

# Medicaid Prepaid Behavioral Health Services Handbook

Provided by



July 2022

## Table of Contents

Medicaid.....	1
Mental Health and SUD services .....	1
Covered Services.....	1
<b>Transportation.....</b>	<b>3</b>
Traditional Medicaid Members.....	3
Non-Traditional Medicaid Members.....	3
Interpreter Services .....	4
Servicios de intérpretes .....	5
Services Not Covered by WBH .....	6
Payment for Services.....	6
Hospital Emergency Room Services.....	6
Mental Health Care in a Hospital.....	6
Non-Emergency Outpatient Services .....	6
Emergency Outpatient Services .....	8
Ambulance Services for Emergency Care.....	8
<b>Getting Mental Health or Substance Use Service .....</b>	<b>8</b>
WBH Provider Directory .....	12
<b>Services From Other Providers.....</b>	<b>12</b>
Emergency Services .....	13
Mental Health Care in a Hospital.....	14
Adverse Benefit Determination.....	14
Appeals.....	15
Medicaid Fair Hearings.....	16
<b>Complaints/Grievances .....</b>	<b>18</b>
<b>Client Rights and Responsibilities .....</b>	<b>19</b>
Advance Health Care Directive.....	20
Privacy.....	21
WBH Center Operations .....	21
Fraud, Waste and Abuse.....	22

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 801-373-4760 or 1-866-366-7987.

Puede obtener este manual y otra información escrita en su idioma y en otros formatos (letra grande, audio, formato electrónico y otros) sin costo para usted. Para obtener ayuda, llame al 801-373-4760 o al 1-866-366-7987.

As a Medicaid member, you are part of the Prepaid Mental Health Plan (PMHP). If you live in Utah County, your PMHP provider for mental health and substance use disorder (SUD) services is Wasatch Behavioral Health (WBH).

Como miembro de Medicaid, Usted es parte del Plan Pre-pagado de Salud Mental. Si vive en el condado de Utah, el proveedor que le corresponde para los servicios de salud mental el proveedor para el trastorno de uso de sustancias es WBH.

WBH will provide you with the mental health and SUD services if you need them.

WBH le proveerá los servicios de salud mental de uso de sustancias si es que los si es que los necesita.

You cannot choose a different mental health or substance use disorder plan, but you might be able to choose your provider. (See *Getting Mental Health and/or SUD services*, pages 8-11.)

Usted no puede elegir otro plan de salud mental u otro plan de trastorno de uso de sustancias, pero es posible que pueda elegir el proveedor. (en el *Consulte Cómo obtener servicios de*

*salud mental y / o trastorno por consumo de sustancia*), Medicaid prepagado Manual de servicios de salud conductual).

This handbook explains the Medicaid mental health and SUD services that the PMHP covers and how to get these services from WBH.

Este folleto explica los servicios de salud mental de Medicaid y los servicios de trastorno de uso de sustancias que ofrece PMHP.

También podemos darle información escrita en su idioma y en otros formatos (letra grande, audio, electrónicamente y en otros formatos). Por favor llame a WBH al 801-373-4760 o al número gratuito 1-866-366-7987, o llame a Speech Relay Utah al 1-888-346-5822.

### **Other Languages**

Free language assistance services are available to you. Please call WBH at 801-373-4760 or 1-866-366-7987

### **Spanish**

Los servicios gratuitos de asistencia lingüística están disponibles para usted. Llame a WBH al 801-373-4760 o al 1-866-366-7987

### **Chinese**

我們為您提供免費語言協助服務。請致電801-373-4760或1-866-366-7987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 1-866-366-7987

## **Korean**

무료 어학 지원 서비스를 이용할 수 있습니다. Wasatch 정신 건강에 801-373-4760 또는 1-866-366-7987

## **Navajo**

Díí baa akó nínízin: Díí saad bee yánílti'go **Diné Bizaad**, saad bee áká'ánída'áwo'deę', t'áá jiik'eh, éí ná hólo, koji' hódíílnih 801-373-4760, 1-866-366-7987

## **Nepali**

निःशुल्क भाषा सहायक सेवाहरू तपाईंका लागि उपलब्ध छन्। कृपया Wasatch मानसिक स्वास्थ्यलाई फोन गर्नुहोस् 801-373-4760 वा 1-866-366-7987

## **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 1-866-366-7987

## **Serbo-Croatian**

Usluge besplatne jezične pomoći dostupne su vam. Nazovite WBH na 801-373-4760 ili 1-866-366-7987

## **Tagalog**

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 801-373-4760, 1-866-366-7987

## **German**

Kostenlose Sprachunterstützung steht Ihnen zur Verfügung. Bitte rufen Sie WBH unter der Nummer 801-373-4760 oder 1-866-366-7987

## **Russian**

Бесплатные услуги языковой поддержки доступны для вас. Пожалуйста, позвоните в отдел психического здоровья Wasatch по тел. 801-373-4760 или 1-866-366-7987

## **Cambodian**

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 801-373-4760, 1-866-366-7987

## **French**

Des services d'assistance linguistique gratuits sont à votre disposition. Veuillez appeler WBH au 801-373-4760 ou au 1-866-366-7987

## **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1-866-366-7987

## **Arabic**

خدمات المساعدة اللغوية المجانية متوفرة لك. يرجى الاتصال بالصحة العقلية  
Wasatch 7987-366-866-1 أو 4760-373-801 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. More information is on page 8-11 of *Getting Mental Health and/or SUD services*. You can also call WBH's main office at 801-373-4760 or 1-866-366-7987.

## **Getting SUD services**

If you need SUD services, call our main clinic at 385-268-5000 or 1-844-773-7128. More information is on page 10-11 of *Getting Mental Health and/or SUD services*. You can also call WBH's main office at the numbers above.

## **Covered Services**

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

Services include:

- Evaluations
- Psychological Testing
- Individual, Group and Family Therapy
- Individual and Group Therapeutic Behavioral Services
- Medication Management
- Individual Skills Training and Development
- Psychosocial Rehabilitation Services (Day Treatment)
- Peer Support Services
- Mobile Crisis Outreach Services
- Detoxification from substances in a social setting
- Targeted Case Management Services
- Inpatient hospital care for mental health problems

We will give you the services you need after we meet with you to talk about your needs. During your first appointment, the intake worker will talk with you about appropriate providers, whether they are taking new clients and the non-English languages they speak.

For more information on mental health services, call us at 801-373-4760 or 1-866-366-7987.

For more information on SUD Services, call us at 385-268-5000 or at 1-844-773-7128.

Mental health and SUD services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, marriage and family therapists, clinical mental health counselors, substance use disorder counselors, case managers, etc.

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

Yes, other services are:

- Electroconvulsive Therapy (ECT)
- Interpreter Services

There are some other services that might be covered based on your needs. Your provider can talk with you about these services:

- Respite Care
- Psychoeducational Services
- Personal Services
- Supportive Living



## **Transportation**

### ***How can I get help with transportation to services?***

#### **Traditional Medicaid Members**

You may be able to get help with rides to your appointment. If you do not have a ride, call the Department of Workforce Services (DWS) to get a bus pass:

- DWS: 801-526-0950 or 1-866-435-7414
- If you cannot ride the bus, Logisticare may be able to help with non-emergency rides:
- Logisticare: 1-855-563-4403
- UTA Flex Trans is a special bus service that might be able to help:  
Flex Trans: 1-877-882-7272, ext. 6

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

- Member Guide at [Medicaid.utah.gov](http://Medicaid.utah.gov) or
- Call Medicaid at 1-800-662-9651

You can also talk with your provider about rides, or call the clinic nearest your home. (See *Getting Mental Health and/or SUD services*, pages 8-11), or call us at our main numbers below:

For rides to mental health services: 801-373-4760 or 1-866-366-7987.

For rides to SUD services: 385-268-5000 or at 1-844-773-7128

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

Medicaid only pays emergency medical transportation. Rides to your mental health or SUD services are not covered by Medicaid.

## **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 if you have difficulty hearing and/or speaking. You can ask for an interpreter in the language of your choice, including sign language. An interpreter can help you by phone or go with you to your appointments. The interpreter will help you talk with the provider. To ask for an interpreter, or a provider who can speak or sign your language, call:

- Our main office at 801-373-4760 or 1-866-366-7987
- The mental health clinic nearest your home (See *Getting Mental Health and/or SUD services*, pages 8-11)
- Our main substance use disorder clinic at 151 S. University Avenue, Suite 1500 Provo, UT, 385-268-5000 or at 1-844-773-7128.

### ***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**. 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**.

For more information about Relay Utah, go to their website at [www.connectutah.com](http://www.connectutah.com) If you need a telecommunications device (TTY), call Sprint Relay Customer Service at 1-800-676-3777, or TTY at 1-800-346-4128. 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 lengua no es el inglés o si tiene problemas auditivos. WBH cuenta con terapeutas que hablan otros idiomas que incluyen el lenguaje de señas. Puede solicitar que ellos le brinden servicios o puede solicitar un intérprete. Los intérpretes son gratuitos y están disponibles en todos los idiomas, incluyendo el lenguaje de señas. Un intérprete puede ayudarlo por teléfono o puede acompañarlo a sus citas de salud mental. Esto le ayudará a hablar con su terapeuta y comprender lo que le está diciendo. Para solicitar un intérprete o un proveedor que pueda hablar o firmar su idioma, llámenos al

- Nuestra oficina principal en 801-373-4760 o 1-866-366-7987
- La clínica de salud mental más cercana a su hogar (consulte *Cómo obtener servicios de salud mental y / o trastorno por consumo de sustancias* en la página 8-12)
- Nuestra clínica principal de trastornos por uso de sustancias en 151 S. University Avenue, Suite 1500 Provo, UT, 385-268-5000 o al 1-844-773-7128.

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

Si es usted sordo o tiene dificultad para oír, llame a Relay Utah al 711. Si tiene discapacidad del habla, llame a Comunicación oral Relay Utah al 1-888-346-5822 y una persona especialmente calificada le ayudará. Si usted habla Español y está sordo o tiene dificultad para oír o impedimento en el habla, llame a Español Relay Utah al 1-888-346-3162. Para obtener más información sobre Relay Utah, visite su sitio Web en [www.connectutah.com](http://www.connectutah.com). Si necesita un teléfono de texto (TTY) de atención al cliente de Sprint Relay al 1-800-676-3777 o TTY al 1-800-346-4128.

Si habla español, llame al 1-888-346-3162. En algunos

casos el dispositivo TTY puede estar disponible a un bajo precio o de forma gratuita.

## **Services Not Covered by WBH**

### ***What services are covered by Medicaid but not by WBH?***

WBH does not provide medical care, vision care or dental care, for example. Medical care includes medical detoxification in a hospital for a substance use problem. If you have questions about these or other services that might be covered by Medicaid, call your physical health plan, or Medicaid at 1-800-662-9651.

## **Payment for 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?***

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.

#### ***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 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 (the provider or you tried to get approval but we denied the request or approved less than what was asked for); 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 appeal this decision with us before you agree to pay 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 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.
- 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.

## **Getting Mental Health and/or SUD Services**

*Where do I go for services?*

### **Mental Health Services**

You can go to the 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

You can also call our main office at 801-373-4760 or 1-866-366-7987 if you need help getting services.

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

When you call for services, you will get an appointment to meet with an intake worker. You can talk to the intake worker about your choice of therapist, prescriber, or case manager who is right for your needs. You can call for an appointment weekdays, 8:00 a.m.–5:00 p.m.

During the appointment, we will talk to you about appropriate providers, whether the provider's office has accommodations for people with physical disabilities, whether they are accepting new clients, and the non-English languages spoken (including American Sign Language) by the providers.

You can also get services directly from a federally qualified health center (FQHC) without WBH approval.

If you are an American Indian or Alaska Native, you can get services directly from an Indian health care program (a program run by Indian Health Services, an Indian Tribe, Tribal Organization, or an Urban Indian Organization) without WBH approval.

***Can I change my WBH provider?***

Yes. You can talk to your current provider about a change, or you can call us at 801-373-4760 or 1-866-366-7987.

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

Yes. You have the right to get a second opinion about your mental health problems or services. If you would like a second opinion by another provider, call us at 801-373-4760 or 1-866-366-7987. There is no cost for a second opinion.

***Can I get services in the evenings?***

Yes. Evaluations and some therapy services are provided 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 13). 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 other programs I can go to directly?***

Yes. WBH has the following programs for children and youth that you can go to directly.

**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**

This is a 24-hour crisis management services for families who have out-of-control or runaway youth ages 12 to 18. You can get services by calling 801-373-2215, or you can take your child to Vantage Point, located at 1189 E. 300 N., Provo, UT or 947 N. 800 E American Fork, UT.

**SUD services**

***Where do I go for services?***

We provide first appointments and many SUD services at following location: 151 S. University Avenue, Suite 1500 Provo, UT, 385-268-5000 or at 1-844-773-7128.



***Can I choose my substance use disorder provider?***

When you call one of the numbers above for services, you will get an appointment to meet with an intake worker. You can talk to the intake worker about your choice of provider, including therapist, prescriber, or case manager, that is right for your needs. You can call for an appointment weekdays, 8:00 a.m.–5:00 p.m.

During the appointment, we will talk to you about appropriate providers, whether the provider’s office has accommodations for people with physical disabilities, whether they are accepting new clients, and the non-English languages spoken (including American Sign Language) by the providers will be discussed.

***Can I change my WBH substance use provider?***

Yes. You can talk to your current provider about a change, or you can call us at 385-268-5000 or 1-844-773-7128.

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

Yes. You have the right to get a second opinion about your substance use disorder problems or services. If you would like a second opinion by another provider, call us at 801-373-4760 or 1-866-366-7987. There is no cost for a second opinion.

***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 13). 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.

## **WBH Provider Directory**

We have a directory of all of our mental health and substance use disorder providers. You can see our directory on our website at [www.wasatch.org](http://www.wasatch.org). The directory includes information including 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 1-866-366-7987.

If there is a provider in the directory you would like to see, let the intake worker know during your appointment. For information on intake appointments, call the clinic nearest your home, (See *Getting Mental Health and/or SUD services*, pages 8-11).

## **Services From Other Providers**

### ***Can I get services from providers outside of WBH?***

In some situations, you can go to a provider outside WBH. You and the provider must get approval before you get the service. For more information, call our program manager who oversees contracts with outside providers, weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987.

You do not need approval before you get emergency services. For more information, See *Emergency Services*, page 13.

### ***When will I be told if I can see a provider outside of WBH?***

If the provider has a written agreement with WBH, we can usually decide within 14 calendar days. Sometimes we might 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. (*See Complaints /Grievances*, page 18).

Also, you or your provider might want us to take more time for some reason. If so, let us know. If you, or your provider, think it is important to make a decision quickly for 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 provider. If the provider does not have a written agreement with WBH, we will always make a decision within 14 calendar days.

## **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 services given to treat your emergency.

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

You can call the national Suicide Prevention and Crisis Lifeline at 988, 24 hours a day, 7 days a week, including holidays. You will be connected with a Utah crisis worker. You can also text 988.

During day time hours, if you want to talk to a crisis worker in person, you can:

- call or go to the clinic nearest your home (See *Getting Mental Health and/or SUD services*, pages 8-11). Tell the staff you want to see a crisis worker; or
- go to our Recovery Outreach Center at 1175 E. 300 N., Provo, UT.

Also, day or night, you can 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

Provo Canyon Hospital - 1350 E. 750 N., Orem, UT

If a hospital wants to admit you after treating your emergency, the hospital must call us for pre-approval. It's important to let the hospital know that WBH is your Medicaid mental health provider so they can call before they admit you. We might have you stay at the 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 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 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 8-11).
- Do not settle an appeal or grievance you have filed with us as soon as we are supposed to.
- Do not make a decision about getting services from a provider outside of WBH as soon as we are supposed to.

***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. You have the right to ask for an appeal of our adverse benefit determination if you disagree.

**Appeals**

***What is an appeal?***

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

***Who can ask for an appeal?***

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

***When can I ask for an appeal?***

Your Notice of adverse benefit determination will give you information on requesting an appeal. It will tell you how soon you must ask for an appeal. In most situations, you

must request 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 our Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987.

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

Your services will not stop because you filed an appeal. If you are appealing because the service you have been receiving is limited or denied, call us and tell us that you want to continue to receive that service. You must call us within 10 days from the date on the Notice of Adverse Benefit Determination if you want to keep getting that service.

You might have to pay for the services if the 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 the appeal, call our Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987.

***When will WBH tell me the decision on the appeal?***

We will usually be able to give you a written decision within 30 calendar days after we get your request for an appeal. Sometimes we might need more time to make the decision. We will let you know about this in writing. Also, you might want us to take more time for some reason. If so, let us know. When you, or your provider, think it is important for us to make a decision quickly due to health or safety reasons, we will do so, generally within 72 hours.

**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 an appeal decision 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 these situations, we will tell you in our decision letter 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 that we give you.

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 1-866-366-7987.

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 of the documents that will be used at the fair hearing.

***Can I keep getting my services if I request a Medicaid Fair Hearing?***

If the Medicaid 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 ask for a fair hearing in the required time frame, and ask that we keep giving you the services, we will do so.

You might have to pay for these services only 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?***

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 tell your grievance to any staff member.
- You can call our Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987.
- You can give us your grievance in writing. Give it to your provider or any staff member, put it in the suggestion box located in waiting rooms, 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 weekdays, 8:00 a.m.–5:00 p.m., at 1-877-291-5583.

### ***What if I need help filing my grievance?***

Any staff member can help you or call the Customer Service Representative weekdays, 8:00 a. m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987.

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

We will give you our decision within 90 calendar days after we get your complaint, unless you ask us to take more time. Sometimes, we might need more time to make a decision. If



we need more time, we'll let you know in writing. Once we make a decision, we'll either talk to you about our decision or send you a letter.

## **Client Rights and Responsibilities**

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

You have the right to:

- Get behavioral health care regardless of your race, color, national origin, disability (mental or physical), sex, religion, or age. If you have been treated unfairly or discriminated against for any reason, please call any of the numbers listed below:
  - WBH Customer Service Representative at 801-373-4760 or 1-866-366-7987.
  - Medicaid's Constituent Services at 1-877-291-5583.
  - The Federal Office for Civil Rights at 1-303-844-2024, 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 Behavioral Health Plan in a way that is easily understood.
- 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 behavioral health 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, as specified in federal regulations on the use of restraint and seclusion.
- Get a copy of your behavioral health record. You can also ask that it be amended or corrected, when allowed by federal law.
- Get behavioral health covered services in the amount you need and when you need them.

- Get a second opinion at no cost to you.
- Use your rights at any time and not be treated badly if you do.

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

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.
- Notify your treatment provider when you want to stop getting services.
- Call Medicaid if you are suspicious that fraud, waste, or abuse (*See Fraud, Waste and Abuse, page 22*).

**Advance Health Care Directive**

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

You can give others instructions about your decisions for your health care. This is called an Advance Healthcare 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. There is one form with instructions. You must use this form. Once you have filled out the form, be sure to

give a copy to all your health care providers. You should also keep a copy and give one to your family members. If you have questions about the Advance Directive or would like the form, talk to your provider or call WBH at 801-373-4760 or 1-866-366-7987. You can also download an Advance Directive Form at [www.aging.utah.edu/utah\\_coa/directives/](http://www.aging.utah.edu/utah_coa/directives/) 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**

### ***Will my record be protected?***

WBH follows federal laws about the privacy of your mental health or SUD services 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 will be shared. We will talk to you more 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 1-866-366-7987.

## **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 are set up, including questions about our grievance system, billing practices, confidentiality policy, or 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 our Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987.

## **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 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.

### ***How can I report fraud, waste, or abuse?***

If you think there might be fraud, waste, or abuse, you may contact our Customer Service Representative weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987. You can also contact Utah's Office of Inspector General (OIG) email: [mpi@utah.gov](mailto:mpi@utah.gov)  
Toll-Free Hotline: 1-855-403-7283

### ***For Medicaid Member fraud, waste, or abuse***

If you think there might be Medicaid member fraud, waste, or abuse, report it to the Department of Workforce Services Fraud email: [wsinv@utah.gov](mailto:wsinv@utah.gov)  
Toll-Free Hotline: 1-800-955-2210.

You will not need to give your name if you report fraud, waste, or abuse.

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