



NORTHEASTERN  
COUNSELING CENTER

*“Promoting Behavioral Health in the Uintah Basin”*

**Medicaid Member Handbook**

Guide to Benefits for  
**Mental Health Services**

***NORTHEASTERN COUNSELING CENTER  
is your Medicaid Mental Health  
Services Provider  
if you live in  
Daggett, Duchesne, or Uintah County  
and Northeastern Counseling Center  
is on your Medicaid Card***

Uintah Basin Tri-County Mental Health  
& Substance Abuse Local Authority

08/03

## WELCOME

Welcome to **NORTHEASTERN COUNSELING CENTER (NCC)**. When you are on Medicaid, you are part of the Prepaid Mental Health Plan. As long as you live in Uintah, Daggett or Duchesne counties and your Medicaid card says Northeastern Counseling Center, you must get your mental health care through NCC. You cannot choose a different mental health plan, but you may be able to choose your therapist. (Please see Section 3 in this booklet on Choice of Provider.)

If you or someone in your family is having a difficult time with normal activities because of depression, anxiety, excessive fear or other mental illness, this Handbook is your guide to getting Mental Health Services. We want you to get the Mental Health care you need.

This Handbook is your Guide  
to answer your questions about  
**Medicaid**  
**Mental Health Services**  
available to you in the Uintah Basin area.

Read it.  
Write in it.  
Keep it in a place where you can find it.

**You may get a copy of this Handbook at  
least once a year.  
Just ask any member of the  
NCC staff for a copy.**

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## **SECTION 1 – COVERED SERVICES**

### ***What services does NCC provide?***

The following services are provided:

- Outpatient Mental Health Services and Inpatient Psychiatric Hospital 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, or Day Treatment
- Case Management Services
- Transportation Services

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

## **SECTION 2 – SERVICES NOT COVERED BY THE PREPAID MENTAL HEALTH PLAN**

### ***What services are not covered by NCC?***

Medical or dental care, or substance abuse detoxification, for example, are not covered under the Prepaid Mental Health Plan. If you have questions on other services, call us, or your medical health plan, or Medicaid at 1-800-662-9651.

## **SECTION 3 – CHOICE OF PROVIDER**

### ***May I choose my mental health provider?***

Yes, to the extent possible, you may choose your mental health provider. You may talk with us any time about your choice of therapist. If you are currently receiving mental health services from someone other than NCC, please call us at (435) 789-6300 or (435) 725-6300. We will help you so you can continue with your mental health services.

## **SECTION 4 – TRANSPORTATION**

### ***How may I get help with transportation to the Center?***

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, please call the office located nearest you and ask for transportation assistance. You may also talk directly to your mental health worker who could help you.

## **SECTION 5 – INTERPRETER SERVICES**

### ***What if my English is not very good or I am hard of hearing?***

We know that it may be hard to talk with your therapist if your first language is not English or you are hard of hearing. We may have therapists who speak or sign your language. You may ask to get services from them, or you may 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 your language, call (435) 789-6300 or (435) 725-6300.

### ***¿Qué pasa si no hablo bien el inglés o si soy sordo?***

*Sabemos que puede ser difícil hablar con su consejero si su lenguaje nativo no es inglés, o si no puede oír bien. Muchas veces tenemos consejeros que hablen su idioma preferida: Usted puede pedir por estos servicios o que alguien le traduzca. Hay intérpretes gratis que hablen todas leguas, aún pueden indicar con señas. Un interprete también puede hablar por teléfono e ir junto con ud. A las citas con su consejero. El intérprete le ayudará entender lo que le está diciendo su consejero. Para buscar un intérprete que puede hablar su idioma, llame (435) 789-6300 o (435) 725-6300.*

### **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 (435) 789-6300 or (435) 725-6300.

If you are hard of hearing, a TTY/TDD telephone relay service is available by calling 7-1-1 (Utah Relay Service). There is no charge for this service. Just dial 7-1-1 on your regular phone and you will be connected to a Communications Assistant, who will relay the conversation in the strictest confidentiality, to the phone number you specify.

### ***¿Podría obtener este folleto en otro idioma o formato?***

*No. No lo tenemos en otras idiomas. Sin embargo tenemos el folleto por medio de cinta audio y CD (disco compacto). Pura obtener uno llame (435) 789-6300 o (435) 725-6300.*

*Si es sordo, hay un servicio por teléfono TTY/TDD para buscar un intérprete llame 7-1-1 (Utah Relay Service). Es gratis, solo hay que llamar 7-1-1. Y un asistente de comunicación con la mayor confidencia. Marcará el numero que ud especificar.*

## **SECTION 6 – RIGHTS AND RESPONSIBILITIES**

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

As a client at NCC, you have the right to:

- Be informed of your rights and responsibilities at the first interview
- Get mental health care regardless of your race, color, national origin, disability (mental or physical), sex, religion or age in the admission, treatment or participation in our programs, services and activities. If you feel you have been treated unfairly or discriminated against for any reason, you may contact Medicaid Constituent Services at 1-877-291-5583, or the federal Office for Civil Rights: phone 1-800-537-7697, email: [www.OCRMail@hhs.gov](mailto:www.OCRMail@hhs.gov) , or go to their website: <http://www.hhs.gov/ocr> .
- Get information on the Prepaid Mental Health Plan
- 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 asked for written authorization before any interview or audio or video are recorded
- Be free from restraint or seclusion if it is used to coerce (force), discipline or used as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion;
- If the Privacy Rule, as set forth in 45 CFR, Part 160 and 164 applies, the right to get a copy of your medical record, and if appropriate, to ask that it be amended or corrected, as specified in 45 CFR, Part 164, subpart E, sections 164.524 and 164.526.

- Get mental health services according to NCC’s access and quality standards
- Discuss any dissatisfaction with the services received or if you feel you are being denied appropriate services with your therapist and/or the supervisor of the office where you are obtaining services.

If you are unable to resolve your grievance as described above, you may call the Executive Director or Clinical Director at (435) 789-6300 anytime. You may always discuss your concerns with the Medicaid staff at any time by calling Medicaid at 1-800-622-9651.

***As a client at NCC, you have the responsibility 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 Eligibility Worker 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, and over-the-counter medications, herbs, etc.)
- Complete any surveys NCC gives you, including 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
- Discuss any dissatisfaction with your therapist concerning services received

**SECTION 7 – MENTAL HEALTH ADVANCE DIRECTIVES**

***What if I am ill and can’t make mental health treatment decisions?***

Utah law allows you to have a mental health advance directive. This is like an advance directive for medical treatment. This is called a “Declaration for Mental Health Treatment.” This will tell us, in writing, what treatment choices you want made if you are unable to make decisions later. Your declaration is effective only if you and two other adult witnesses sign it. (If you want more information, talk to your therapist or case manager.)

**SECTION 8 – 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 NCC.  
If either of the above happens, the provider might ask you to pay for the service. You should only be billed if you signed in writing that you would pay for the service, before you got the service.
- or,
- 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.

## SECTION 9 – GETTING MENTAL HEALTH SERVICES

### ***How do I ask for mental health services?***

Make an appointment with the clinic nearest your home. (See locations and telephone numbers listed.) If you need emergency care, you will be seen right away. See Section 10 that describes emergency care.

We will give you urgent care for other conditions that need to be taken care of quickly, but are not considered emergencies. If you need urgent care, we will see you within five (5) working days. If you do not have an urgent need for care, we will see you within fifteen (15) working days. If your situation changes, and you think you need to be seen sooner, be sure to call us. We'll talk about your needs again.

### ***Where do I go for mental health services?***

#### **Outpatient Locations**

##### **Daggett County:**

Daggett County Courthouse

Manila, Utah 84046

For appointments call (435) 784-3006

For Emergency after-hours call (435) 828-8241

##### **Uintah County:**

1140 West 500 South

Vernal, Utah 84078

For appointments call (435) 789-6300

For Emergency after-hours call (435) 828-8241

##### **Duchesne County:**

###### Roosevelt Office

285 West 800 South

For appointments call (435) 725-6300

For Emergency after-hours call (435) 823-6823

###### Duchesne Office

54 East 200 South

Duchesne, Utah 84021

For appointments call (435) 738-5512 or (435) 725-6300

For Emergency after-hours call (435) 822-6823

###### Ft. Duchesne

Ft. Duchesne, Utah 84026

For appointments call (435) 725-6300

For Emergency after-hours call (435) 823-6823

NCC also has other kinds of Mental Health care at additional locations. Other care may include day treatment or residential support services for adults. NCC provides these kinds of treatment when needed. You may ask your therapist about other services.

## SECTION 10 – EMERGENCY SERVICES

### ***What is an emergency?***

When you think your life is in danger, or that you may harm yourself or others, this may be an emergency.

### ***What are emergency services?***

These are services given to treat your emergency.

### ***How do I get emergency care?***

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

To get emergency care during regular working hours (Monday-Friday), call:

Manila	(435) 784-3006
Vernal	(435) 789-6300
Roosevelt	(435) 725-6300
Duchesne	(435) 822-6823

Also, you may go to the following outpatient locations between 8 a.m. and 5 p.m., Monday through Friday, and talk to a crisis worker right away:

Vernal Office  
1170 West 500 South  
Vernal, Utah 84078

Roosevelt Office  
285 West 800 South  
Roosevelt, Utah 84066

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

Also, day or night, you may go to any hospital emergency room or qualified provider for emergency care. 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 to tell us about the care they gave you.

***How do I get emergency care if I am out of the Center's geographic area?***

Go to any hospital emergency room or qualified provider and ask for help. 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 to tell us about the care they gave you.

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

No. You do not have to pay for emergency care. You will not have to pay for emergency care even if you get emergency care out of the area.

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

No. Medicaid will pay the ambulance company.

## **SECTION 11 – MENTAL HEALTH CARE IN A HOSPITAL**

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

Hospital care is usually called post-stabilization services. NCC must pre-approve hospital care. NCC uses the Acute Recovery Treatment Center at the Utah State Hospital, Utah Valley Regional Medical Center (both in Provo) and the University of Utah Neuropsychiatric Unit (in Salt Lake), for inpatient hospital care. If a different hospital treats your emergency and wants to admit you to the hospital, the hospital MUST call us for approval. We may have you stay at that hospital or we may transfer you to our hospital. It's important to let the hospital know NCC is your Medicaid Mental Health Provider so they may call us if they want to admit you. Local hospitals may call NCC to talk with us about your need for inpatient psychiatric care.

***How do I get mental health care in a hospital if I am out of the Center's geographical area?***

Go to the nearest hospital and ask for help. Again, be sure to let the hospital know you have Medicaid and that NCC is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to ensure they have the necessary approval. Out-of-area hospitals may call (435) 789-6300 to let us know they want to admit you for care.

## **SECTION 12 – SERVICES FROM NON-PLAN PROVIDERS**

***May I get mental health services from someone outside the Center?***

In special situations, you may go to a therapist outside the Center. You and the therapist must get approval before you get services outside NCC.

Call (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 the Center tell me the decision?***

Usually, we will make a decision on your request within fourteen (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 may file a grievance, if you are unhappy with our need to take more time. Also, you or your therapist may want us to take more time for some reason.

If so, let us know.

If you, your therapist or we think it's important to make a decision quickly, we will do so, generally in three (3) working days.

We will give you our decision in writing about your request, and we will contact the therapist too.

## **SECTION 13 – 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 the 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 not happy with this (See Section 9—Getting Mental Health Services.); or,
- Does not settle an appeal or grievance you have filed with us as soon as we are supposed to.

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

We will send you a letter called a “Notice of Action.” You may appeal the action.

## **SECTION 14 – APPEALS**

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

An appeal is your request to have us look at the action again to see if we made the best decision.

### ***Who may file an appeal?***

You, your legally authorized representative, or your provider may file an appeal. We'll also include an appeal form with your Notice of Action letter.

### ***When does an appeal have to be filed?***

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 let us know within ten (10) days and in other situations, within thirty (30) days of the date on the actual Notice of Action letter. We will let you know which time period fits your situation.

### ***When will the Center tell me the decision on my appeal?***

Usually, NCC will give you a written decision within fifteen (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, your provider or we think it's important to make a decision on your appeal quickly, we will usually make a decision within three (3) working days.

## **SECTION 15 – MEDICAID FAIR HEARING**

### ***What may 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 may do: You, your legally authorized representative, or your provider may ask for a Fair Hearing with Medicaid.

In these situations, we will tell you in a letter that you may request a Medicaid Fair Hearing. The letter will tell you how and when to request the Medicaid Fair Hearing. We will also give you the Medicaid Fair Hearing request form to send to Medicaid. You must ask for a Medicaid Fair Hearing in writing.

If you want, you may bring an attorney with you to the Medicaid Fair Hearing.

## **SECTION 16 – COMPLAINTS/GRIEVANCES**

### ***What if I have a complaint?***

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

### ***How do I file a grievance?***

You, your legally authorized representative, or your provider may file a grievance. You may call us at (435) 789-6300. Tell the receptionist that you want to talk with the Administrative Services Director to file a grievance. If you want to talk to us about it in person, come into the Vernal or Roosevelt office and tell the receptionist that you wish to meet with NCC's Administrative Services Director to file a grievance. You may

also give it to us in writing. Tell the receptionist to give your written grievance to the Administrative Services Director or mail it to:

**Administrative Services Director**

**P. O. Box 1908**

**Vernal, Utah 84078**

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

### ***When will the Center tell me the decision on my grievance?***

NCC will give you a decision with forty-five (45) calendar days after we get your grievance. We will either talk to you about our decision, or we will send you a letter. If you gave us your grievance in writing, we will always send you a letter back.

## **Section 17- Privacy**

### ***Who may read or get copies of my medical record?***

NCC follows federal laws about privacy of your medical record. NCC 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 the Center.

## **SECTION 18 – CENTER OPERATIONS**

What if I want to know more about how the Center operates?

If you ask, we will give you more information on how we choose providers and what is required of them, on our grievance system and on our confidentiality policy. You may also ask for a copy of Preferred Practice Guidelines.