you have Medicaid and that Wasatch Mental Health is your mental health provider. Hospitals in Utah County can call us at 801-373-7393. Hospitals outside Utah County can call us toll-free at 1-866-366-7987.

Will I have to pay for emergency care?

No. You will not have to pay for emergency care.

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

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