

*The Mission of  
Wasatch Mental Health*

is to provide easily accessible,  
quality mental health services  
to individuals and families  
living in Utah County  
and to provide community  
education and information on  
the advances in mental health  
treatment and recovery.

P. LaMar Eyre, MSW, LCSW, Executive Director

Administrative Office  
(Westpark Building)  
750 North 200 West, Suite 300  
Provo, UT 84601  
Phone: (801) 373-4760  
Fax: (801) 373-0639

American Fork Office  
578 East 300 South  
American Fork, UT 84003  
Phone: (801) 492-3320  
Fax: (801) 492-3350

Spanish Fork Office  
607 Kirby Lane  
Spanish Fork, UT 84660  
Phone: (801) 794-6700  
Fax: (801) 465-5394

Medicaid Information Line (801) 538-6155 or 1-800-662-9651



Wasatch Mental Health is the Service Provider for  
Medicaid Clients of Utah County.

Wasatch Mental Health is a non-profit, public agency governed by the  
County Commissioners of Utah County.



Wasatch Mental Health

# Medicaid Member Handbook

Medicaid Mental Health Services

Your Guide to Medicaid  
Mental Health Services in  
Utah County

Date: August 2003

This handbook explains your Medicaid mental health benefits provided in Utah County by Wasatch Mental Health (the Center).

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 receive 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 Choice of Provider, page 5.)

Wasatch Mental Health provides long and short-term care for children, youth, and adults who live in Utah County and are covered by the Utah State Medicaid mental health insurance program, also called Prepaid Mental Health Plan. All the information that you will need for obtaining mental health services are included in this handbook.

If you need mental health services, call Wasatch Mental Health at (801) 373-4766. A staff member will assist you with scheduling, office locations, and treatment services.

For information or questions on anything other than treatment, contact Wasatch Mental Health's main office at (801) 373-4760.

You may get a copy of this handbook at least once a year. Ask any staff member for a copy.

If you would like a copy of this handbook in Spanish, audio tape, or compact disc (CD), please call (801) 373-4766.

Si desea obtener una copia en español de este folleto, un casete audible o un disco compacto (CD), por favor llame al (801) 373-4766.

For questions or more information about Center services, call (801) 373-4766, or visit our Web site at [www.wasatch.org](http://www.wasatch.org)

## Wasatch Mental Health Directory

### Westpark Building ♦ 750 North 200 West, Provo, UT 84601

Admissions  
Suite 102  
(801) 373-4766

Medication Services  
Suite 201  
(801) 373-9656

Adult Case  
Management  
Suite 108  
(801) 373-7394

Youth  
Outpatient  
Suite 205  
(801) 377-1213

Adult Outpatient  
Suite 203  
(801) 373-9656

Homeless Services  
(WATCH)  
Suite 102  
(801) 373-4766

### Parkview Campus ♦ 1161 East 300 North, Provo, UT 84606

Parkview Building  
Stride - Respite -  
Special Needs Children  
Adoption Services  
(801) 373-4765

Lakeview Building  
Adult Day Treatment  
Services  
(801) 373-7443

IRT Building  
Adult Intensive Residential  
Treatment Services  
(801) 373-4668

Vantage Point Building  
Youth Services Crisis Center  
(801) 373-2215

New Vista Building  
Male Juveniles Offending  
Sexually  
Outpatient, Day Treatment,  
and Residential Services  
(801) 373-4765

Mapleview Apartments  
Subsidized Housing for the  
Mentally Ill  
(Provo City Housing  
Authority - Owner)

### Wasatch House (Clubhouse) ♦ 605 East 600 South, Provo, UT 84606 (801) 373-7440

Medicaid Information Line (801) 538-6155 or 1-800-662-9651

*When will the Center tell me the decision on my grievance?*  
Wasatch Mental Health will give you a decision within 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 give us your grievance in writing, we will always send you back a letter.

**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 to the Center.

**Center Operations**

*What if I want to know more about how the Center operates?*  
We will answer any questions you have, including questions about our grievance system, billing practices, confidentiality policy, or how we choose providers and what is required of them. We will also give you a copy of the Utah State Division of Mental Health Preferred Practice Guidelines.

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**Covered Services**

*What services does Wasatch Mental Health provide?*

The Center provides Inpatient psychiatric hospital services 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, certified case managers, etc.



For questions or more information about Center services, call (801) 373-4766, or visit our Web site at [www.wasatch.org](http://www.wasatch.org)

**Medicaid Fair Hearings**

*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 our decision letter that you may request a Medicaid Fair Hearing. The letter will tell you how and when to request 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 may bring an attorney with you to the Fair Hearing.

**Complaints/Grievances**

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

If you have a complaint with the Center about anything other than an action, this is called a grievance. You, your legally authorized representative, or your provider may file a grievance. You may call us at (801) 373-4760 and ask to talk to the Center’s customer service representative. You may also give your grievance to us in writing by giving it to any Wasatch Mental Health staff member, putting it in a suggestion box located in waiting rooms, or mailing 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 Wasatch Mental Health about your complaint, you may call Medicaid anytime at (801)538-6155 or 1-800-662-9651.



Medicaid Information Line (801) 538-6155 or 1-800-662-9651

*How will I know if the Center is taking an action?*  
We must 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 written request to have us look at our 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 will include an appeal form with your Notice of Action letter.

*How long do I have to file my 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.

*When will the Center tell me the decision on my appeal?*  
Wasatch Mental Health 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.



For questions or more information about Center services, call (801) 373-4766, or visit our Web site at [www.wasatch.org](http://www.wasatch.org)

**Services Not Covered by the Prepaid Mental Health Plan**

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

**Choice of Provider**

*May I choose my mental health provider?*  
Yes. You may talk with us at anytime about your choice of doctor, therapist, or case manager that is right for your needs. In special situations, you may go to a therapist outside the Center.

**Transportation**

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

**Public Transportation**

If you do not have your own transportation to and from your mental health appointments, you may 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 the Center for assistance at:

Adult Community Services (801) 373-7394  
Youth Case Management (801) 377-1213



Medicaid Information Line (801) 538-6155 or 1-800-662-9651

### Center Shuttle Van

Shuttle van services are available for adults and supervised children needing transportation between Wasatch Mental Health treatment locations. Call (801) 373-7394 for shuttle van schedule information and additional assistance if needed.

### Interpreter Services

*What if I need an interpreter?*

We know 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 (801) 373-4766.

If you are hard of hearing, telephone relay service is available by calling Relay Utah at: 711

If your impairment is speech related, call 1-888-346-5822 and a specially trained person will assist you.

If you are hearing or speech impaired and Spanish speaking, call 1-888-346-3162. This service will also translate your concerns into English. There is no charge for these services unless you are calling long distance. If you need a TTY telephone, call 1-866-772-8824 or 1-801-530-6796 for assistance.



For questions or more information about Center services, call (801) 373-4766, or visit our Web site at [www.wasatch.org](http://www.wasatch.org)

your Medicaid mental health services if you live in Utah County. You may have to pay for care that we have not approved.

*When will I be told if I can see someone outside the Center?*

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 may file a grievance (see Complaints/Grievances, page 17) if you are unhappy with our need for more time. 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 due to 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, too.

### Actions

*What are Center actions?*

Actions are when Wasatch Mental Health:

- Denies (turns down) or approves fewer services than you wanted
- Decreases the number of services or ends a service we had previously approved and you do not agree and tell us you don't want the change
- Denies payment for a service that you might have to pay for
- Does 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 11)
- Does not settle an appeal or grievance you have filed with us as soon as we are supposed to



Medicaid Information Line (801) 538-6155 or 1-800-662-9651

## 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. The Center uses Utah Valley Regional Medical Center located at 1034 North 500 West, Provo, UT. Inpatient hospital care is also called post-stabilization services. 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 another hospital. It's important to let the hospital know that Wasatch Mental Health is your Medicaid mental health provider so they can call us before they admit you. The hospital can call (801) 373-7393 to talk with us about your need for inpatient care.

*How do I get mental health care in a hospital if I am outside of Utah County?*

Go to the nearest hospital and ask for help. Be sure to let the hospital know you have Medicaid and that Wasatch Mental Health is your Medicaid mental health provider. It is the hospital's job to call us before they admit you to ensure they have the necessary approval. The hospital must call (801) 373-7393 to let us know they want to admit you for care.

## 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 Wasatch Mental Health. Call (801) 373-4766 and ask for the program manager to talk about your request. Remember, Wasatch Mental Health is the only mental health agency that can approve



For questions or more information about Center services, call (801) 373-4766, or visit our Web site at [www.wasatch.org](http://www.wasatch.org)

*May I get this handbook in another language or format?*

Yes. We have this handbook and other important written information in Spanish. This handbook is also available on audio tape or compact disc (CD) in both English and Spanish. To get a copy of this handbook in Spanish, or the audio tape or compact disc (CD) in English or Spanish, call (801) 373-4766.

## Servicios de Intérprete

*¿Qué pasa si necesito a un intérprete?*

Sabemos que puede ser difícil hablar con su terapeuta si su lengua materna no es el inglés o si tiene dificultades para escuchar. Puede que tengamos terapeutas que hablan su idioma o se comunican con lenguaje de signos. Usted puede solicitar sus servicios, o puede solicitar a un intérprete. El servicio de intérpretes es gratuito y está disponible en todos los idiomas, incluyendo lenguaje de signos. Un intérprete le puede ayudar en el teléfono y acompañarle a sus citas de salud mental. Ellos le ayudarán a hablar y a entender lo que le está diciendo su terapeuta. Para solicitar los servicios de un intérprete o un terapeuta que hable su idioma o se comunique por medio de signos, llame al (801) 373-4766. Si usted tiene dificultades para escuchar, hay servicios de relé telefónico disponibles llamando a Utah Relay al: 711

Si su discapacidad está relacionada con el habla, llame al 1-888-346-5822 y una persona con entrenamiento adecuado lo ayudará.

Si usted tiene una discapacidad para escuchar o hablar y es hispano-hablante, llame al 1-888-346-3162. Este servicio también traducirá al inglés sus preocupaciones. No habrá cargo alguno por estos servicios salvo que esté llamando de larga distancia. Si requiere de un número telefónico TTY/TTD, llame al 1-866-772-8824 o para recibir ayuda llame al 1-801-530-6796.



Medicaid Information Line (801) 538-6155 or 1-800-662-9651

*¿Puedo obtener este folleto en otro idioma o formato?*

Si. Nosotros también tenemos este folleto y otra información escrita importante en español. Este folleto está también disponible en casetes audibles o en discos compactos (CD) tanto en español como en inglés. Para obtener una copia en español de este folleto, o el casete audible o el disco compacto (CD) en inglés o en español, llame al (801) 373-4766.

## **Client Rights and Responsibilities**

*What are my rights as a client?*

As a client at Wasatch Mental Health, you have the right to:

- Get mental health care in our programs, services and activities 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 may contact the Center Customer Service Representative at (801) 373-4760, or Medicaid Constituent Services at 1-877-291-5583, or the federal Office for Civil Rights at 1-800-368-1019, TDD 1-800-537-7697 e-mail contact: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)  
Web site: [www.hhs.gov/ocr](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 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



For questions or more information about Center services, call (801) 373-4766, or visit our Web site at [www.wasatch.org](http://www.wasatch.org)

*How do I get mental health emergency services?*

Wasatch Mental Health has 24-hour emergency services seven days a week. You may call anytime to talk with a crisis worker. To get emergency help during the day, call our crisis number at (801) 373-7393, or you may go to our main office located at 750 North 200 West, Suite 102, Provo, UT, between 8 a.m. and 5 p.m., Monday through Friday, and talk to a crisis worker right away. After 5 p.m., call (801) 373-7393 and ask to speak with the crisis worker. Also, day or night, you may go to any hospital emergency room or qualified provider for emergency care and show them your Medicaid card. You do not have to get pre-approval for emergency care. If you do not have your Medicaid card with you, tell them you have Medicaid and that Wasatch Mental Health is your mental health provider. Have the emergency provider call (801) 373-7393 to tell us about the care they gave you.

*How do I get emergency care if I am outside of Utah County?*

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 Wasatch Mental Health is your mental health provider. Have the emergency provider call (801) 373-7393 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 Utah County.

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

No. Medicaid will pay the ambulance company.



Medicaid Information Line (801) 538-6155 or 1-800-662-9651

*Are there other Center programs I may access directly?*  
Parents who have children with special needs or problems may also get help at the following locations:

### **GIANT Steps Program**

Wasatch Mental Health provides a pre-school for children with autism living in Alpine, Nebo, and Provo School Districts. The pre-school is located at Windsor Elementary School, 1315 North Main Street, 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 they are three years old.

### **School-Based Services**

Wasatch Mental Health provides help for elementary-aged children with mental health problems like abuse, trauma, anxiety, and depression. Parents needing help with their child may call (801) 373-4765. Ask for the program manager for School-based Services. The office is located at the Center's Parkview Campus, 1151 East 300 North, Provo, UT.

### **Vantage Point Youth Service Center**

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

### **Emergency Services**

*What is a mental health emergency?*  
When you think your life is in danger, or that you may harm yourself or others, this may be an emergency.



For questions or more information about Center services, call (801) 373-4766, or visit our Web site at [www.wasatch.org](http://www.wasatch.org)

- Get a copy of your medical record, and if appropriate, to ask that it be amended or corrected if the privacy rule in 45 CFR parts 160 and 164, subparts A and E, applies, as specified in 45 CFR part 164, subpart E, sections 164.524 and 526
- Get mental health services according to Wasatch Mental Health's access and quality standards

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

As a client at Wasatch Mental Health, 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 case 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, over-the-counter medications, herbs, etc.
- Complete any surveys Wasatch Mental Health 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



Medicaid Information Line (801) 538-6155 or 1-800-662-9651

## 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 and give permission to someone you choose to act for you 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, call (801) 373-4766 or talk to your therapist or case manager.

## 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 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.
- You ask for and keep getting mental health services during an appeal with Wasatch Mental Health 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



For questions or more information about Center services, call (801) 373-4766, or visit our Web site at [www.wasatch.org](http://www.wasatch.org)

## Getting Mental Health Services

*How do I ask for mental health services?*

Make an appointment with the Wasatch Mental Health clinic nearest your home, or call (801) 373-4766. (See locations and telephone numbers, pages 11 and 12.) If you need services in the evenings, let us know when you call. Evaluations and some therapy services are provided during the evenings.

If you need emergency care, you will be seen right away. (See Emergency Services, pages 12 and 13.) 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.

*Where do I go for mental health services?*

Wasatch Mental Health has three locations in Utah County where you can get all Center services. You may get services at our:

- North Utah County American Fork office located at 578 East 300 South, American Fork, UT (801) 492-3320
- Provo office located at 750 North 200 West, Suite 102, Provo, UT (801) 373-4766
- South Utah County Spanish Fork office located at 607 Kirby Lane, Spanish Fork, UT (801) 794-6700



Medicaid Information Line (801) 538-6155 or 1-800-662-9651