

**WEBER  
HUMAN  
SERVICES**



**237 26<sup>th</sup> STREET \* OGDEN, UTAH 84401  
801-625-3700 or toll free at 844-625-3700**

**Medicaid Prepaid Mental Health Plan**

# **Behavioral Health Services Handbook**

**Weber & Morgan Counties**

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## **Section 1: Introduction**

As a Medicaid member you are part of the Prepaid Mental Health Plan (PMHP). If you live in Weber or Morgan County your PMHP provider is Weber Human Services (WHS). WHS will provide you with mental health and substance use disorder (SUD) services if you need them. This handbook explains the Medicaid mental health and substance use disorder services that WHS covers.

***Como miembro del Medicaid, usted es parte del 'Prepaid Mental Health Plan' (PMHP). Si usted vive en el Condado de Weber o Morgan su proveedor de PMHP es Weber Human Services (WHS). WHS provee los servicios de la salud mental y el uso de sustancias si usted los necesita. Este manual explica los servicios de Medicaid para la salud mental y el abuso de sustancias que el PMHP provee.***

## **How do I get information in another format?**

You can get this handbook and other written information in your language. You can also get this handbook and other written information on compact disk (CD) or other requested formats in your language. Information in another format is free. For help, call 801-625-3700 or toll free at 844-625-3700.

## ***¿Cómo puedo obtener información en otro formato?***

***Usted puede obtener esta guía y otra información en su idioma. También puede obtener esta guía y otra información escrita en disco compacto (CD) u otros formatos solicitados en su idioma. Información en otro formato es gratuita. Para obtener ayuda, llame a 801-625-3700 o 844-625-3700.***

WHS provides mental health and substance use disorder services for children, youth and adults. If you need mental health or substance use disorder services, call WHS at 801-625-3700 or toll free at 844-625-3700. (See *Getting Mental Health and SUD Services*, page 7).

## **Section 2: Services Available**

### **What mental health and SUD services are covered?**

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

### **Outpatient mental health and SUD services include:**

- Evaluations
- Psychological testing
- Individual and group therapy
- Family therapy
- Individual and group therapeutic behavioral services
- Medication management
- Individual skills training and development
- Psychosocial rehabilitation services (day treatment)
- Peer Support Services
- Detoxification from substances in a social setting
- Targeted case management services; and

WHS will offer you services after we meet with you to talk about what you need.

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, etc. After we meet, WHS will tell you which providers are appropriate for the services you need. We will also let you know if they are taking new clients and what other languages they speak. If you want more information on any of these services, call WHS at 801-625-3700 or toll free at 844-625-3700.

### **Are any other services covered?**

Yes, other covered services are:

- Electroconvulsive therapy (ECT)
- Interpreter services

There are some other services that might be covered based on your needs. These services are:

- Respite care
- Psychoeducational services
- Personal services

- Supportive living

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

### **Can I get a second opinion?**

Yes. You can get a second opinion about your mental health or SUD problem or services. There is no cost to you for a second opinion. If you would like a second opinion, call WHS at 801-625-3700 or toll free at 844-625-3700 and ask for the Compliance Supervisor.

### **Section 3: Services Not Covered by WHS**

#### **What services might be covered by Medicaid but not by WHS?**

Some of the services that might be covered by Medicaid or your physical health plan but not by WHS are medical dental and vision care. Medical care includes medical detoxification in a hospital for a substance use problem. If you have questions about these services or any other services that might be covered by Medicaid, call Medicaid at **1-800-662-9651** or your physical health plan.

Also, methadone maintenance services for SUD problems are not covered by WHS. 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**.

### **Section 4: Transportation**

#### **How can I get help with transportation to my outpatient mental health or SUD services?**

##### **Traditional Medicaid Members**

You may be able to get help with rides to your mental health and SUD services.

If you do not have a ride and there is bus service in your area, call the Department of Workforce Services (DWS) to get a bus pass:

- DWS: 801-526-0950 or toll-free at 1-866-435-7414.

If you cannot ride the bus or the bus is not available where you live, Logisticare may be able to help with non-emergency rides:

- Logisticare: Toll-free at 1-855-563-4403

In Weber County, UTA Flex Trans is a special bus that might be able to help:

- Flex Trans: 801-287-2263 or toll-free at 1-877-882-7272, ext. 6

To learn more about help with rides, see the Medicaid Member Guide. You can find the guide online or call Medicaid with questions:

- Medicaid Member Guide at [Medicaid.utah.gov](https://www.medicicaid.utah.gov) or
- Call Medicaid toll-free at 1-800-662-9651

You can also talk to us about your needs. If you are scheduling your first appointment, tell the WHS employee about your transportation needs. If you are getting services, talk to your therapist.

### **Non-Traditional Medicaid Members**

You do not get help with rides for services that are not an emergency.

## **Section 5: 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 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 SUD visits. The interpreter will help you understand what your provider tells you.

To ask for an interpreter or a provider who can speak or sign your language, call WHS at 801-625-3700 or toll free at 844-625-3700.

# **What if I want to call WHS 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 de abuso. El intérprete puede ayudarlo a entender lo que su proveedor le está diciendo.*

*Para pedir un intérprete o un proveedor que hable su idioma o por señas, llame a WHS a 801-625-3700 o 844-625-3700.*

### ***¿Qué sucede si quiero llamar a WHS 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 habla español y es sordo, no oyes bien o tiene dificultad en hablar, llame a ‘Spanish Relay Utah’ al 1-888-346-3162.*

## **Section 6: Getting Mental Health or SUD Services**

### **How do I get mental health or SUD services?**

Call WHS at 801-625-3700 or toll free at 844-625-3700 to make an appointment or come by our office at 237 26th Street in Ogden. If you need services in the evenings, let us know when you call. Evaluations and some therapy services may 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, Section 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 WHS at 801-625-3700 or toll free at 844-625-3700. We will talk about your needs again.

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

Our offices are located at 237 26th Street in Ogden.

## **Section 7: Choosing Providers**

### **Can I choose my provider?**

Yes, you can talk to us at any time about the provider you would like to see. Call WHS at 801-625-3700 or toll free at 844-625-3700.

### **Can I get mental health or SUD services from someone outside WHS?**

In some situations, you can go to a provider outside of WHS. You and the provider must get approval before you get services outside WHS. You do not need approval before you get emergency services. (*See Section 8 for Emergency Services.*) For more information, call us and ask for the Compliance Supervisor.

You can also get mental health and SUD services directly from a federally qualified health center (FQHC) without WHS approval.

Indian members may also get mental health and SUD services directly from an Indian health care provider without WHS approval.



## **When will I be told if I can see someone outside WHS?**

If the provider has a written agreement with WHS, 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 can file a grievance if you are unhappy about this. 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 what our decision is.

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

## **Section 8: 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?**

You can call the National Suicide Prevention Lifeline for emergency services, 24 hours a day, seven days a week including holidays, toll-free at 1-800-273-8255. You will be connected with a Utah crisis worker.

You can also talk to our crisis worker in person. You can come to our outpatient clinic between 8 a.m. and 5 p.m. and talk to a crisis worker.

Day or night, you can go to any hospital ER for emergency services, even if you are out of town.

You can get emergency services from any mental health or substance use disorder provider, even if they are not one of WHS providers.

You do not need pre-approval from WHS before you get emergency services from an ER or a provider that is not one of WHS providers.

## **Section 9: 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.

WHS uses:

McKay-Dee Hospital—4401 Harrison Boulevard, Ogden UT

Ogden Regional Hospital—5475 S 500 E, Ogden UT.

If a hospital wants to admit you after treating your emergency, the hospital **MUST** call WHS at 801-625-3700 or toll free at 844-625-3700 to ask for approval. It's important to let the hospital know WHS is your Medicaid mental health provider so they can call before they admit you. We might have you stay at that hospital or we might transfer you to another hospital.

## **Section 10: Payment for Services**

### **Hospital Emergency Room (ER) Services**

#### **Will I have to pay for emergency services in a hospital ER?**

You will not have to pay for emergency services in a hospital ER. If you have co-pays, there is a co-payment if you use the ER when it is not an emergency.

### **Mental Health Care in a Hospital**

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

If you have copays, the hospital can charge you a \$75 co-pay for each hospital stay, but you will not have to pay more than the co-pay.

Some Medicaid members do not have co-pays. You can look at Utah Medicaid's *Member Guide* for information on individuals who do not have co-pays.

### **Outpatient Mental Health and Substance Abuse Services**

#### **Will I ever have to pay for outpatient mental health or substance use disorder 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 WHS or Medicaid; or
- You get a service that is not pre-approved by WHS (the provider or you tried to get approval but WHS denied the request or approved less than was asked for); or
- You do not go to a WHS 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 WHS did not approve a service you or your provider asked for, you can appeal this decision with WHS before you agree to pay for the service. Section 13, “**How to file an appeal,**” explains how to appeal.

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

- You ask for and keep getting services during an appeal or a Medicaid Fair Hearing. You would 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.

## **Emergency Outpatient Services**

You will not have to pay for emergency outpatient mental health or SUD services.

## **Ambulance Services for Emergency Care**

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

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

## **Section 11: Client Rights and Responsibilities**

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

As a client, you have the right to:

- Receive mental health and substance use disorder services regardless of your age, race, color, national origin, ancestry, creed or religion, disability, sex, political affiliation, or any other designation stipulated by applicable state and national law. If you feel you have been treated unfairly or discriminated against for any reason, please call any of the numbers listed below:
  - Customer Care Manager at **801-625-3700** or toll free at **844-625-3700**
  - Medicaid Constituent Services toll-free at **1-877-291-5583**
  - Federal Office for Civil Rights at **1-303-844-2024**, or email at [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov), or you can go to their website at: [www.hhs.gov/ocr](http://www.hhs.gov/ocr).
- Get information on the Prepaid Mental Health Plan in a way 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 treatment decisions regarding your mental health or substance use disorder 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; and
- Get mental health or substance use disorder covered services in the amount you need and when you need them.
- Be able to exercise these rights and not be treated badly if I do.

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

- Keep your appointments and be on time.
- If you need to cancel an appointment, call the provider 24 hours in advance.
- Be involved in your treatment plan and care.
- Tell WHS and your Medicaid eligibility worker of changes in

your address, phone number, or insurance.

- Complete surveys about the services WHS has given you.
- Respect the property, comfort, and confidentiality of clients and staff, and
- Notify your treatment provider when you want to stop getting services.

## **Section 12: What is an Adverse Benefit Determination?**

### **An Adverse Benefit Determination is when WHS:**

- 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 SUD Services*, page 7);
- Does not settle an appeal or grievance you have with us as soon as we are supposed to;
- Does not make a decision about getting services you have asked for from a subcontractor as soon as we are supposed to; or
- Your provider reduces or stops a service previously approved. If you agree with the change, it is not an adverse benefit determination. It is only an adverse benefit determination if you tell us you don't want the change.

### **How will I know if WHS is making an adverse benefit determination?**

We will send you a letter called a Notice of Adverse Benefit Determination. You will have the right to appeal if you disagree with our adverse benefit determination.

## **Section 13: Appeals**

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

An appeal means our review of our adverse benefit determination to see if we made the best decision.

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

You, your legally authorized representative, or your provider, can ask for an appeal.

### **When do I have to ask for file an appeal?**

Your Notice of Adverse Benefit Determination will give you

information on asking for an appeal. It will tell you how soon you must ask for an appeal. In most situations, you must ask for an appeal within 60 days from the date on the Notice of Adverse Benefit Determination.

**What if I need help asking for an appeal?**

If you need help asking for an appeal, call 801-625-3700 or toll free at 844-625-3700 and ask for the Compliance Supervisor.

**Can I keep getting services if I ask for an appeal?**

Your services will not stop because you asked for an appeal. If our adverse benefit determination is to reduce or stop services, you need to tell us if you want to keep getting the services. If you ask for an appeal in the time frame required, and you ask that the services be continued in the time frame required, we will keep giving you the services. You might have to pay for the services if our appeal decision is not in your favor. If you are asking for an appeal of any other kind of adverse benefit determination and have questions about services during your appeal, call WHS at 801-625-3700 or toll free at 844-625-3700 and ask for the Compliance Supervisor.

**When will WHS tell me the decision on my appeal?**

Usually, we will give you a written decision within 30 calendar days after we get your appeal. Sometimes, we 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 72 hours.

**Section 14: 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.

If you have questions or need help filling out the form, call our Compliance Supervisor at 801-625-3700 or toll free at 844-625-3700. At a fair hearing, you can speak for yourself, or you can have a relative, friend, lawyer, or anyone else 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 look at all of the records that will be used at the fair hearing.

### **Can I keep getting my services if I ask for a Medicaid 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 WHS 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 adverse benefit determination, you can discuss your services during the fair hearing.

## **Section 15: Complaints/Grievances**

### **What if I have a complaint about WHS or my provider?**

If you have a complaint about anything other than an adverse benefit determination, 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 someone at WHS about your grievance; or
- You can call the Customer Care Manager at 801-625-3700 or toll free at 844-625-3700 and tell the Customer Care Manager you want to file a grievance; or
- You can give it to us in writing. Give it to your provider or any staff member, or mail it to:

Weber Human Services  
Customer Care Manager  
237 27<sup>th</sup> Street  
Ogden, UT 84401

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

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

Call the Customer Care Manager at 801-625-3700 or toll free at 844-625-3700.

**When will WHS tell me the decision on my grievance?**

We will give you a decision within 90 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.

**Section 16: Advance Health Care Directives**

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

An Advanced Health Care Directive is a legal document. In it you give permission to someone else to make health care decisions for you if you can't do it yourself. You can give another person specific instructions about decisions for your health care. This will allow you more control over your care.

Once you have filled out the Advance Health Care Directive form, be sure to give a copy to all 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 WHS at 801-625-3700 or toll free at 844-625-3700, or talk to your provider or case manager. 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 toll-free at 1-800-662-4157.

**Section 17: Privacy**

**Who can read or get copies of my medical record?**

WHS follows federal laws about privacy of your mental health and substance abuse record. WHS 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 WHS or your provider.

## **Section 18: WHS Operations**

### **What if I want to know more about how WHS 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 SUD services. Call WHS at 801-625-3700 or toll free at 844-625-3700.

### **Fraud, Waste and Abuse**

#### **What is health care fraud, waste and abuse?**

Doing something wrong related to Medicaid could be fraud, waste, or abuse. We want to make sure that health care dollars are used the right way. Fraud, waste, and abuse can make health care more expensive for everyone.

Some examples of fraud, waste, and abuse are:

#### **By a Medicaid Member**

- Changing the amount or number of refills on a prescription.
- Giving their Medicaid card to someone else to use.
- Lying to get medical or pharmacy services.

#### **By a Provider**

- Billing for services that have not been provided.
- Not reporting a patient's misuse of a Medicaid card.

If you would like to report suspected fraud or abuse, it can be reported to the Office of Inspector General by calling 801-538-6087 or 1-855-403-7283.



**237 26<sup>th</sup> Street**  
**Ogden UT 84401**  
**801-625-3700 or toll**  
**free at 844-625-3700**