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MEDICAID PREPAID MENTAL HEALTH PLAN HANDBOOK

Serving Davis County

A Guide to Medicaid Mental Health and
Substance Abuse Services for Consumers
and Family Members



Emergency Services 801.773.7060 24 hours/day - 7 days/week

Main Street Clinic
934 South Main Street
Layton, Utah 84041
801.773.7060

Layton Clinic
2250 North 1700 West
Layton, Utah 84041
801.773.7060

- Adult Mental Health Outpatient
- Adult Substance Abuse Outpatient
- Children & Youth Services
- Administrative Services
- Women's Recovery Center
- Men's Recovery Center
- FAST
- Crisis Recovery Unit

***If you have any questions regarding information in this
handbook, please call 801.544.0585
TTY: 711 Utah Relay Service
Revised 4/2012***

Table of Contents

Section 1 — Introduction	1
Section 2 —Covered Services	1
Section 3 —Transportation	6
Section 4 —Interpreter Services (Servicio de Interprete)	6
Section 5 —Services Not Covered by Davis Behavioral Health	8
Section 6 —Payment for Services	9
Section 7 —Getting Mental Health or Substance Abuse Services	9
Section 8 —Choice of Provider	10
Section 9 —Rights and Responsibilities	11
Section 10—Actions	12
Section 11—Appeals	13
Section 12—Medicaid Fair Hearings	14
Section 13—Complaints and Grievances	15
Section 14—Advance Health Care Directives	15
Section 15—Privacy	16
Section 16—Davis Behavioral Health Operations	16

Section 1 - Introduction

If you live in Davis County and have Medicaid, your Medicaid card says Davis Behavioral Health. This means Davis Behavioral Health (DBH) is your Medicaid mental health provider. Starting July 1st, Davis Behavioral Health is also your substance abuse provider.

This handbook explains the Medicaid mental health and substance abuse services that DBH covers. You can get this handbook and other written information in Spanish. You can also get this booklet on compact disc (CD) in either English or Spanish. For help, call 801-773-7060 (This phone number is toll-free in Davis County.).

Si usted vive en Davis y tiene la tarjeta de Medicaid, su tarjeta de Medicaid dice Davis Behavioral Health. Esto significa que Davis Behavioral Health es su proveedor de salud mental. Comenzando el 1 de julio de 2012 Davis Behavioral Health también será su proveedor de abuso de sustancia.

Este manual explicará los servicios de Medicaid para la salud mental y abuso de sustancia que cubre Davis Behavioral Health. 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 a 801-773-2060.

DBH provides mental health and substance abuse services for children, youth and adults. If you need mental health or substance abuse services, call 801-773-7060 (This phone number is toll-free in Davis County.). (See Getting Mental Health and Substance Abuse Services, page 9).

Section 2 – Covered Services

What mental health and substance abuse services are covered by DBH?

Outpatient Services

You can get outpatient services in one of our clinics, in your home, or in school. Services are provided by licensed mental health and substance abuse professionals, including doctors, nurses, psychologists, social

workers, substance abuse counselors, professional counselors, certified case managers, etc. Outpatient mental health and substance abuse services include:

- evaluations
- 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)
- targeted case management services
- peer support services

What other services are available?

- Electroconvulsive Therapy (ECT)
- Interpreter Services

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

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

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

Your provider can talk to you about these services.

Are there any limits on my mental health or substance abuse services?

Yes, if you have Non-Traditional Medicaid:

- You are limited to 30 days of mental health care in a hospital and 30 days of outpatient mental health services each calendar year. Sometimes, you may be able to get more outpatient services. Talk with your provider about this. If you have questions about any of these services, call 801-773-7060 and ask for an intake worker.

- Outpatient services for substance abuse problems are not limited to a certain number of service days. You will be given services based on your needs.
- Targeted case management services are not covered if you are getting services for substance abuse problems only.

DBH Programs

Some of the services listed above may be provided in programs listed below:

Journey House

Journey House is a clubhouse program available to adults with a serious and persistent mental illness

Step Forward

This program is for young adults and is located within Journey House. Step Forward helps youth with school and work goals. This helps them to be able to live on their own.

FAST (Flying Assertive Service Team)

FAST is a team that provides mental health and substance abuse services in clients' homes when extra care is needed.

Quest

Quest is a day treatment program for youth in junior high or high school who need more serious treatment. Youth have school in the morning and get mental health services in the afternoon.

Residential Care

Residential services are available if you or your child needs 24 hour treatment.

Crisis Residential Unit (CRU)

CRU is a 24-hour treatment program for adults. CRU may be used after a stay in the hospital before going home. Treatment in CRU can also help so a hospital stay may not be needed.

This is called an "Advance Health Care Directive." This will tell us in writing what health care choices you want made if you can't make decisions later. 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 want the form or need more information, talk to your therapist or your case manager, or call 801-773-7060 and ask to talk to an intake worker.

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.

Section 15 - Privacy

Who may read or get copies of my medical record?

We respect your right to privacy and confidentiality. Davis Behavioral Health follows federal laws about privacy of your medical record. Davis Behavioral Health does not use or share your protected health information except as federal law allows. When allowed by federal law, only the least necessary material is shared. We will talk to you about privacy when you first come for services.

Section 16 – Davis Behavioral Health Operations

What if I want to know more about how Davis Behavioral Health operates?



If you ask, we will give you more information on our structure and operations, including information on how we choose providers and what is required of them, on our grievance system, and on our confidentiality policy. We will also give you a copy of preferred practice guidelines for mental health and substance abuse care, if you ask. Please call 801-773-7060 (This phone number is toll-free in Davis County.) and ask to talk with an intake worker.

services if the Medicaid Fair Hearing decision is not in your favor. If the Medicaid Fair Hearing is about any other kind of action DBH has taken, you can discuss your services during the Fair Hearing.

Section 13—Complaints/Grievances

What if I have a complaint?

If you have a complaint about anything other than an action, this is called a grievance.

How do I file a grievance?

You, your legally authorized representative, or your provider can file a grievance with any staff member. If you need additional help or want someone else to talk to about the grievance, you can call 801-773-7060 Monday through Friday from 8:00 AM to 5:00 PM. Ask for the Corporate Compliance Officer.

You can also give us your grievance in writing. You can give it to any staff member or your provider. You can also mail it to the Corporate Compliance Officer at 934 S. Main St. Layton, UT 84041. If you don't want to talk to us about your grievance, you can call Medicaid anytime at 1-877-291-5583.

When will DBH tell me the decision on my grievance?

DBH will give you a decision within 45 calendar days after we get your grievance. Sometimes we might 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, or we will send you a letter.

Section 14 - Advance Health Care Directives

What if I am ill and cannot make health care decisions?

You can give others instructions about your decisions for your health care.

Substance Abuse

WRC

The Women's Recovery Unit (WRC) is a treatment program for women age 18 and older with substance abuse needs. The WRC provides outpatient services, including day treatment.

MRC

The Men's Recovery Center (MRC) is a treatment program for men age 18 and older with substance abuse needs. The MRC provides outpatient services, including day treatment.

IOP

Intensive Outpatient Program (IOP) provides substance abuse services for clients who need treatment most days of the week.

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 other's 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?

Davis Behavioral Health has 24-hour emergency services seven days a week. Call 801-773-7060 to talk with a crisis worker. You can also talk to a crisis worker in person. Monday - Thursday 8 AM – 8 PM or Friday 8 AM – 5 PM. Go to either of our clinics (refer to section 7). A crisis worker will see you within one hour.

After hours and weekends, you can go to the Crisis Recovery Unit in Layton at 2250 South 1700 West, Layton, UT 84041 and talk to someone.

Also day or night, you can go to any hospital emergency room for emergency care. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that DBH is your mental health provider. Have the emergency provider call 801-773-7060 to tell us about the care they gave you.

Will I have to pay for emergency care?

If you have Traditional Medicaid, you will not have to pay for services in an emergency even if you get care outside the area.

If you have Non-Traditional Medicaid, you might have to pay for an emergency service you get from DBH or other outpatient providers if you have already used 30 days of outpatient mental health services during the year.

Do I have to pay for an ambulance to get emergency care?

No. You will not have to pay for the ambulance.

How do I get mental health care in a hospital?

Mental health care in a hospital is usually called post-stabilization care services. DBH must pre-approve hospital care. DBH uses McKay-Dee Hospital (Ogden), University Neuropsychiatric Institute (UNI-Salt Lake City), Davis North Hospital (Layton), and Lakeview Hospital (Bountiful).

If you are outside of Davis County and need mental health care in a hospital, go to the nearest one and ask for help. If a different hospital treats your emergency and wants to admit you, the hospital **must** call us for approval. We might have you stay at that hospital, or we might transfer you to one of our hospitals. It's important to let the hospital know DBH is your Medicaid mental health provider. This is so they can call us if they want to admit you.

The hospital must call us at 801-773-7060 and let us know they are planning to admit you for care.

Can I keep getting my services if I file an appeal?

If our action was to reduce or stop services we had approved, you need to tell us if you want to keep getting those services. If you file an appeal in time, we will keep giving you these services. If the appeal decision is not in your favor, you might have to pay for the services.

When will Davis Behavioral Health tell me the decision on my appeal?

Usually, DBH 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.

Section 12 – 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 how and when to ask for a Medicaid Fair Hearing. We will also give you the Medicaid Fair Hearing request form to send to Medicaid. You must ask for a Medicaid Fair Hearing in writing. If you want, you may bring an attorney with you to the Medicaid Fair Hearing.

If you have questions or need help filling out the form, call DBH at 801-773-7060, and ask to speak to the Corporate Compliance Officer, or talk with your provider.

Can I continue my services if I file a request for a Medicaid Fair Hearing?

If we reduced or stopped services we previously approved, you need to check the box on the Medicaid Fair Hearing form asking that the services continue. If you file your request for a Medicaid Fair Hearing within the time frame given in the letter you get from us, we will keep giving you the services. However, please remember that you might have to pay for these

How will I know if Davis Behavioral Health is taking an action?

We will send you a letter called a Notice of Action. You may appeal the action.

Section 11 – Appeals

What is an appeal?

An appeal is when you ask us to look at the action again to see if we made the best decision.

Who can file an appeal?

You, your legally authorized representative, or your provider with your written permission, can file an appeal.

When do I have to file an appeal?

Your notice of action letter will give complete information on the appeal process. It will also tell you how soon you must file the appeal. In most situations, you must tell us you want to file an appeal within 30 days.

How do I file an appeal?

You, your legally authorized representative, or your provider may file an appeal in either of these two ways.

- Fill out the appeal form that we sent with the Notice of Action letter. Send it to the address on the appeal form.
- Or, if you would like, you can call us first to file your appeal. Call 801-773-7060 Monday – Friday from 8:00 AM to 5:00 PM. This phone number is toll-free in Davis County. Ask for Utilization Management and say that you would like to file an appeal.

What if I need help filing my appeal?

Please call 801-773-7060 Monday – Friday from 8:00 AM – 5:00 PM and ask for Utilization Management. This number is toll-free in Davis County.

Section 3 – Transportation

How can I get help with transportation to Davis Behavioral Health?

- If you have Non-Traditional Medicaid, transportation to your mental health or substance abuse appointments is not covered.
- If you have Traditional Medicaid, transportation to your mental health services might be available.

Public Transportation for Traditional Medicaid Clients

If you do not have your own way to get to and from your mental health appointments, call the Department of Workforce Services at 801-776-7800 in Northern Davis County and 801-298-6600 in Southern Davis County. They will help you get a Utah Transit Authority (UTA) bus pass.

If you can't use the UTA for some reason, and need help getting to and from your mental health appointments, call 801-773-7060 and ask to talk to an intake worker, or talk to your provider.

How can I get help with transportation to my substance abuse appointments?

- If you have Non-Traditional Medicaid, transportation to your substance abuse appointments is not covered.
- If you have Traditional Medicaid, transportation to substance abuse services is not covered by Davis Behavioral Health. Transportation to substance abuse services might be covered under Medicaid's transportation program. See your Medicaid Member Guide given to you when you got on Medicaid. It has complete information about transportation covered by Medicaid.

Section 4 - Interpreter Services

What if I need an interpreter?

We know that it can be hard to talk with your provider if you speak another language or if you are hard of hearing.

Please let us know if you have a need in this area. We might have providers who speak or sign your language. We have providers who speak Spanish. 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 and be with you at your mental health or substance abuse appointments. To ask for an interpreter or a therapist who can speak or sign your language, call 801-773-7060 and the receptionist will help you.

What if I want to call DBH and am hard of hearing or have speech problems?

If you want to call us by phone and are deaf or hard of hearing, call Utah Relay at 711. If you have a hard time speaking, 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 pasa si tengo dificultad para comunicarme en el idioma inglés?

Sabemos que puede ser difícil hablar con su terapeuta si su lengua materna no es el inglés o si tiene dificultades para escuchar.

Por favor infórmenos si tiene una necesidad específica en esta área.

Es probable que tengamos terapeutas que hablan su idioma o se comuniquen con lenguaje de signos.

El servicio de intérpretes es gratuito y está disponible en todos los idiomas, incluyendo el lenguaje de signos. Un intérprete puede ayudarle en el teléfono y acompañarle a sus citas de salud mental. Ellos le ayudarán a hablar y a entender lo que le está diciendo su terapeuta. Para solicitar los servicios de un intérprete o un terapeuta que hable su idioma o se

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

What are my responsibilities as a client?

As a client of Davis Behavioral Health, your responsibilities include:

- Keeping scheduled appointments;
- Canceling appointments 24 hours in advance;
- Being on time for your appointments;
- Work with your therapist in your recovery plan;
- Telling the front desk staff, your therapist, and your Medicaid eligibility worker of changes in your address, phone number, or insurance;
- Telling medical staff of all medications you are currently taking and over-the-counter medications;
- Filling out any surveys Davis Behavioral Health gives you;
- Respecting the property, comfort, and privacy of clients and staff;
- Telling your treatment provider when you want to stop services;
- Bringing your Medicaid card to every visit; and
- Keeping our facilities and campuses tobacco free.

Section 10 – Actions



What are actions?

Actions are when DBH:

- denies (turns down) or approves fewer services than you wanted
- decreases the number of services or ends a service we had previously approved. (If you agree with the change in your treatment, it is not an action. This is only an action if you tell us you don't want the change.)
- denies payment for a service that you might have to pay for,
- does not provide an intake appointment within the required amount of time and you are unhappy with this
- does not settle an appeal or grievance you have filed with us as soon as we are supposed to, or
- Does not make a decision about getting services from a DBH subcontractor in the amount of time Medicaid wants us to.

Can I get a second opinion?

Yes. You can get a second opinion about your mental health or substance abuse problem or care. If you would like a second opinion by another provider, call 801-773-7060. There is no cost for a second opinion.

Section 9 - Rights and Responsibilities

What are my rights as a client?

As a DBH client, you have the right to:

- Get mental health or substance abuse care no matter your race, disability (mental or physical), gender, religion or age. If you have questions or feel you have been treated unfairly or discriminated against for any reason, you may contact our grievance officer at 801-773-7060. You can also call Medicaid Constituent Services at 1-877-291-5583 or the Federal Office for Civil Rights at 1-303-844-2024, or email them at: OCRTMail@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, in common languages and in other formats;
- Be treated with respect;
- Have your privacy protected;
- Get information on all treatment options in a way you can understand;
- Work with your therapist to plan your treatment, including saying “no” to treatment;
- Not be held down (restrained) or kept apart from others (seclusion); just because it’s easier for someone else, to punish you, or to get back at you (retaliate) for something you did;
- Get a copy of your medical record, and ask that it be changed or corrected, when allowed by law;
- Get mental health and substance abuse services in the amount you need and when you need them;
- Get your permission before any interviews are audio or videotaped;

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 sus proveedor le estar diciendo.

Para pedir por un intérprete o un proveedor que hable su idioma o por señas, favor de llamar al 801-773-7060.

¿Qué sucede si quiero llamar al DBH y soy surdo, 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.

Section 5 – Services Not Covered by Davis Behavioral Health

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

Some of the services that might be covered by Medicaid or your physical health plan but not by DBH are medical care, including medical detoxification in hospital for a substance abuse problem, dental care, vision care and pharmacy. 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 abuse problems are not covered by DBH. 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 6 – Payment for Services



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

You may have to pay for services if:

- You get a service that is not covered under Medicaid's Prepaid Mental Health Plan.
- You get a service that is not pre-approved by Davis Behavioral Health. You should only have to pay for the service if you signed in writing that you would pay for the service before you got the service.
- You are in the Non-Traditional Medicaid Plan and you get more mental health services than the Non-Traditional Plan covers.
- You are not on Medicaid when you receive the service.
- You ask for and keep getting mental health or substance abuse services during an appeal with Davis Behavioral Health or during a Medicaid fair hearing. You may have to pay for these services if the appeal or Medicaid fair hearing decision is not in your favor.
- You have a non-emergency hospital stay (you might have to pay the fee Medicaid requires).

If you have Non Traditional Medicaid, you might have to pay for mental health services if you get more mental health services than the Non-Traditional Plan covers. This includes emergency mental health services you get from Davis Behavioral Health or other outpatient providers.

Section 7 – Getting Mental Health or Substance Abuse Services

How do I ask for mental health or substance abuse services?

To make an appointment please call:

The Main Street Clinic, 934 South Main Street, Layton, UT 84041

- Children, Youth, and Adult Outpatient Services – 801-773-7060

The Layton Clinic, 2250 South 1700 West, Layton, UT 84041

- Adult Services – 801-773-7060

We have evening appointments. Let us know if that is what you need.

How quickly can I be seen?

If you need emergency care, you will be seen right away. (See Section 2, Page 4 – Emergency Services)

If you need to be seen soon, but do not have an emergency, we will give you an appointment within five working days. If you do not have an urgent need for care, we will see you within 15 working days.

If your situation changes and you think you need to be seen sooner, call us. We'll talk about your needs again.

Section 8 - Choice of Provider

Can I choose my mental health or substance abuse provider at DBH?

Yes. You can talk to the intake worker about your choice of doctor, therapist or case manager who is right for your needs. If you are already a client and want a different provider, you can ask your current provider. Or you can call 801-773-7060 and ask to talk with an intake worker.

Can I get outpatient mental health or substance abuse services from someone outside of DBH?

In special situations, you can go to a provider outside DBH. You and the provider must get approval before you get services. Call 801-773-7060 and ask for Utilization Management to talk about your request.

When will Davis Behavioral Health tell me the decision?

If we have a written agreement with the provider we will usually make a decision on your request within 14 calendar days. Sometimes we might need more time to make a decision. We will let you know about this in writing. You may file a grievance if you are unhappy with our need to take more time. If you or your provider thinks 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. We will also tell the provider.