

Medicaid Prepaid Behavioral Health Services Handbook

Provided by



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You can get this handbook and other written information in your language and in other formats (large print, audio, electronic and other formats) at no cost to you. For help, call us at 801-373-4760 or 866-366-7987. For TTY/TDY call Relay Utah at 711 or 800-346-4128.

Puede obtener este manual y otra información escrita en su idioma y en otros formatos (letra grande, audio, electrónico, y otros formatos) sin costo para usted. Para obtener ayuda, llámenos al 801-373-4760 o al 866-366-7987. Para TTY/TDY llamar Spanish Relay Utah at 888-346-3162.

This handbook is for Medicaid members who are on Utah Medicaid's Prepaid Mental Health Plan (PMHP).

If you live in Utah County, your PMHP is Wasatch Behavioral Health (WBH). WBH can help with mental health and substance use disorder (SUD) problems.

This handbook explains the services that WBH offers.

As your PMHP provider, you must get services through WBH.

Este manual es para miembros de Medicaid quienes están inscritos en el Plan de Salud Mental Prepagado (PMHP) de Utah Medicaid. Si usted vive en el condado de Utah, su proveedor de PMHP es Wasatch Behavioral Health (WBH). WBH puede ayudar con los problemas de salud mental y trastorno por uso de sustancias.

Este manual explica los servicios que ofrece WBH.

Como su proveedor de PMHP, debe obtener servicios a través de WBH.

You cannot choose a different mental health or SUD plan, but you might be able to choose your provider. See *Getting Mental Health and/or SUD Services*, pages 10-14.

Usted no puede elegir otro plan de salud mental o otro plan para trastorno de consumo de sustancias, pero es posible que pueda elegir su proveedor.

Other Languages

Free language assistance services are available to you. Please call WBH at 801-373-4760 or 866-366-7987

Spanish

Los servicios gratuitos de asistencia lingüística están disponibles para usted. Llame a WBH al 801-373-4760 o al 866-366-7987

Chinese

我們為您提供免費語言協助服務。請致電801-373-4760或866-366-7987聯繫WBH

Vietnamese

Dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho bạn. Vui lòng gọi cho Sức khỏe Tâm thần Wasatch theo số 801-373-4760 hoặc 866-366-7987

Korean

무료 어학 지원 서비스를 이용할 수 있습니다. Wasatch 정신 건강에 801-373-4760 또는 866-366-7987

Navajo

Díí baa akó nínizin: Díí saad bee yáníłti'go **Diné Bizaad**, saad bee áká'ánída'áwo'dęę', t'áá jiik'eh, éí ná hółq, kojí' hódííłnih 801-373-4760, 866-366-7987

Nepali

निःशुल्क भाषा सहायक सेवाहरू तपाईंका लागि उपलब्ध छन्। कृपया
Wasatch मानसिक स्वास्थ्यलाई फोन गर्नुहोस् 801-373-4760 वा
866-366-7987

Tongan

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau
tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea
teke lava 'o ma'u ia.

Telefoni mai 801-373-4760 pe 866-366-7987

Serbo-Croatian

Usluge besplatne jezične pomoći dostupne su vam. Nazovite
WBH na 801-373-4760 ili 866-366-7987

Tagalog

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga
serbisyo ng tulong sa wika nang walang bayad. Tumawag sa
801-373-4760, 866-366-7987

German

Kostenlose Sprachunterstützung steht Ihnen zur Verfügung.
Bitte rufen Sie WBH unter der Nummer 801-373-4760 oder
866-366-7987

Russian

Бесплатные услуги языковой поддержки доступны для вас.
Пожалуйста, позвоните в отдел психического здоровья
Wasatch по тел. 801-373-4760 или 866-366-7987

Cambodian

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ,
សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ
គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 801-373-4760,
866-366-7987

French

Des services d'assistance linguistique gratuits sont à votre disposition. Veuillez appeler WBH au 801-373-4760 ou au 866-366-7987

Japanese

無料の言語支援サービスを利用できます。WBH
(801-373-4760) または 866-366-7987

Arabic

العقلية بالصحة الاتصال يرجى. لك متوفرة المجانية اللغوية المساعدة خدمات
Wasatch 801-373-4760 أو 866-366-7987 على

Medicaid Mental Health and Substance Use Disorder (SUD) Services

WBH provides mental health and SUD services for children, youth, and adults.

Getting Mental Health Services

If you need mental health services, call the clinic nearest your home. For more information, see *Getting Mental Health and/or SUD services*, pages 10-14. You can also call WBH's main office at 801-373-4760 or 866-366-7987.

Getting SUD services

If you need SUD services, call our SUD clinic at 385-268-5000 or 844-773-7128. For more information, see *Getting Mental Health and/or SUD services*, page 10-14. You can also call WBH's main office at 801-373-4760 or 866-366-.

Covered Services

What mental health and SUD services are covered?

- Inpatient hospital care for mental health problems
- Outpatient services:
 - Evaluations
 - Psychological testing
 - Individual, group and family therapy
 - Individual and group therapeutic behavioral services
 - Group therapeutic behavioral services
 - Medication management
 - Individual skills training and development
 - Psychosocial rehabilitation services
 - Peer support services
 - Mobile crisis outreach services
 - Detoxification from substances in a social setting
 - Detoxification from substances in an outpatient setting

- Recreational therapy services
- Targeted case management services

Are any other services covered?

Yes, other services are:

- Electroconvulsive Therapy (ECT)
- Transcranial Magnetic Stimulation (TMS)
- Interpreter services

There are some other services WBH can provide:

- Respite Care
- Psychoeducational services
- Personal services
- Supportive living in a licensed residential support program

Your provider can talk with you about these services.

Wasatch will meet with you to talk about your needs and who might be the right person to help you. The people who will help you can be doctors, nurses, counselors, case managers, or others. If you want to know more about:

- *Mental health services, call us at 801-373-4760 or 866-366-7987*
- *SUD services, call us at 385-268-5000 or 844-773-7128.*

Transportation

How can I get help with rides to services to my outpatient mental health or SUD services?

If you do not have your own rides to services, you may be able to get help with rides.

- Ask for a Utah Transit Authority (UTA) Transit Card (bus pass) by calling Medicaid Health Program Representatives (HPRs) at 844-238-3091

- If UTA bus service is not available where you live or you cannot use the bus for some reason, ModivCare may be able to help with rides. Call ModivCare at 855-563-4403
- UTA Flex Trans is a special bus service that might be able to help: Flex Trans: 877-882-7272, ext. 6

To learn more about help with rides, see the *Utah Medicaid Member Guide*. The guide is online or you can ask for a copy:

- *Utah Medicaid Member Guide* at Medicaid.utah.gov
- Call Medicaid at 866-608-9422

You can also talk with your provider about rides, or call the WBH clinic nearest your home. See *Getting Mental Health and/or SUD services*, pages 10-14, or call us at our main numbers below:

For rides to mental health services: 801-373-4760 or 866-366-7987.

For rides to SUD services: 385-268-5000 or at 844-773-7128.

Interpreter Services

What if I need an interpreter?

We know it can be hard to talk with your provider if your first language is not English or you are deaf, hard of hearing, or have a hard time speaking. You can ask us for an interpreter. Interpreters are free and available in all languages, including American 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 and your provider understand each other. Also, we might have providers who speak or sign your language. To

ask for an interpreter, or a provider who can speak or sign your language, call:

- Our main office at 801-373-4760 or 866-366-7987
- Our mental health clinic nearest your home. See *Getting Mental Health and/or SUD services*, pages 10-14
- Our SUD clinic at 255 S. Orem Boulevard, Orem, UT, 385-268-5000 or at 844-773-7128

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

You can call **Relay Utah at 711 or 800-346-4128**. If you have a hard time speaking, you can also call **Speech-to-Speech Relay Utah at 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 888-346-3162**.

For more information about Relay Utah, go to their website at www.connectutah.com. If you need a telecommunications device (TTY), call Sprint Relay Customer Service at 800-676-3777, or TTY at 800-346-4128. In some cases, the TTY device might be available at little or no cost to you.

Servicios de intérpretes

¿Qué sucede si necesito un intérprete?

Sabemos que puede ser difícil hablar con su proveedor si su primer idioma no es inglés o si es sordo, tiene dificultades auditivas, o tiene dificultad para hablar. Usted puede pedir por un intérprete. Intérpretes son gratuitos y están disponibles en todos los lenguajes, incluyendo el lenguaje de señas. Un intérprete le puede ayudar por teléfono o acompañarlo a sus citas de la salud mental y para trastorno por consumo de sustancias. El intérprete puede facilitar la comunicación entre su proveedor y usted. También puede que tengamos proveedores que hablan su idioma o el

lenguaje de señas. Para solicitar un intérprete o un proveedor que pueda hablar o hacer señas en su idioma, llame al:

- Nuestra oficina principal al 801-373-4760 o 866-366-7987
- La clínica de salud mental más cercana a su hogar (consulte *Cómo obtener servicios de salud mental y / o para trastorno por consumo de sustancias* en la página 10-14)
- Nuestra clínica principal para trastornos por consumo de sustancias al 385-268-5000 o al 844-773-7128.
Oficina: 255 S. Orem Boulevard, Orem, UT.

¿Qué sucede si deseo llamar a WBH y soy sordo, tengo problemas de audición, o tengo dificultades para hablar?

Puede llamar a **Relay Utah al 711** o al **800-346-4128**. Si le resulta difícil hablar, también puede llamar a **Speech-to-Speech Relay Utah al 888-346-5822** y una persona capacitada lo ayudará. Si habla español y es sordo, tiene problemas de audición, o le cuesta trabajo hablar, llame a **Spanish Relay Utah al 888-346-3162**.

Para obtener más información sobre Relay Utah, visite su sitio web en www.connectutah.com. Si necesita un dispositivo de telecomunicaciones (TTY), llame a Sprint Relay al 800-676-3777 o al 800-346-4128.

Services Not Covered by WBH

What services are covered by Medicaid but not by WBH?

WBH does not provide medical care, vision care, and dental care, for example. Medical care includes medical detoxification in a hospital for an SUD. If you have questions about these or other services that might be covered by Medicaid, call your physical health plan or Medicaid at 800-662-9651.

Also, WBH does not cover methadone services for SUDs. You can get this from a Medicaid methadone service provider. If you have questions, call Medicaid at 800-662-9651.

Payment for Services

Will I have a co-payment (co-pay) for outpatient mental health or SUD services?

There are no co-pays for outpatient mental health or outpatient SUD services for any Medicaid members.

The *Utah Medicaid Member Guide* has information on co-pays, including information on Medicaid member groups that do not have co-pays on any Medicaid services.

Hospital Emergency Room Services

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

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

Mental Health Care in a Hospital

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

If you have co-pays, 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 the *Utah Medicaid Member Guide* for information on individuals who do not have co-pays.

We use Medicaid's transition of care rules for mental health care in a hospital and for residential treatment. For information, call us at 801-373-4760 or 866-366-7987.

Will I ever have to pay for mental health or SUD 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 WBH or Medicaid; or
- You get a service that is not pre-approved by WBH; or
- You do not go to a WBH 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 ask for an appeal with us before you agree to pay the provider for the service.

See *Appeals*, page 16.

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

- You ask for and get services during an appeal with us or during a Medicaid fair hearing. You would only have to pay if the appeal or 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 services.

Ambulance Services for Emergency Care

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

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

WBH Provider Directory

We have a directory of all our mental health and SUD providers. You can see our directory on our website at www.wasatch.org. The directory includes information on WBH providers and on other community providers that we have a written agreement with to provide services.

Information includes the provider's name, license, specialty, services provided, languages spoken, and accommodations for physical disabilities.

If you have questions about our provider directory, or would like a copy, call us at 801-373-4760 or 866-366-7987.

If there is a provider in the directory you would like to see, let us know when you have your intake appointment with us. To ask for an intake appointments call the clinic nearest your home, See *Getting Mental Health and/or SUD services*, pages 10-14.

Mental Health and SUD Services From Other Providers

Can I get services from providers outside of WBH?

You can get services from the providers below without approval from WBH:

- Federally Qualified Health Centers (FQHCs)
- Indian health providers if you are an American Indian or Alaska Native. An Indian health care provider which includes Indian Health Services, an Indian Tribe, Tribal Organization, or an Urban Indian Organization.
- Emergency services providers if you have an emergency. For more information, see *Emergency Services*, page 14.

In other situations, you might be able to go to a provider outside WBH. If you want services from a community provider in our provider directory or from a community provider not in our directory, you and the provider must get approval before you get the service. For more information, call us weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 866-366-7987.

When will I be told if I can get services from a provider outside of WBH?

We usually decide within 14 calendar days. If you or your provider want us to take more time, let us know. Sometimes we might need more time to make a decision. Medicaid lets us take up to another 14 calendar days to make a decision. If we need more time, we will tell you know in writing. If you are unhappy that we need more time, you can file a grievance. See *Complaints /Grievances*, page 20.

If you or your provider think it is important to make a decision quickly for health or safety reasons and we agree, we will usually do so within 72 hours. If you want us to take more time, or if we need more time to make a decision, Medicaid lets us take up to 14 more calendar days.

We will give you our decision in writing and also let the provider know our decision.

If we do not:

- make a decision as soon as Medicaid wants us to,
- we do not approve the service, or
- approve less than you or the provider asked for

this is an adverse benefit determination. We will also send you a Notice of Adverse Benefit Determination. It explains our decision and how to ask for an appeal of the decision. See *Adverse Benefit Determinations*, page 16, and *Appeals*, page 16.

Getting Mental Health and/or SUD Services

Mental Health Services

Where do I go for services?

Go to the WBH clinic nearest your home:

- Westpark Family Clinic
750 N. Freedom Blvd., Provo, UT, 801-373-4760
- Provo Family Clinic
1165 E. 300 N., Provo, UT, 801-377-1213
- North Utah County American Fork Family Clinic 578

E. 300 S., American Fork, UT, 801-763-5010

- South Utah County Payson Family Clinic
285 N. 1250 E. Payson, UT, 801-852-3805
- Provo Family Clinic
1165 E. 300 N., Provo, UT, 801-377-1213
- Eagle Mountain Family Clinic
3688 E Campus Drive, Suite 130, Eagle Mountain, UT,
385-268-6780

Call the clinic nearest your home to make an appointment. You will get an appointment with an intake worker. You can also call our main office at 801-373-4760 or 866-366-7987 if you need help getting services.

Can I choose my WBH provider?

You can talk to the intake worker about your choice of therapist, prescriber, or case manager.

We will also talk to you about appropriate providers and if the provider:

- has accommodations for people with physical disabilities,
- is accepting new clients, and
- speaks any non-English languages (including American Sign Language).

Can I change my WBH provider?

Yes. Talk to your current provider or call us at 801-373-4760 or 866-366-7987.

Can I get services in the evenings?

Yes. We can provide evaluations and some therapy services in the evenings. Let us know if you need services in the evening.

How quickly can I be seen for services?

- If you need emergency care, you will be seen right away. See *Emergency Services*, page 14.
- We will give you urgent care for conditions that need to be taken care of right away, but that 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 condition changes and you think you need to be seen sooner, please call us. We'll talk about your needs again.

Are there any WBH programs I can go to directly?

Yes. You can go directly to:

GIANT Steps Program – Autism Spectrum Disorder Services

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

Vantage Point Youth Service Center

24-hour crisis service for youth ages 12 to 18 who are in crisis. Call or take your child to Vantage Point. There are two locations:

- 1189 E. 300 N., Provo, UT
801-373-2215
- 947 N. 800 E American Fork, UT
385-268-5090

Receiving and Outreach Center (ROC)

24-hour crisis service for adults

- 1175 E. 300 N, Provo, UT
801-852-2131

SUD services

Where do I go for services?

Go to our SUD clinic at:

- 255 S. Orem Boulevard, Orem, UT

To ask for services, call 385-268-5000 or 844-773-7128. We will give you an appointment with an intake worker.

You can also call our main office at 801-373-4760 or 866-366-7987 if you need help getting services.

Can I choose my SUD provider?

You can talk to the intake worker about your choice of therapist, prescriber, or case manager.

We will also talk to you about appropriate providers and if the provider:

- has accommodations for people with physical disabilities,
- is accepting new clients, and
- speaks any non-English languages (including American Sign Language).

Can I change my SUD provider?

Yes. Talk to your current provider or call us at 385-268-5000 or 844-773-7128.

Can I get services in the evenings?

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

How quickly can I be seen for services?

- If you need emergency care, you will be seen right away. See *Emergency Services*, page 14.
- We will give you urgent care for conditions that need to be taken care of right away, but that 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 condition changes and you think you need to be seen sooner, please call us. We'll talk about your needs again.

Can I get a second opinion?

Yes. You can get a second opinion about your mental health or SUD problems or services for free. To ask for a second opinion by another provider, call us at 801-373-4760 or 866-366-7987.

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 SUD services to treat your emergency.

How do I get emergency services?

You can:

- call or text the national Suicide and Crisis Lifeline at **988**, 24 hours a day, 7 days a week, including holidays. They'll connect you to a crisis worker in

Utah at the Huntsman Mental Health Institute (HMHI).

- talk to our crisis worker in person during the daytime. Call or go to the WBH clinic nearest your home. See *Getting Mental Health and/or SUD services*, pages 10-14. Tell the staff you want to talk to a crisis worker.
- go to our Recovery Outreach Center at 1175 E. 300 N., Provo, UT.
- get emergency services from any mental health or SUD provider, even if they are not a WBH provider.
- go to any hospital emergency room in or outside Utah County.

You do not need approval from WBH 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.

WBH uses:

Utah Valley Hospital - 1034 N. 500 West, Provo, UT

Mountain View Hospital - 1000 E. 100 N., Payson, UT

Aspen Grove Behavioral Hospital - 1350 E. 750 N., Orem, UT

If one of these hospitals or another hospital wants to admit you after treating your emergency, the hospital must call us for pre-approval.

Tell the hospital that WBH is your Medicaid mental health plan so they can call us before they admit you.

Hospitals can call us at 801-373-4760 or 866-366-7987.

We might have you stay at that hospital or send you to another hospital.

Adverse Benefit Determination

What are adverse benefit determinations?

An adverse benefit determination is when we:

- deny (turn down) or approve fewer services than you wanted.
- reduce, suspend, or stop a service that has been 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.
- deny all or part of a payment to an outside provider for a service that you might have to pay for.
- do 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/or SUD services*, page 10-14.
- do not settle an appeal or grievance you have with us as soon as Medicaid wants us to.
- do not make a decision about approving services you have asked for as soon as Medicaid wants us to.
- deny your request to dispute a financial liability.

How will I know if WBH is making an adverse benefit determination?

We will send you a letter called a Notice of Adverse Benefit Determination. If you disagree with our adverse benefit determination, you can ask for an appeal.

Appeals

What is an appeal?

An appeal is when we look again at the adverse determination we made.

Who can ask for an appeal?

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

How and when can I ask for an appeal?

Your Notice of Adverse Benefit Determination will tell you how and when to ask for an appeal. You must ask for an appeal within 60 calendar days from the date on the Notice of Adverse Benefit Determination.

You can ask for an appeal:

- in writing using the appeal request form we gave you with your Notice of Adverse Benefit Determination. Send your written appeal request to:
Wasatch Behavioral Health
Appeals and Grievances
750 North Freedom Blvd., Suite 300
Provo, UT 84601
- by calling our Customer Service Representative, weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 866-366-7987.

What if I need help asking for an appeal?

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

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, suspend, or stop services we had previously approved, you need to tell us if you want to keep getting the services.

If you want to keep getting the services, you must let us know on or before the later of:

- 10 calendar days of us sending the Notice of Adverse Benefit Determination; or
- the effective date of our proposed decision to reduce, suspend, or stop the services.

To let us know, call our Customer Service Representative at 801-373-4760 or -866-366-7987.

If you ask us for an appeal on time and you let us know on time that you want to keep getting the services while we make a decision, you can keep getting the services.

You might have to pay for the services if the appeal decision is not in your favor. If you have questions about services during an appeal, call our Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 866-366-7987.

When will WBH tell me the decision on the appeal?

We will give you a written decision no later than 30 calendar days from the day we get your request for an appeal. Sometimes we might need more time to make a decision. Medicaid lets us take up to 14 more calendar days to make a decision. If we need more time, we will let you know by phone as quickly as possible and in writing within 2 calendar days. Also, you might want us to take more time for some reason. If so, let us know.

Can I get a decision more quickly on my appeal?

If you or your provider thinks waiting 30 calendar days for our decision could harm your health, life, or ability to maintain or

regain maximum function, you or your provider can ask for a quick appeal. This means we will usually make a decision within 72 hours. Sometimes we might need more time to make a decision. Medicaid lets us take up to 14 more calendar days to make a decision. If we need more time, we will let you know by phone as quickly as possible and in writing within 2 calendar days. Also, if you or your provider want us to take more time for some reason, let us know.

If we deny your request for a quick appeal, we will let you know by phone as quickly as possible and in writing within 2 calendar days.

How do I ask for a quick appeal?

You or your provider can ask for a quick appeal over the phone or in writing. Call our Customer Service Representative at 801-373-4760 or 866-366-7987 or write to us at:

Wasatch Behavioral Health
Appeals and Grievances
750 N. Freedom Blvd., Suite 300
Provo, UT 84601

Medicaid Fair Hearings

What can I do if I am unhappy with the appeal decision?

If you are unhappy with our appeal decision, or we cannot make a decision as soon as Medicaid requires, here's 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 how and when to ask for the fair hearing. We will include a fair hearing request form to send to Medicaid.
- You must fill out the form and send it in writing. If you need another form, you can call Medicaid at 801-538-6576 or 800-662-9651.

If you have questions or need help filling out the fair hearing form, call the Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 866-366-7987.

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 the documents that will be used at the fair hearing.

When can I ask for a Medicaid Fair Hearing?

In most situations, you must ask for a fair hearing within 120 days from the date of our appeal decision letter.

If the fair hearing is about our decision to reduce, suspend, or stop services we had already approved, and you want to keep getting the services during the fair hearing, you must:

- ask for a fair hearing within 10 calendar days after we send you the appeal decision letter; and
- on the hearing request form, ask that the services be continued.

If you file your fair hearing request in time, and you ask to keep getting the services during the fair hearing, you can keep getting the services. You might have to pay for the 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.

Complaints/Grievances

What if I have a complaint about WBH or a 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. A grievance can be filed at any time.

How do I file a grievance?

You can:

- tell your grievance to any staff member.
- call our Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 866-366-7987.
- give us your grievance in writing. Give it to your provider or any staff member, or mail it to: WBH, Customer Service Representative, 750 N. Freedom Blvd., Suite 300, Provo, UT 84601.

If you don't want to talk to us about your grievance, you can call Medicaid Constituent Services weekdays 8:00 a.m.–5:00 p.m. at 877-291-5583.

What if I need help filing my grievance?

Any staff member can help you or call our Customer Service Representative weekdays, 8:00 a. m.–5:00 p.m., at 801-373-4760 or 866-366-7987.

When will WBH tell me the decision on my grievance?

We will give you our decision no later than 90 calendar days from the day we get your grievance.

Sometimes we might need more time to make a decision. Medicaid lets us take up to 14 more calendar days. If we need more time, we will let you know by phone as quickly as possible and in writing within two calendar days. Once we make a decision, we will either talk to you about our decision or send you a written decision

Client Rights and Responsibilities

What are my rights?

You have the right to:

- Get information on the PMHP in a way that is easily understood, in your language and in other formats
- Be treated with respect and dignity
- Have your privacy protected
- Get information on all treatment choices in a way that is easy to understand
- Take part in decisions about your care, including the right to refuse treatment
- Be free from restraint or seclusion if it is used to coerce (force), discipline, or is used as a reaction (to retaliate), or for convenience
- Ask for and get a copy of your behavioral health record
- Ask that your behavioral health record be changed or corrected. Changes or corrections can be made only when allowed by federal law
- Get services in the amount you need and when you need them
- Not be treated badly by WBH, your providers, or Medicaid for using any of your rights

If you believe you have not been allowed to use these rights, you can file a complaint with:

WBH Customer Service Representative

Mail: 750 N. Freedom Blvd #300, Provo, UT 84601

Phone: 801-373-4760 or 866-366-7987

Fax: 801-373-4769

Email: staceyn@wasatch.org

Medicaid Constituent Services

Phone: 801-538-6417, 877-291-5583

Email: medicaidmemberfeedback@utah.gov

Fax: 801-536-0946

If you have questions or need help filing a complaint, call us at 801-373-4760 or 1-866-366-7987.

What are my responsibilities?

You are responsible to:

- Keep scheduled appointments.
- Cancel appointments 24 hours in advance.
- Be on time for your appointments.
- Participate with your provider in your treatment plan and care.
- Tell the secretary and your Medicaid case worker of changes in your address, phone number, or insurance.
- Tell medical staff all medications you are taking, including medical and behavioral health prescriptions, over-the-counter medications, herbs, etc.
- Complete any surveys WBH gives you.
- Respect the property, comfort, and confidentiality of clients and staff.
- Tell your treatment providers when you want to stop getting services.

Advance Health Care Directive

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

You can give others written instructions about your decisions for your health care. This is called an Advance Health Care Directive. In it you give permission to someone else to make health care decisions for you if you can't do it yourself. There is one form with instructions. You must use this form. Be sure to give a copy to all your health care providers. Also keep a copy and give one to your family members.

If you need the form or have questions, talk to your provider or call WBH at 801-373-4760 or 866-366-7987. You can also download an Advance Health Care Directive Form at www.aging.utah.edu/utah_coa/directives/

If you have an Advance Health Care Directive and there is a problem with it being followed, call the Utah Department of Health and Human Services at 801-273-2994 or 800-662-4157.

Privacy

Will my record be protected?

WBH follows federal laws about the privacy of your record. When allowed by federal law, only the minimum necessary information will be shared. We will talk to you about your privacy rights on your first visit.

You can also ask about your privacy rights any time. Talk to your provider or call WBH at 801-373-4760 or 866-366-7987 and ask for the director of care management.

WBH Center Operations

What if I want to know how WBH is set up and works?

We will answer any questions you have about how we work.

This includes questions about:

- How we handle complaints
- our billing
- our privacy rules
- how we pick providers and what they need to do

Also, if you want a copy of our Preferred Practice Guidelines for mental health and SUD services, call our Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 866-366-7987.

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 cost more for everyone.

Some examples of fraud, waste, and abuse are:

By a Provider

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

By a Medicaid Member

- Changing the amount or number of refills on a prescription.
- Giving their Medicaid card to someone else to use.
- Not being truthful to get on Medicaid.

How can I report fraud, waste, or abuse?

You can contact our Compliance Officer weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 866-366-7987.

Provider Fraud, Waste, or Abuse

You can also contact the Utah Office of Inspector General of Medicaid Services (OIG)

Phone: 855-403-7283

Email: mpi@utah.gov

Online: oig.utah.gov

Medicaid Member Fraud, Waste, or Abuse

You can also contact the Department of Workforce Services:

Phone: 800-955-2210

Email: wsinv@utah.gov

You will not need to give your name if you report fraud, waste, or abuse. Also, your Medicaid benefits will not change if you make a report.

Wasatch Behavioral Health
Special Service District
750 North Freedom Blvd, Suite 300
Provo, UT 84601