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Behavioral Health Services
Medicaid Member Handbook

Valley

Summit and Tooele Counties



Table of Contents

| | |
|---|----|
| Introduction..... | 1 |
| Services Available | 2 |
| Services Not Covered By Valley..... | 3 |
| Transportation | 3 |
| Interpreter Services | 4 |
| Servicios de intérpretes | 5 |
| Getting Mental Health or Substance Abuse Services | 6 |
| Office Locations | 6 |
| Choosing Providers | 7 |
| Emergency Services | 8 |
| Mental Health Care in a Hospital | 9 |
| Payment for Services..... | 9 |
| Client Rights and Responsibilities | 11 |
| Actions..... | 13 |
| Appeals | 14 |
| Medicaid Fair Hearings | 15 |
| Complaints/Grievances | 16 |
| Advance Health Care Directives | 17 |
| Privacy | 17 |
| Valley Operations..... | 17 |

Introduction

As a Medicaid member, you are part of the Prepaid Mental Health Plan (PMHP). If you live in Summit County or Tooele County, your PMHP provider is Valley Behavioral Health (Valley). We will provide you with mental health and substance abuse services if you need them.

This handbook explains the Medicaid mental health and substance abuse services that we cover. You can get this handbook and other written information in Spanish. You can also get this booklet on compact disk (CD) in either English or Spanish. For help, call us at the Valley office nearest your home. (See Valley's office locations starting on page 6.)

Como miembro del Medicaid, usted es parte del 'Prepaid Mental Health Plan' (PMHP). Si usted vive en Summit County o Tooele County, su proveedor de PMHP es Valley Behavioral Health (Valley). Valley provee los servicios de la salud mental y el abuso de sustancias si usted los necesita.

Este manual explica los servicios de Medicaid de la salud mental y el abuso de sustancias que el PMHP cubre bajo del programa de Medicaid. Usted puede obtener esta guía y otra información en español. También puede obtener este folleto en disco compacto (CD) en inglés o español. Para obtener ayuda, llame la oficina Valley mas cercano a su hogar. (Véase *Obtener Servicios de la Salud Mental o Servicios de Abuso de Sustancias*, página 5.)

We provide mental health and substance abuse services for children, youth and adults. If you need mental health or substance abuse services, call us at the Valley office nearest your home. (See *Getting Mental Health or Substance Abuse Services*, page 6.)

Services Available

What mental health and substance abuse services are covered?

Inpatient hospital care for mental health problems and outpatient services for mental health and substance abuse problems are covered.

Outpatient mental health and substance abuse services include:

- Evaluations
- Psychological testing
- Individual, family and group therapy
- Individual and group therapeutic behavioral services
- Medication management
- Individual skills training and development
- Psychosocial rehabilitation services (day treatment)
- Targeted case management services
- Peer support services

We will offer you services after meeting with you to talk about what you need. We will tell you about providers who are taking new clients. We will also tell you the non-English languages spoken that our providers speak. Services are provided by licensed mental health and substance abuse professionals, including doctors, nurses, psychologists, licensed clinical social workers, substance abuse counselors, other professional counselors, targeted case managers, and others.

If you want more information on any of these services, call us at the Valley office nearest your home. See page 6 for office locations

Are any other services covered?

Yes, other covered services are:

- Electroconvulsive therapy (ECT)*
- Interpreter services

If you have Traditional Medicaid, there are other services that can be covered based on your needs. These services are:

- Respite care*

- Psycho-educational services*
- Personal services*
- Supportive living*

*These services are not covered if you are getting services for substance abuse problems only.

If you have questions, your provider will talk with you about these services.

Services Not Covered by Valley

What services might be covered by Medicaid but not by Valley?

Some of the services that might be covered by Medicaid or your physical health plan but not by Valley are:

- Medical care, including medical detoxification in hospital for a substance abuse problem
- Dental care
- Vision care
- Pharmacy services

Methadone maintenance services for substance abuse problems are not covered by Valley. If you need this service, you can get it from a Medicaid methadone maintenance service provider. If you have questions, call Medicaid at 1-800-662-9651.

If you have questions about these services or any other services that might be covered by Medicaid, call your physical health plan, or Medicaid at 1-800-662-9651.

Transportation

How can I get help with transportation to my mental health services at Valley?

Traditional Medicaid Members

Transportation to your mental health services might be available.

Summit County:

If you do not have your own transportation to and from your mental health services, and live in the Park City area, you can

use the free Park City Shuttle. They can be contacted at 800-453-1360. If you need transportation in other parts of Summit County or if you have special needs, call us at the Valley Park City office at 435-649-8347.

Tooele County:

If you need help with transportation to and from your mental health services, call us at the Valley Tooele office at 435-843-3520.

Non-Traditional Medicaid Members

Transportation to your mental health services is not covered by Medicaid.

How can I get help with transportation to my substance abuse services?

Traditional Medicaid Members 435-649-9079

Transportation to substance abuse services is not covered by Valley. Transportation to substance abuse services might be covered under Medicaid's transportation program. For more information, please refer to the Medicaid Member Guide. It has complete information on transportation covered by Medicaid. To ask for a copy, or if you have questions, call Medicaid at [1-866-608-9422](tel:1-866-608-9422). You can also find information online at medicaid.utah.gov.

Non-Traditional Medicaid Members

Transportation to your substance abuse services is not covered by Medicaid.

Interpreter Services

What if I need an interpreter?

We know that it can be hard to talk with your provider if your first language is not English or you are hard of hearing. We might have

providers who speak or sign your language. You can ask to get services from them, or you can ask for an interpreter. Interpreters [javascript:void\(0\)](#)are free and available in all languages, including sign language. An interpreter can help you over the phone or be with you at your mental health or substance abuse visits. The interpreter will help you and your provider understand each other. To ask for an interpreter or a provider who can speak or sign your language, call us at the Valley office nearest your home. See page 6. for office locations.

What if I want to call Valley and I am deaf, hard of hearing or have a hard time speaking?

You can call **Relay Utah at 711**. If you have a hard time speaking, you can also call **Speech-to-Speech Relay Utah at 1-888-346-5822** and a trained person will help you. If you speak Spanish and are deaf, hard of hearing or have a hard time speaking, call **Spanish Relay Utah at 1-888-346-3162**.

Servicios de intérpretes

¿Qué sucede si necesito un intérprete?

Sabemos que es difícil hablar con su proveedor si su primer idioma no es inglés o usted es sordo o mudo. Es posible que tengamos proveedores que hablen su idioma. Usted puede pedirles servicios a esos proveedores o puede pedir por un intérprete. Los intérpretes son gratis y están disponibles en todos los idiomas incluyendo en hablar por señas. Un intérprete también puede ayudarlo por teléfono, y estar con usted en sus citas de salud mental o sustancias du abuso. El interprete puede ayudarle entender lo que sus proveedor le estar diciendo.

Para pedir por un intérprete o un proveedor que hable su idioma o por señas, favor de llamar la oficina Valley mas cercano a su hogar. (Véase *Obtener Servicios de la Salud Mental o Servicios de Abuso de Sustancias*, página 6.)

¿Qué sucede si quiero llamar al Valley y soy sordo, no oigo bien o tengo problema en hablar?

Usted puede llamar a **'Relay Utah' al 711**. Si usted tiene dificultad en hablar, usted también puede llamar a **'Speech-to-Speech Relay Utah' al 1-888-346-5822** para recibir ayuda. Si usted hablar español y es sordo, no oyes bien o tiene dificultad en hablar, llame a **'Spanish Relay Utah' al 1-888-346-3162**.

Getting Mental Health or Substance Abuse Services

How do I get mental health or substance abuse services?

Call us at the Valley office closest to you. See the office locations and telephone numbers below. If you need services in the evenings, let us know when you call. Evaluations and some therapy services can be provided in the evenings.

How quickly can I be seen?

If you need emergency care you will be seen right away. (See *Emergency Services*, on page 8.) We will give you urgent care for conditions that need to be taken care of right away, but that are not 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 condition changes and you think you need to be seen sooner, please call us. We will talk about your needs again.

Office Locations

Where do I go for mental health or substance abuse services?

We have offices in Summit & Tooele counties. You can call the office closest to you.

Summit County Park City Adult & Children Services

1735 Sidewinder Drive
Park City, UT
435-649-8347

Kamas Adult & Children Services

110 North Main,
Kamas, UT
435-649-8347

Coalville Adult & Children Services

142 South 50 East,
Coalville, UT
435-649-8347

Tooele County

Tooele Adult Services

100 South 1000 West
Tooele, UT 84074
435-843-3520

Tooele Children's Services

29 South Main St
Tooele, UT 84074
435-566-5927

Wendover Adult & Children Services

606 Aria Blvd
Wendover, UT
435-843-3520

Choosing Providers

Can I choose my Valley provider?

Yes, you can talk to us at any time about the provider you would like to see. If you live in Summit County call 435-649-8347 and ask for the Operations Manager. If you live in Tooele County call 435-843-3520 and ask for the Operations Manager.

Can I get mental health or substance abuse services from someone outside Valley?

In some situations, you can go to a provider outside of Valley. You and the provider must get approval before you get services outside of Valley. For more information, call us at your local Valley office and ask for a list of outside providers.

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

If the provider has a written agreement with us, we can usually decide within 14 calendar days after you ask. Sometimes, we need more time to make a decision. We will let you know about this in writing. If we need to take more time, you may file a grievance if you are unhappy about this decision. If you or your provider wants us to take more time making the decision, let us know.

If you, or your provider, think it is important to make a decision quickly and we agree, we will try and make a decision in 3 working days. We will give you our decision in writing and also let the provider know of what our decision is.

If the provider does not have a written agreement with us, we will always make a decision within 14 calendar days.

Can I get a second opinion?

Yes. You can get a second opinion about your mental health or substance abuse problem or services. There is no cost to you for a second opinion. If you would like a second opinion, and you live in Summit County, call 435-649-8347. If you live in Tooele County, call 435-843-3520. When you call, ask for the Program Manager.

Emergency Services

What is an emergency?

- When you think your life is in danger
- When you believe you might harm yourself or others
- When your safety or others' safety is at risk

What are emergency services?

These are mental health or substance abuse services given to treat your emergency.

How do I get emergency services?

We have 24-hour emergency services seven days a week. We do not require prior approval for emergency services. You can call us any time and ask to talk to a crisis worker.

To get emergency mental health care day or night:

Summit County: Call 435-649-8347 24 hours/day or toll-free at 1-888-949-4864

Tooele County: Between 8:00 a.m. to 5:00 p.m., call 435-843-3520 or toll-free at 1-888-949-4864

After hours, call 435-882-5600 or toll-free at 1-888-949-4864

We will help you with your emergency, and direct you to a treatment location if needed.

If you don't want to call first, between 8 a.m. and 5 p.m. Monday through Friday you can come right away to our offices and talk to a crisis worker.

Also, day or night, you can go to any hospital emergency room for emergency care. Even if you are out of town, go to the nearest hospital emergency room. You do not need approval from us before you get emergency services.

Mental Health Care in a Hospital

How do I get mental health care in a hospital?

Mental health care in a hospital after an emergency is usually called post-stabilization care services.

We use Highland Ridge Hospital for mental health care in a hospital.

Highland Ridge Hospital
7309 South 180 West, Midvale, Utah

If Highland Ridge or other hospital treats your emergency and wants to admit you, the hospital must call us toll-free at 1-888-949-4864 to ask for approval. It's important to let the hospital know Valley Behavioral Health is your Medicaid mental health provider so they can call us if they want to admit you. We might have you stay at that hospital or we might transfer you to Highland Ridge.

Payment for Services

Hospital Emergency Room Services

Will I have to pay for services in a hospital emergency room?

You will not have to pay for emergency services in a hospital emergency room.

Mental Health Care in a Hospital

Will I have to pay for mental health care in a hospital?

There is a \$75 co-pay for each hospital admission.

- However, no hospital can charge more than the co-pay that Medicaid requires.

Outpatient Mental and Substance Abuse Services

Will I have to pay for outpatient mental health or substance abuse services?

Non-Emergency Outpatient Services

You might have to pay your provider for a non-emergency outpatient service if:

- You get a service that is not covered by us or Medicaid; or
- You get a service that is not pre-approved by us (the provider or you tried to get approval, but we denied the request or approved less than was asked for); or
- You do not go to a Valley provider.

If any of the above happens, your provider might ask you to pay for the service. You should only be billed for the service if all four things below are met:

- The provider has a written policy for billing all patients for services that are not covered, not just Medicaid patients;
- The provider tells you before you get the service that you will have to pay for the service;
- You agree to pay for the service; and
-

- There is a written agreement signed by you and the provider that says what the service is and how much you will have to pay.

NOTE: If we did not approve a service you or your provider asked for, you can appeal this decision with us before you agree to pay for the service. See section “How do I file an appeal” on page 15.

You might also have to pay your provider for a service if:

- You ask for and get services during an appeal with or during a Medicaid state fair hearing. You would only have to pay if the appeal or state fair hearing decision is not in your favor. Learn more about fair hearings on page 15.
- You are not on Medicaid when you get the service.

Emergency Outpatient Services

You will not have to pay for emergency outpatient services.

Ambulance Services for Emergency Care

You will not have to pay for ambulance services for emergency care.

Client Rights and Responsibilities

What are my rights as a client?

As a client, you have the right to:

- Get mental health and substance abuse services regardless of your age, race, color, national origin, ancestry, creed or religion, disability, sex, sexual orientation, gender identity, political affiliation, or any other designation stipulated by applicable state and federal law. If you feel you have been treated unfairly or discriminated against for any reason, please call any of the numbers listed below:
 - Your local Valley office and ask for the Program Manager; or
 - Our toll free at 1-888-949-4864 and ask for the Client Advocate or direct at 801-263-7135.

- Medicaid Constituent Services at 1-877-291-5583;
- Federal Office for Civil Rights at 1-303-844-2024, or email at OCREmail@hhs.gov, or you can go to their website at: www.hhs.gov/ocr.
- Get information on the Prepaid Mental Health Plan that is easily understood, in common languages and in other formats;
- Be treated with respect and dignity;
- Have your privacy protected;
- Get information on other types of treatment in a way that is easily understood;
- Take part in decisions about your mental health or substance abuse services, including the right to refuse treatment;
- Get a second opinion at no cost to you;
- Be free from restraint or seclusion if it is used to force, discipline, to retaliate, or for convenience;
- Get a copy of your medical records and to ask that it be amended or corrected, when allowed by federal law;
- Get mental health or substance abuse covered services in the amount you need and when you need them; and
- Use your rights at any time and not be treated badly if you do.

What are my responsibilities as a client?

- Keep your appointments and cancel 24-hours in advance;
- Be on time for your appointments. If you are a parent/guardian and your child is in treatment, you are responsible to make sure your child comes for scheduled appointments;
- Participate with your therapist in your treatment plan and care;
- Tell the Valley secretary or your therapist and your Medicaid eligibility worker of changes in your address, phone number, insurance, or financial situation;

- Tell medical staff of all medications you are taking. This includes medical and mental health prescriptions and over-the-counter medications, herbs, etc.;
- Complete surveys about the services we give you;
- Respect the property, comfort, and confidentiality of clients and staff;
- Follow program participation guidelines; and
- Notify your treatment provider when you want to stop getting services.

Actions

What are actions?

Actions are when we:

- Denies (turns down) or approves fewer services than you wanted;
- Denies payment for a service that you might have to pay for;
- Does not offer your first 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 and Substance Abuse Services, page 6.);
- Does not settle an appeal or grievance you have with us as soon as we are supposed to;
- Does not reach a decision about approving a subcontractor who provides your services within a 14-day required time-frame; or
- Your provider reduces or stops a service previously approved. If you agree with the change, it is not an action. It is only an action if you tell us you don't want the change.

How will I know if Valley is taking an action?

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

Appeals

What is an appeal?

An appeal is when you ask us to review our action to see if we made the best decision.

Who can file an appeal?

You, your legally authorized representative, or your provider, can file the appeal. If your provider files the appeal, you must give your written consent.

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 most situations, you must tell us you want to file an appeal within 90 days from the date on the Notice of Action letter.

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 us toll free at 1-888-949-4864 and ask for the Client Advocate or call the Client Advocate direct at 801-263-7135.

Can I keep getting services if I file an appeal?

If our action was to reduce or stop services we had previously approved, you need to tell us if you want to keep getting those services. If you file your appeal in the timeframe required and you ask that those services continue, we will keep giving you these services. You might have to pay for the services if the appeal decision is not in your favor. If you are appealing any other kind of action and have questions about services during your appeal, call us toll free at 1-888-949-4864 and ask for the Client Advocate or call the Client Advocate direct at 801-263-7135.

When will Valley tell me the decision on my appeal?

Usually, we will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we might need more time to make the decision. If we need more time, we will let you know in writing. Also, you might 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 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 our appeal decision letter, we will tell you 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 using the form we give you.

At a fair hearing, you can speak for yourself, or you can have a relative, friend, lawyer or anyone else you would like to speak for you. Before and during the fair hearing, you, and any person helping you, can present documents. Also, you, and any person helping you, can present documents. Also, you, and any person helping you, can look at all the documents that will be used at the fair hearing.

If you have questions or need help to fill out the form, call us toll free at 1-888-949-4864 and ask for the Client Advocate or call direct at 801-263-7135.

Can I continue my services if I ask for a fair hearing?

If the fair hearing is about our decision to reduce or stop services we have previously approved, you need to check the box on the fair hearing form asking that the services continue. If you request a fair hearing in the required timeframe and ask that we keep giving you services, we will continue to give you services. You

might 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, you can discuss your services during the fair hearing.

Complaints/Grievances

What if I have a complaint about Valley or my provider?

If you have a complaint about anything other than an action, this is called a grievance. Examples of grievances are complaints about the quality of care or services given to you, rudeness of a provider, or a provider not respecting your rights.

Who can file a grievance?

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

How do I file a grievance?

- You can talk to your provider or any Valley staff about your grievance; or
- You can call us toll free at 1-888-949-4864 and ask for the Client Advocate, and tell him/her you want to file a grievance; or
- Call the Client Advocate direct at 801-263-7135; or
- You can give it to us in writing. Give it to your provider or any staff member, or mail it to:

Valley Client Advocate
4460 South Highland Drive
Salt Lake City, Utah 84124
clientadvocate@valleycares.com

If you don't want to talk to us about your grievance, you can call Medicaid weekdays toll free at 1-877-291-5583.

What if I have questions or need help filing my grievance?

You can call us toll free at 1-888-949-4864 and ask for the Client Advocate or call direct at 1-801-263-7135.

When will Valley 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. Once we make a decision, we will either talk to you about our decision on your grievance, or we will send you a letter.

Advance Health Care Directives

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

You can give other people 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 get very sick and can't decide for yourself.

Once you have filled out the Advance Health Care Directive form, be sure to give a copy to each of your health care providers. You should also keep a copy and give one to your family members. If you would like the form or need more information, please call us toll free at 1-888-949-4864 and ask for the Client Advocate or call direct at 1-801-263-7135

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

Privacy

Who can read or get copies of my medical record?

We follow federal laws about privacy of your mental health and substance abuse record. We do 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 us or your provider.

Valley Operations

What if I want to know more about how Valley 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, and 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 and substance abuse services. Call us toll free at 1-888-949-4864 and ask to talk to someone at Quality Assurance Team or email qualityassurance@valleycares.com.

