

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 1-866-366-7987.

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 1-866-366-7987.

This handbook is for Medicaid members who are enrolled in Utah Medicaid's 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). The PMHP covers inpatient and outpatient mental health service and outpatient SUD services. WBH will provide you with mental health and SUD services if you need them. As your PMHP provider, you must get your mental health and SUD 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 provee los servicios de salud mental y para trastorno por consumo de sustancias.

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 u otro plan para trastorno de consumo de sustancias, pero es posible que pueda elegir el proveedor.

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

Este manual explica los servicios de salud mental de Medicaid y los servicios para trastorno de consumo de sustancias que ofrece el PMHP.

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 nínizin: Díí saad bee yáníłti'go **Diné Bizaad**, saad bee áká'ánída'áwo'dęę', t'áá jiik'eh, éí ná hólo, koji' hódíłnih 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

العقلية بالصحة الاتصال يرجى لك متوفرة المجانية اللغوية المساعدة خدمات
Wasatch على 801-373-4760 أو 1-866-366-7987

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 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. *Getting Mental Health and/or SUD services*, page 10-14. You can also call WBH's main office at the numbers above.

Covered Services

What mental health and SUD services are covered?

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

- Evaluations
- Psychological Testing
- Individual, 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
- Recreational Therapy Services
- Targeted Case Management Services

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, SUD counselors, recreational therapists, peer specialists, 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 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 1-844-238-3091

- 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 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 the *Utah Medicaid Member Guide*. You can find the guide online or to ask for a copy or if you have questions, call Medicaid:

- *Utah Medicaid Member Guide* at Medicaid.utah.gov
- Call Medicaid at 1-866-608-9422

Also, 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 1-866-366-7987.

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

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 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 1-866-366-7987
- Our mental health clinic nearest your home. See *Getting Mental Health and/or SUD services*, pages 10-14
- Our main SUD 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 or 1-800-346-4128**. 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. 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 idioma no es inglés o es sordo, tiene problemas de audición, o tiene dificultad para hablar. Usted puede pedir por un intérprete. Intérpretes son gratuitos and están disponibles en todos los lenguajes, incluyendo el lenguaje de señas. Un intérprete le puede ayudar por teléfono y 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 pedir por un intérprete o un proveedor que hable su idioma, lláme al:

- Nuestra oficina principal al 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 para trastorno por consumo de sustancias en la página 8-12*)
- Nuestra clínica principal para trastornos por consumo de sustancias al 385-268-5000 o al 1-844-773-7128.
Oficina: 151 S. University Avenue, Suite 1500, Provo, 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 **1-800-346-4128**. Si le resulta difícil hablar, también puede llamar a **Speech-to-Speech Relay Utah al 1-888-346-5822** 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 1-888-346-3162**.

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 1-800-676-3777 o al 1-800-346-4128.

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 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.

Also, methadone services for SUD problems are not covered by WBH. If you need this service, you can get it from a Medicaid methadone service provider. If you have questions, call Medicaid at 1-800-662-9651.

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.

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 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 10-14.

Services From Other Providers

Can I get services from providers outside of WBH?

In some situations, you can go to a provider outside WBH. If you want services from a community provider in our directory or a community provider that is not in our directory, 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 14.

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

We can usually decide within 14 calendar days. If you or your provider want us to take more time to make a decision, 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 let 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 do so, generally in 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, or 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 letter explaining that you can ask for an appeal of this decision. See *Adverse Benefit Determinations*, page 15, and *Appeals*, page 16.

Are there any outpatient mental health and SUD services that do not need approval from WBH?

You do not need approval from WBH to get emergency services. See *Emergency Services*, page 14.

Getting Mental Health and/or SUD Services

Mental Health Services

Where do I go for services?

You can 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

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 WBH 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.

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 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 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 other WBH 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 SUD 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 SUD 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 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.

You do not need approval from WBH to get mental health and SUD services from a Federally Qualified Health Center (FQHC).

If you are an American Indian or Alaska Native, you do not need approval from WBH to get mental health and SUD services from an Indian health provider. An Indian health provider is Indian Health Services, an Indian Tribe, Tribal Organization, or an Urban Indian Organization.

Can I get a second opinion?

Yes. You have the right to get a second opinion about your mental health or SUD 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.

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 or text 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 crisis worker in Utah at the Huntsman Mental Health Institute (HMHI).

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

- 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 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 poststabilization 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. It's important to let the hospital know that WBH is your Medicaid mental health plan so they can call before they admit you. Hospitals can call us 801-373-4760 or 1-866-366-7987. 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. 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. If the adverse benefit determination is because we did not settle your appeal as soon as Medicaid wants us to, we will send you a Notice of Adverse Benefit Determination letter. In the letter, we will explain that you can now ask for a Medicaid fair hearing and how and when to ask for one. See *Medicaid Fair Hearings* page, 19.

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 give you information on asking for an appeal. It will tell you how soon you must 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 letter. 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 us, weekdays, 8:00 a.m.–5:00 p.m., at 801-373-4760 or 1-866-366-7987.

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 1-866-366-7987.

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 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 1-866-366-7987.

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 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 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 another 14 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, you or your provider might want us to take more time for some reason. If so, 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 1-866-366-7987 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 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 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 that we give you. You can also get a hearing request form from Medicaid by calling Medicaid at 801-538-6576 or 1-800-662-9651.

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 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 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 1-866-366-7987.

- 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 Constituent Services 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 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 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 another 14 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:

Not be discriminated against (treated unfairly) because of your race, color, national origin, sex, sexual orientation, gender identity, religion, age, or disability. If you believe you have been discriminated against (treated unfairly), you can file a complaint with:

WBH Customer Service Representative:

Phone: 801-373-4760 or 1-866-366-7987

Fax: 801-373-4769
Email: lolson@wasatch.org
Mail: 750 N. Freedom Blvd #300, Provo, UT 84601

**U.S. Department of Health and Human Services,
Office for Civil Rights:**

Phone: 1-800-368-1019, 1-800-537-7697 (TDD)
Email: OCRmail@hhs.gov
Online: ocrportal.hhs.gov/ocr/smartscreen/main.jsf or
hhs.gov/ocr
Mail: Centralized Case Management Operations, U.S.
Department of Health and Human Services
200 Independence Avenue, S.W. Room 509F
HHH Building
Washington, D.C. 20201

If you want to email or mail your complaint to the Office for Civil Rights, you can write your complaint or you can use their complaint form available at: hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html If you have questions or need help filing a complaint, call us at 801-373-4760 or 1-866-366-7987.

You also have the right to:

- Get information on the Prepaid Mental Health Plan in a way that is easily understood
- 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 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

- 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 behavioral health covered 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 1-866-366-7987

Fax: 801-373-4769

Email: lolson@wasatch.org

Medicaid Constituent Services

Phone: 801-538-6417, 1-877-291-5583

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.
- 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 25.

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 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. 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 Health Care 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 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 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 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 1-866-366-7987.

Provider Fraud, Waste, or Abuse

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

Phone: 1-855-403-7283 Email: mpi@utah.gov

Online: oig.utah.gov

Medicaid Member Fraud, Waste, or Abuse

You can also contact the Department of Workforce Services:

Phone: 1-800-955-2210

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