

Medicaid
Prepaid
Behavioral
Health Services
Handbook

September 2022

For

Northeastern Counseling Center

Serving

Daggett, Duchesne and Uintah Counties

Call us

Toll-Free 844-824-6776

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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 Daggett, Duchesne or Uintah County your PMHP provider is Northeastern Counseling Center (NCC). NCC will provide you with mental health and substance use disorder (SUD) services if you need them. This handbook explains the Medicaid mental health and SUD services that NCC covers.

Como miembro del Medicaid, usted es parte del 'Prepaid Mental Health Plan' (PMHP). Si usted vive en el Condado de Daggett, Duchesne o Uintah su proveedor de PMHP es Northeastern Counseling Center (NCC). NCC provee los servicios de la salud mental y el trastorno de uso de sustancias si usted los necesita. Este manual explica los servicios de Medicaid para la salud mental y el trastorno de uso de sustancias el PMHP provee.

NCC provides mental health and SUD services for children, youth and adults. If you need mental health or substance use disorder services, call NCC at 435-789-6300 or toll-free at 844-824-6776. (See *Getting Mental Health and Substance Abuse Services, Section 6*).

Section 2: Interpreter Services (Servicios de Intérprete)

Free language assistance services are available to you. Please call NCC toll-free at 844-824-6776 or Speech Relay Utah at 1-888-346-5822.

Los servicios gratuitos de asistencia lingüística están disponibles para usted. Llame NCC al número gratuito 844-824-6776, o llame a Speech Relay Utah al 1-888-346-5822 o llame a 'Spanish Relay Utah' al 1-888-346-3162.

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. For help, please call us toll-free at 844-824-6776 or Speech Relay Utah at 1-888-346-5822.

También podemos darle información escrita en su idioma y en otros formatos (letra grande, audio, electrónicamente y en otros formatos) sin costo. Por favor llame a Northeastern Counseling al número gratuito 844-824-6776, o llame a Spanish Relay Utah al **1-888-346-3162**.

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 by video while you are 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: 435-789-6300 or toll-free at 844-824-6776.

What if I want to call NCC 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**.

¿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 ayudarle entender lo que su proveedor le está diciendo. Para solicitar un intérprete o un proveedor que pueda hablar o firmar su idioma, llámenos al 435-789-6300 o al número gratuito 844-824-6776.

¿Qué sucede si quiero llamar a NCC 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 3: Services Available

What mental health and substance abuse services are covered?

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

Outpatient mental health and substance abuse 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
- Targeted case management services

NCC 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, NCC 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 NCC at 435-789-6300 or toll-free at 844-824-6776.

Are any other services covered?

Yes, other covered services are:

- Electroconvulsive therapy (ECT)
- Interpreter services

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

These services are:

- Respite care
- Psychoeducational services
- Personal services
- Supportive living

Can I get a second opinion?

Yes. You can get a second opinion about your mental health or substance use problem or services. There is no cost to you for a second opinion. If you would like a second opinion, call NCC at 435-789-6300 or toll-free at 844-824-6776 and ask for the Clinical Director.

Section 4: Services Not Covered by NCC

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

Some of the services that might be covered by Medicaid or your physical health plan but not by NCC 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 substance use problems are not covered by NCC. 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 5: Transportation

How can I get help with transportation to my outpatient mental health or substance use disorder services?

Traditional Medicaid Members

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

- Logisticare may be able to help with non-emergency rides: Logisticare 1- 855-563-4403

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 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 NCC 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 6: Getting Mental Health or Substance Abuse Services

How do I get mental health or substance abuse services?

Call the NCC office nearest your home as shown on this page.

You may also go to one of service locations as seen on this page.

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 NCC at 435-789-6300 or toll-free at 844-824-6776. We will talk about your needs again.

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

Our offices are located at:

Roosevelt Office

285 West 800 South

Roosevelt, Utah 84066

For appointments call 435-725-6300, or toll-free at 1-844-824-6776.

Vernal Office

1140 West 500 South

Vernal, Utah 84078

For appointments call 435-789-6300, or toll-free at 1-844-824-6776.

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.

Can I get mental health or substance use disorder services from someone outside NCC?

In some situations, you can go to a provider outside of NCC. You and the provider must get approval before you get services outside NCC. 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 Clinical Director.

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

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

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

If the provider has a written agreement with NCC, 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 (See section 15). 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 NCC, 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 and Crisis Lifeline at 988, 24 hours a day, 7 days a week, including holidays. You will be connected with a Utah crisis worker.
- Monday-Friday, between 8 a.m. and 5 p.m., you can call NCC and ask to talk to a crisis worker.
If you don't want to call first, you can also go to the NCC clinic nearest your home (See page 7). Tell the staff you want to see a crisis worker.
- Day or night, you can go to the any hospital for emergency room (ER) for emergency care. Even if you are out of town, go to the nearest hospital ER.
- You can get emergency services from any mental health or SUD provider, even if they are not one of NCC's providers.

You do not need approval from NCC before you get emergency services from an ER or a provider that is not one of NCC's 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.

NCC uses Provo Canyon Behavioral Hospital - 1350 East 750 North, Orem, UT and the Huntsman Mental Health Institute formally known as UNI-501 Chipeta Way Salt Lake City, UT for mental health care in a hospital. NCC must pre-approve your admission for mental health care in a hospital.

If a hospital other than Provo Canyon Behavioral or the Huntsman Mental Health Institute treats your emergency and wants to admit you, the hospital **MUST** call NCC at 435-789-6300 or toll-free at 1-844-824-6776 to ask for approval. It's important to let the hospital know NCC is your Medicaid mental health provider so they can call us if they want to admit you. We might have you stay at that hospital or we might transfer you to our hospital.

Section 10: Payment for Services

Hospital Emergency Room (ER) Services

Will I have to pay for emergency services?

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 ever 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.

Outpatient Mental Health and Substance Use Disorder Services.

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

Non-Emergency Outpatient Services

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

- You get a service that is not covered by NCC or Medicaid; or
- You get a service that is not pre-approved by NCC (the provider or you tried to get approval but NCC denied the request or approved less than was asked for); or
- You do not go to a NCC 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 NCC did not approve a service you or your provider asked for, you can ask for an appeal. You should get NCC's appeal decision before you agree to pay for the service. See Section 13, Appeals, for more information on Appeals.

You might also have to pay your provider for a nonemergency 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 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 abuse 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:
 - Clinical Director at **435-789-6300** or toll-free at **844-824-6776**
 - 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, or you can go to their website at 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 abuse services, including the right to refuse treatment; get a second opinion at no cost to you;
- Be free from restraint or seclusion if it is used to force, discipline, to retaliate, or for convenience.
- Get a copy of your medical records and to ask that it be amended or corrected, when allowed by federal law; and
- Get mental health or SUD services in the amount you need and when you need them.
- Get a second opinion at no cost to you.
- 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 NCC and your Medicaid eligibility worker of changes in your address, phone number, or insurance.
- Complete surveys about the services NCC 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.
- Call Medicaid if you are suspicious of fraud, waste, or abuse (*See Section 19, Fraud, Waste and Abuse*)

Section 12: What are adverse benefit determinations?

Adverse benefit determinations are when NCC:

- Denies (turns down) or approves fewer services than you wanted.
- Denies payment to an outside provider 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 Section 6, Getting Mental Health and Substance Abuse Services*)
- 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 an outside provider 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 NCC is making and adverse benefit determination?

We will send you a letter called a Notice of Adverse Benefit Determination. You will have the right to ask for an appeal if you disagree.

Section 13: 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 Adverse Benefit Determination letter will give you information on how to ask for an appeal, including how soon you must tell us you want to appeal. In most situations, you must tell us you want to ask for an appeal within 60 days from the date on the Adverse Benefit Determination letter.

What if I need help asking for an appeal?

If you need help with your appeal request, call the Clinical Director or Medicaid Specialist at 435-789-6300 or toll-free at 844-824-6776.

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

If our adverse benefit determination was to reduce or stop services we had previously approved, you need to tell us if you want to keep getting those services. If you file your appeal request in the time frame required and you ask that those services be continued, we will keep giving you these services. You might have to pay for the services if the appeal decision is not in your favor. If you are asking for an appeal of any other kind of adverse benefit determination and have questions about services during the appeal, call the Clinical Director at 435-789-6300 or toll-free at 844-824-6776, weekdays, 8:00 a.m.–5:00 p.m.

When will NCC tell me the decision on my appeal?

Usually, we will give you a written decision within 30 calendar days after we get your appeal request. 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 with Medicaid. 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 helping filling out the form, call our Clinical Director or Medicaid Specialist weekdays, 8:00 a.m.–5:00 p.m. at 435-789-6300 or toll-free at 844-824-6776.

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 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 NCC 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 NCC 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 tell your grievance to any NCC staff member; or
- You can call the Clinical Director or Medicaid Specialist at 435-789-6300 or toll-free at 844-824-6776 and tell us your grievance.
- You can give it to us in writing. Give it to your provider or any staff member, or mail it to:

Northeastern Counseling Attn: Clinical Director
1140 W 500 S #9
Vernal, UT 84078

- If you don't want to talk to NCC 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 NCC Clinical Director or Medicaid Specialist at 435-789-6300 or toll-free at 844-824-6776.

When will NCC tell me the decision on my grievance?

We will give you a decision within 90 calendar days after we get your grievance unless you ask us to take more time. 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?

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. We can give you the Advance Care Directive form or you can get it at <https://ucoa.utah.edu/directives/>

Once you have filled out the Advance Health Care Directive 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 would like the form or need more information, please call the NCC Clinical Director at 435-789-6300 or toll-free at 844-824-6776 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

Will my record be protected?

NCC follows federal laws about privacy of your mental health and SUD services record. NCC 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 NCC or your provider. You can also ask about your privacy rights any time. Talk to your provider or call us at 435-789-6300 or toll-free at 844-824-6776.

Section 18: NCC Operations

What if I want to know more about how NCC 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 NCC and ask for the Clinical Director at 435-789-6300 or toll-free at 844-824-6776. NCC physicians do not have incentive plans.

Section 19: 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 Clinical Director or Medicaid specialist weekdays, 8:00 a.m.–5:00 p.m., at 435-789-6300 or toll-free at 844-824-6776. You can also contact Utah's Office of Inspector General (OIG) email: mpi@utah.gov or by phone 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 or by phone toll-Free Hotline: 1-800-955-2210.

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