

Behavioral Health and Substance Use
Disorder Services
Medicaid Member Handbook

June 2019

Northeastern Counseling Center

“Do you need help talking with us or your provider, or reading what we send you? We offer free help from interpreters who speak your language. We can also give you written information in your language and in other formats (large print, audio, electronic, and other formats). Please call us toll-free at 844-824-6776 or Speech Relay Utah at 1-888-346-5822.”

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al 1-877-370-8953.

*Call us today if you are having problems with anxiety, depression or other mental health or substance use issues.
Toll Free 844-824-6776*

Table of Contents

Introduction.....	1
Services Available	1
Services Not Covered By NCC.....	3
Transportation.....	4
Interpreter Services.....	4
Servicios de intérpretes	5
Getting Mental Health or Substance Use Disorder Services	5
Office Locations	6
Choice of Providers.....	7
Emergency Services	8
Mental Health Care in a Hospital.....	9
Payment for Services	10
Client Rights and Responsibilities.....	12
Medicaid Fraud and Abuse	
Actions.....	13
Appeals.....	15
Medicaid Fair Hearings.....	16

Complaints/Grievances..... 17

Advance Health Care Directives 18

Privacy 19

NCC Operations..... 19

Introduction

As a Medicaid member, you are part of the Prepaid Mental Health Plan (PMHP). If you live in Uintah, Duchesne, or Daggett 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 the PMHP covers.

You can also get this booklet on compact disk (CD). For help, call the NCC office nearest your home. (See NCC's office locations on page 6).

Como miembro del Medicaid, usted es parte del 'Prepaid Mental Health Plan' (PMHP). Si usted vive en el condado de Duchesne, Dagget o Uintah, su proveedor de PMHP es Northeastern Counseling Center (NCC). NCC provee los servicios de la salud mental y el abuso de sustancia si usted los necesita.

Este manual explica los servicios de la salud mental y el abuso de sustancia que el PMHP provee. Usted puede obtener esta guía y otra información en español. También puede obtener este folleto en disco compacto (CD) en inglés o español. Para obtener ayuda, llame la oficina NCC mas cercano a su hogar. (Véase Obtener Servicios de la Salud Mental o Servicios de Abuso de Sustancias, página 6.)

NCC provides mental health and SUD services for children, youth and adults. If you need mental health or SUD services, call the NCC office nearest your home. (See *Getting Mental Health or Substance Use Disorder Services*, page 6.)

Services Available

What mental health and substance use disorder services are covered?

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

Outpatient mental health and SUD services include:

- Evaluations
- Psychological testing
- Individual, family and group 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

NCC will offer you services after we meet with you to talk about what you need. During your first appointment, we will talk to you about appropriate providers, if they are taking new clients and the non-English languages they speak. Services are provided by licensed mental health and SUD professionals, including doctors, nurses, licensed clinical social workers, clinical mental health counselors, peer support specialists, and targeted case managers etc.

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

Are any other services covered?

Yes, other covered services are:

- Electroconvulsive therapy (ECT)
- Interpreter services

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

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

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

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

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 care, including medical detoxification in hospital for an SUD problem
- Dental care
- Vision care
- Methadone maintenance services for SUD problems. If you need this service, you can get it from a Medicaid methadone maintenance service provider. If you have questions, call Medicaid at 1-800-662-9651.

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

Transportation

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

Traditional Medicaid Members

- You may be able to get help with rides to your mental health or SUD services. If you do not have a ride, call NCC and ask for help with transportation.
- 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 [medicaid.utah.gov](https://www.medicicaid.utah.gov) or
- Call Medicaid 1-800-662-9651

Non-Traditional Medicaid Members

- Medicaid does not cover rides to services that are not an emergency.

Interpreter Services

“Do you need help talking with us or your provider, or reading what we send you? We offer free help from interpreters who speak your language. We can also give you written information in your language and in other formats (large print, audio, electronic, and other formats). Please call us toll-free at 844-824-6776 or Speech Relay Utah at 1-888-346-5822.”

Servicios de intérpretes

¿Qué sucede si necesito un intérprete?

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

Para pedir por un intérprete o un proveedor que hable su idioma o por señas, favor de llamar la oficina NCC mas cercano a su hogar. (Véase *Obtener Servicios de la Salud Mental o Servicios de Abuso de Sustancias*, página 5.)

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

Getting Mental Health or Substance Use Disorder Services

How do I get mental health or substance use disorder services?

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

How quickly can I be seen?

If you need emergency care you will be seen right away. (See *Emergency Services*, on page 8.) We will give you urgent care for conditions that need to be taken care of right away, but that are not emergencies. If you need urgent care, we will see you

within *5 working days*. If you do not have an urgent need for care, we will see you within *15 working days*. If your condition changes and you think you need to be seen sooner, please call us. We will talk about your needs again.

Where do I go for mental health or substance use disorder services?

Office Locations

Daggett County:

Daggett County Courthouse

95 North 100 West

Manilla, Utah 84046

For appointments call 435-784-3006, or toll free at 1-844-824-6776.

For emergency after hours call 435-828-8241.

Uintah County:

Vernal Office

1140 West 500 South

Vernal, Utah 84078

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

For emergency after hours call 435-828-8241

Duchesne County:

Roosevelt Office

285 West 800 South

Roosevelt, Utah 84066

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

For emergency after hours call 435-823-6823 or toll free at 1-844-824-6776.

Duchesne Office

28 East 200 South

Duchesne, Utah 84021

For appointments call 435-738-5512, 435-725-6300, or toll free at 1-844-824-6776.

For emergency after hours call 435-823-6823 or toll free at 1-844-824-6776

Choice of Providers

Can I choose my provider?

Yes, you can talk to us at any time about the provider you would like to see. Call and ask to talk to a site supervisor toll free at 1-844-824-6776.

Can I get a second opinion?

Yes. You can get a second opinion about your mental health or SUD problem or services. There is no cost to you for a second opinion. If you would like a second opinion, call NCC toll free at 1-844-6776, and ask you call ask to talk to the site supervisor

Services from other Providers

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 of NCC. For more information, call NCC and talk to a site supervisor about receiving services from another provider.

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 decision. If you or your provider wants us to take more time making the decision, let us know.

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

If the provider does not have a written agreement with NCC, 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 or SUD services given to treat your emergency.

How do I get emergency services?

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

To get emergency mental health care day or night:

Call NCC toll-free at 1-844-824-6776

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

Also, between 8 a.m. and 5 p.m. Monday through Friday except holidays, you can come right away to our offices and talk to a crisis worker.

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

NCC uses the Acute Rehabilitation Treatment Center (in Provo), Provo Canyon Behavioral Hospital (in Provo) and the University of Utah Neuropsychiatric Institute (in Salt Lake City), for inpatient hospital care.

If a hospital other than the ones listed above 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 another hospital.

Payment for Services

Hospital Emergency Room Services

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

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

Mental Health Care in a Hospital

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

You will not have to pay for mental health care in a hospital if you are:

- on Medicaid under the CHEC program
- living in a nursing home
- American Indian/Alaska Native
- getting hospice care
- on Medicaid under the Medicaid Cancer program
- on Medicaid due to being pregnant

If you are not in one of these groups, the hospital can charge you \$75 for each hospital stay. Hospitals cannot charge you more than the co-payment.

Outpatient Mental Health and Substance Use disorder Services

Will I have to pay for outpatient mental health or substance use disorder 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 appeal this decision with NCC before you agree to pay for the service. Section "How do I file an appeal" page 16, explains how to appeal.

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

- You ask for and get services during an appeal with or during a Medicaid state fair hearing. You would only have to pay if the appeal or state fair hearing decision is not in your favor.
- 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.

Client Rights and Responsibilities

What are my rights as a client?

As a client, you have the right to:

- Get mental health and SUD services regardless of your age, race, color, national origin, ancestry, creed or religion, disability, sex, sexual orientation, gender identity, political affiliation, or any other designation stipulated by applicable state and federal law. If you feel you have been treated unfairly or discriminated against for any reason, please call any of the numbers listed below:
 - NCC 435-789-6300 or toll-free at 1-844-828-6776 and ask to talk to our Clinical Director Robert Hall.
 - Medicaid Constituent Services 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 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 mental health or SUD services, including the right to refuse treatment;
- Get a second opinion at no cost to you;

- Be free from restraint or seclusion if it is used to force, discipline, to retaliate, or for convenience;
- Get a copy of your medical records and to ask that it be amended or corrected, when allowed by federal law;
- Get mental health or SUD services in the amount you need and when you need them; and
- Use your rights at any time and not be treated badly if you do.

What are my responsibilities as a client?

- Keep your appointments and cancel 24-hours in advance;
- Be on time for your appointments. If you are a parent/guardian and your child is in treatment, you are responsible to make sure your child comes for scheduled appointments;
- Participate with your therapist in your treatment plan and care;
- Tell the front desk staff or your provider at NCC and your Medicaid eligibility worker of changes in your address, phone number, insurance, or financial situation;
- Tell medical staff of all medications you are taking. This includes medical and mental health prescriptions and over-the-counter medications, herbs, etc.;
- Complete surveys about the services NCC gives you.
- Respect the property, comfort, and confidentiality of clients and staff;
- Follow program participation guidelines; and
- Notify your treatment provider when you want to stop getting services.

Medicaid Fraud or Abuse

Let us know if you think a health care provider or a person getting Medicaid is doing something wrong.

Some examples of Fraud, Waste and Abuse are:

By a Member

- Lending a Medicaid ID card to someone
- Changing the amount or number of refills on a Prescription
- Lying to receive medical or pharmacy services

By a Provider

- Billing for services or supplies that have not been provided
- Overcharging a Medicaid or CHIP member for covered services
- Not reporting a patient's misuse of a Medicaid ID Card

How can I report Fraud, Waste and Abuse?

If you suspect fraud, waste or abuse, you may contact:

- **Internal Northeastern Counseling Compliance**
 - 435-789-6320 or *Toll Free 844-824-6776*
- **Provider Fraud**
 - The Office of Inspector General (OIG)
Email: mpi@utah.gov
Toll-Free Hotline: 1-855-403-7283
- **Member Fraud**
 - Department of Workforce
Services Fraud Hotline Email: wsinv@utah.gov
Telephone: 1-800-955-2210

You will not need to give your name to file a report. Your benefits will not be affected if you file a report.

Actions

What are actions?

Actions are when NCC:

- Denies (turns down) or approves fewer services than you wanted;
- Denies payment for a service that you might have to pay for;
- Does not offer your first appointment within the required amount of time for emergency, urgent, or non-urgent care and you are not happy with this. (See Getting Mental Health and Substance Use Disorder Services, page 5);
- Does not settle an appeal or grievance you have with us as soon as we are supposed to;
- Does not reach a decision about approving a subcontractor who provides your services within a 14-day required time-frame; or
- Your provider reduces or stops a service previously approved. If you agree with the change, it is not an action. It is only an action if you tell us you don't want the change.

How will I know if NCC is taking an action?

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

Appeals

What is an appeal?

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

Who can file an appeal?

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

When do I have to file an appeal?

Your Adverse Benefit Notice letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In most situations, you must tell us you want to file an appeal within 60 days from the date on the Adverse Benefit Notification Letter.

How do I file an appeal?

The Notice of Action letter will tell you how to file an appeal. If you need help filing your appeal, call us at 435-789-6300 or toll-free at 1-844-823-6776 and ask to talk to the Clinical Director.

Can I keep getting services if I file an appeal?

If our action was to reduce or stop services we had previously approved you need to tell us if you want to keep getting those services. If you file your appeal in the timeframe required and you ask that those services continue, we will keep giving you these services. You might have to pay for the services if the appeal decision is not in your favor. If you are appealing any other kind of action and have questions about services during your appeal, call us at 435-789-6300 or toll-free at 1-844-823-6776 and ask to talk to the Clinical Director.

When will NCC tell me the decision on my appeal?

Usually, we will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we might need more time to make the decision. If we need more time, we will let you know in writing. Also, you might want us to take more time for some reason. If so, let us know. When you, your provider, or we think it's important to make a decision on your appeal quickly, we will usually make a decision within three working days.

Medicaid Fair Hearings

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

If you are unhappy with our decision on your appeal, or we cannot make a decision on your appeal as soon as Medicaid wants us to, this is what you can do:

You, your legally authorized representative, or your provider can ask for a fair hearing with Medicaid. In our appeal decision

letter, we will tell you that you can ask for a fair hearing. The letter will tell you how and when to ask for the fair hearing. We will also give you the fair hearing request form to send to Medicaid. You must ask for a fair hearing in writing using the form we give you.

If you have questions or need help filling out the form, call us 435-789-6300 or toll-free at 1-844-823-6776 and ask to talk to the Clinical Director.

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

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

If the fair hearing is about our decision to reduce or stop services we have previously approved, you need to check the box on the fair hearing form asking that the services continue. If you request a fair hearing in the required timeframe and ask that 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 action, you can discuss your services during the fair hearing.

Complaints/Grievances

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

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

Who can file a grievance?

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

How do I file a grievance?

- You can talk to your provider or any NCC staff about your grievance; or
- You can call NCC at 435-789-6300 or toll-free at 1-844-823-6776 and ask to talk to the Clinical Director and tell him you want to file a grievance; or
- You can give it to NCC in writing. Give it to your provider or any staff member, or mail it to:

Northeastern Counseling Center

1140 W 500 S #9

Vernal, Utah 84078

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

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

Call us at 435-789-6300 or toll-free at 1-844-823-6776 and ask to talk to the Clinical Director

When will NCC tell me the decision on my grievance?

We will give you a decision within 45 calendar days after we get your grievance. Sometimes we need more time to make the decision. If we need more time, we will let you know about this in writing. Once we make a decision, we will either talk to you about our decision on your grievance, or we will send you a letter.

Advance Health Care Directives

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

You can give other people instructions about your decisions for your health care. This is called an "Advance Health Care Directive." This will tell us in writing what health care choices you want made if you get very sick and can't decide for yourself.

Once you have filled out the Advance Health Care Directive form, be sure to give a copy to all of your health care providers. You should also keep a copy and give one to your family members. If you would like the form or need more information please call us at 435-789-6300 or toll-free at 1-844-823-6776 and ask to talk to the Clinical Director.

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

Privacy

Who can read or get copies of my medical record?

NCC follows federal laws about privacy of your mental health or 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.

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 services. Call us at 435-789-6300 or toll-free at 1-844-823-6776 and ask to talk to the Clinical Director.

NORTHEASTERN COUNSELING CENTER DIRECTORY

VERNAL

OUTPATIENT CLINIC &
ADMINISTRATIVE OFFICES
1140 WEST 500 SOUTH #9 VERNAL,
UTAH
84078
435-789-6300
Toll free 844-824-6776

DAY TREATMENT CENTER
(EAST OF OUTPATIENT CLINIC)
1140 WEST 500 SOUTH VERNAL,
UTAH 84078
435-789-6300

ROOSEVELT

OUTPATIENT CLINIC
285 WEST 800 SOUTH
ROOSEVELT, UTAH 84066 435-725-
6300
Toll free 844-824-6776

DAY TREATMENT CENTER
505 EAST LAGOON
ROOSEVELT, UTAH 84066
435-722-4958

DUCHESNE OUTPATIENT & DAY TREATMENT CENTER
28 EAST 200 SOUTH
DUCHESNE, UTAH 84021
435-738-5512
Toll free 844-824-6776