

# BEHAVIORAL HEALTH SERVICES HANDBOOK



Services Provided in the Southwest Counties of:

- Iron
- Kane
- Beaver
- Garfield
- Washington

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## **Section 1 - Introduction**

As a Medicaid member, you are part of the Prepaid Mental Health Plan (PMHP). If you live in Washington, Iron, Kane, Beaver, or Garfield County, your PMHP provider is

**Southwest Behavioral Health Center (SBHC).**

This handbook explains the Medicaid mental health and substance use disorder (SUD) services that the PMHP covers.

**SBHC** will give you mental health or substance use disorder (SUD) services if you need them.

You can get this handbook and other written information in Spanish. You can also get this booklet on compact disk (CD) in either English or Spanish. For help, call us at 435-634-5600 or toll-free at 1-800-574-6763.

Como miembro del Medicaid, usted es parte del 'Prepaid Mental Health Plan' (PMHP). Si usted vive en Washington, Iron, Kane, Beaver or Garfield condados, su proveedor de PMHP es **Southwest Behavioral Health Center (SBHC)**. **SBHC** 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 cubre bajo del programa de Medicaid. 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 435-634-5600, llámenos gratis al 1-800-574-6763

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

Other Languages:

Free language assistance services are available to you. For help, call 1-800-640-5349.

**Spanish**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-574-6763.

**Section 2 - Services Available**

**What mental health and substance use disorder (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 and group therapy
- Family therapy
- Individual and group therapeutic behavioral services
- Medication management
- Individual skills training and development
- Psychosocial rehabilitation services (day treatment)
- Peer support services
- Detoxification from substances in a social setting
- Targeted case management services

SBHC will offer you services after we meet with you to talk about what you need. During the assessment, appropriate providers, whether they are accepting new clients and the non-English languages spoken by the providers will be discussed.

Services are provided by licensed mental health and SUD professionals, including doctors, nurses, psychologists, licensed clinical social workers, SUD counselors, other clinical mental health counselors, peer support specialists, and targeted case managers, etc.

If you want more information on any of these services, call us at 435-634-5600 or toll-free at 1-800-574-6763.

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

Yes, other covered services are:

- Electroconvulsive therapy (ECT)\*
- Interpreter services

Also, there are some other services that may be covered based on your needs. These services are:

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

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

### **Section 3 - Services Not Covered by Southwest Behavioral Health Center**

#### **What services are covered by Medicaid but not by Southwest Behavioral Health Center?**

Some of the services that might be covered by Medicaid or your physical health plan, but not by SBHC, are medical care, including medical detoxification in a hospital for SUDs, 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 toll-free at **1-800-662-9651** or your physical health plan, if you have one.

Also, methadone for SUDs is not covered by SBHC. If you need this service, you can get it from a Medicaid methadone service provider. If you have questions, call Medicaid toll-free at **1-800-662-9651**.

## **Section 4 - Transportation**

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

#### **Traditional Medicaid Members**

If you do not have your own transportation to your appointments, you can get help with rides through Medicaid's transportation program. For more information, please refer to the Medicaid Member Guide. To ask for a copy, or if you have questions, call Medicaid at 1-866-608-9422. You can also find information online at [Medicaid.utah.gov](http://Medicaid.utah.gov).

You can also call us to talk about your transportation needs. Call us at 435-634-5600 or toll-free at 1-574-6763. You can also talk to your mental health worker who will assist in reviewing your transportation needs.

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

Transportation to your mental health or SUD services is not covered by Medicaid.

## **Section 5 - Interpreter Services**

### **What if I need an interpreter?**

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 at 435-634-5600 or toll free at 1-800-574-6763

### **What if I want to call Southwest Behavioral Health Center and I am deaf, hard of hearing or have a hard time speaking?**

You can call **Relay Utah at 711**. If you have a hard time speaking, you can also call **Speech-to-Speech Relay Utah** toll-free 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 toll-free at 1-888-346-3162.

## **Servicios de intérpretes**

### **¿Qué sucede si necesito un intérprete?**

¿Necesita ayuda para hablar con nosotros o con su

proveedor, o leer lo que le enviamos? Ofrecemos ayuda gratuita de intérpretes que hablan su idioma. También podemos proporcionarle información por escrito en su idioma y en otros formatos. Llámenos gratis al 1-800-574-6763. Servicios para jóvenes al 435-634-5601.

**¿Qué sucede si quiero llamar al Southwest Behavioral Health Cuenta y soy surdo, no oigo bien o tengo problemas para?**

Usted puede llamar a **'Relay Utah'** al **711**. Si usted tiene dificultad para 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 para hablar, llame a **'Spanish Relay Utah'** al 1-888-346-3162.

**Section 6 - Getting Mental Health or Substance Use Disorder Services**

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

Call the clinic nearest your home. See locations and telephone numbers on page 7. If you need services in the evenings, let us know when you call. Evaluations and some therapy services can be provided in the evenings. Indian members can get covered services directly from an Indian health care provider.

**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?**

SBHC has outpatient clinics in all five Southern Utah counties. You can contact the clinic closest to you.

**Washington County**

St. George Outpatient Services  
474 West 200 North  
St. George, UT 84770  
435-634-5600  
Toll-free at 1-800-574-6763

**Iron County**

Cedar City Outpatient Services  
245 East 680 South  
Cedar City, UT 84720  
435-867-7654  
Toll-free at 1-800-574-6763

**Beaver County**

Beaver Outpatient Services  
75 West 1175 North  
Beaver, UT 84713  
435-438-5537  
Toll-free at 1-800-574-6763

**Garfield County**

Panguitch Outpatient Services  
601 E. Center  
Panguitch, UT 84759  
435-676-8176  
Toll-free at 1-800-574-6763

**Kane County**

Kanab Outpatient Services  
445 N. Main Street  
Kanab, UT 84741  
435-644-4520  
Toll-free at 1-800-574-6763

## **Section 7 - Choosing Providers**

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

Yes, you can talk to us at any time about the provider you would like to see. Call us at 435-634-5606 or toll-free at 1-800-574-6763 and ask for the Managed Care Coordinator.

### **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 us at 435-634-5606 or toll-free at 1-800-574-6763 and ask for the Managed Care Coordinator.

### **Can I get mental health or substance use disorder services from someone outside Southwest Behavioral Health Center?**

In some situations, you can go to a provider outside SBHC. You and the provider must get approval before you get services outside SBHC. For more information, call us at 435-634-5606, or toll-free at 1-800-574-6763 and ask for the Managed Care Coordinator. We will make a decision in 14 calendar days.

### **When will Southwest Behavioral Health Center let me or my provider know if the services I want to get are approved?**

We can usually decide within 14 calendar days after we get the request.

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 72 hours.

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

We will give you our decision in writing, and let the provider know what our decision is.

## **Section 8 - Emergency Services**

### **What is an emergency?**

- When you think your life is in danger
- When you believe you might harm yourself or others
- When your safety or others' safety is at risk

### **What are emergency services?**

These are mental health or substance use disorder services given to treat your emergency.

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

- Call SBHC 24 hours a day seven days a week at 431-414-4362 or toll-free at 1-800-574-6763
- Call the National Suicide Prevention Lifeline, 24 hours a day, 7 days a week, including holidays, toll-free at 1-800-273-8255. You will be connected with a Utah crisis worker.
- Monday-Friday, you can come right away to any of our outpatient clinics between 8 a.m. and 5 p.m. and talk to a crisis worker.
- Day or night, you can go to any hospital emergency room (ER) for emergency services. Even if you are out of town, go to the nearest hospital ER.
- You can get emergency service from any mental health or SUD provider, even if they are not one of our providers.

You do not need approval from SBHC before you get emergency services from an ER or a provider that is not one of our providers.

## **Section 9 - Mental Health Care in a Hospital**

### **How do I get mental health care in a hospital?**

Mental health care in a hospital **after an emergency** is usually called post-stabilization care services. SBHC uses Dixie Regional Medical Center at 1380 E. Medical Center Dr., St. George, Utah for mental health care in a hospital.

If a hospital other than Dixie Medical Center treats your emergency and wants to admit you, the hospital must call us at 435-634-5600 or toll-free at 1-800-574-6763 to ask for approval. It's important to let the hospital know SBHC 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.

## **Section 10 - Payment for Services**

### **Hospital Emergency Room (ER) 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 ER. If you have co-pays, there is a co-pay if you use the ER when it is not an emergency.

### **Mental Health Care in a Hospital**

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

The hospital can charge you a \$75 co-pay for each hospital stay, but you will not have to pay more than the co-pay.

Some Medicaid members do not have co-pays. You can look at Utah Medicaid's *Member Guide* for information on individuals who do not have co-pays.

### **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 SBHC or Medicaid; or
- You get a service that is not pre-approved by SBHC (the provider or you

tried to get approval but SBHC denied the request or approved less than was asked for); or

- You do not go to an SBHC 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 SBHC did not approve a service you or your provider asked for, you can appeal this decision with SBHC before you agree to pay for the service. Section 13 on page 14 explains how to ask for an appeal.

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

- You ask for an appeal of a decision SBHC made to reduce, suspend or terminate services, and you ask to keep getting the services during the appeal with SBHC or during a Medicaid fair hearing. You would only have to pay for the services 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.

## **Section 11 - Client Rights and Responsibilities**

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

As a client, you have the right to:

- Receive mental health and substance use disorder services regardless of your age, race, color, national origin, ancestry, creed or religion, disability, sex, political affiliation, or any other designation stipulated by applicable state and national law. If you feel you have been treated unfairly or discriminated against for any reason, please call any of the numbers listed below:

SBHC's Non-Discrimination Coordinator at  
435-634-5606 or toll-free at 1-800-574-6763

Medicaid Constituent Services toll-free at **1-877-291-5583**

Federal Office for Civil Rights toll-free at **1-303-844-2024**, or email at [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov), or you can go to their website at: [www.hhs.gov/ocr](http://www.hhs.gov/ocr).

- Get information on the PMHP in a way that is easily understood, in common languages and in other formats;
- Be treated with respect and dignity;
- Be furnished covered services that are accessible in terms of timeliness, amount, duration, and scope.
- Have your privacy protected;
- Get information on other types of treatment in a way that is easily understood;
- Take part in treatment decisions regarding your mental health or substance use disorder services, including the right to refuse treatment;
- Get a second opinion at no cost to you;
- Be free from restraint or seclusion if it is used to force, discipline, to retaliate, or for convenience,
- Get a copy of your medical records and to ask that it be amended or corrected, when allowed by federal law; and
- Get mental health or substance use disorder covered services in the amount you need and when you need them.
- 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 be on time.
- If you need to cancel an appointment, call the provider 24 hours in advance.
- Be involved in your treatment plan and care.
- Tell SBHC and your Medicaid eligibility worker of changes in your address, phone number, or insurance.
- Complete surveys about the services SBHC has given you.
- Respect the property, comfort, and confidentiality of clients and staff, and
- Notify your treatment provider when you want to stop getting services.

## **Section 12 – Adverse Benefit Determinations**

### **What are adverse benefit determinations?**

Adverse benefit determinations are when SBHC:

- Denies (turns down) or approves fewer services than you wanted;
- Denies payment for a service.
- 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 6);
- Does not make a decision on an appeal or grievance you have with us as soon as we are supposed to; or
- Or your provider reduces or stops a service previously approved. If you agree with the change, it is not an adverse benefit determination. It is only an adverse benefit determination if you tell us you don't want the change.

## **How will I know if the Southwest Behavioral Health Center is making an adverse benefit determination?**

SBHC will send you a letter called a Notice of Adverse Benefit Determination. You will have the right to ask for an appeal if you disagree with our adverse benefit determination.

### **Section 13 - Appeals**

#### **What is an appeal?**

An appeal is a review of an adverse benefit determination SBHC has made to see if we made the best decision.

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

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

#### **When do I have to ask for an appeal?**

Your Notice of Adverse Benefit Determination letter will give complete information on the appeal process, including how soon you must tell us you want an appeal of the adverse benefit determination. In most situations, you must tell us you want an appeal within 60 days from the date on the Notice of Adverse Benefit Determination letter.

#### **How do I ask for an appeal?**

The Notice of Adverse Benefit Determination letter will tell you how to ask for an appeal. If you need help asking for an appeal, call our Managed Care Coordinator at 435-634-5606 or toll-free at 1-800-574-6763

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

If our adverse benefit determination is to reduce or stop services we had previously approved, you need to tell us if you want to keep getting the services. You must ask us to keep giving you the services on or before the later of the following: within 10 days of SBHC mailing the Notice of Adverse Benefit Determination letter to you, or the effective date of our proposed decision to reduce or stop services.



If you ask for an appeal in the timeframe required, and you ask that the services be continued in the timeframe required, we will keep giving you the services. You might have to pay for the services if the appeal decision is not in your favor.

If you are asking for an appeal of any other kind of adverse benefit determination and have questions about getting services during the appeal, call our Managed Care Coordinator at 435-634-5606 or toll-free at 1-800-574-6763

### **When will Southwest Behavioral Health Center tell me the decision on the appeal?**

Usually, we will give you a written decision within 30 calendar days after we get the request for an appeal. Sometimes, we need more time to make the decision. If we need more time, we will let you know in writing. Also, you might want us to take more time for some reason. If so, let us know. When you, your provider, or we think it's important to make a decision on the appeal quickly, we will usually make a decision within 72 hours.

### **Section 14 - Medicaid Fair Hearings**

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

If you are unhappy with our 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. Our appeal decision letter will tell you how and when to ask for the fair hearing. We will also give you the fair hearing request form to send to Medicaid. You must ask for a fair hearing in writing using the form we give you.

If you have questions or need helping filling out the hearing request form, call our Managed Care Coordinator at 435-634-5606 or toll-free at 1-800-574-6763.

At a fair hearing, you can speak for yourself, or you can have a relative, friend, lawyer or anyone else speak for you. Before and during the fair hearing, you, and any person

helping you, can present documents. Also, you, and any person helping you, can look at all of the documents that will be used at the fair hearing.

### **Can I keep getting my services if I 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 time frame and ask that SBHC keep giving you services, we will continue to give you 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.

## **Section 15 - Complaints/Grievances**

### **What if I have a complaint about Southwest Behavioral Health Center or my provider?**

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

### **Who can file a grievance?**

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

### **How do I file a grievance?**

- You can talk to your provider or SBHC staff about your grievance; or
- You can call our Managed Care Coordinator at **435-634-5606** or **toll-free at 1-800-574-6763**; tell the Managed Care Coordinator you want to file a grievance; or
- You can give it to us in writing. Give it to your provider or any staff member, or mail it to:

**Southwest Behavioral Health Center  
Managed Care Coordinator  
474 West 200 North, Suite 309  
St. George, UT 84770**

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 our Managed Care Coordinator at **435-634-5606** or toll-free at **1-800-574-6763**.

**When will Southwest Behavioral Health Center tell me the decision on my grievance?**

We will give you a decision within 90 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.

**Section 16 - 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, call us at 435-634-5600 or toll-free at 1-800-574-6763, or you can also talk to your provider or case manager. If you have an Advance Directive and there is a problem with it being followed, call the Utah Survey and Certification agency at **801-536-6158** or toll-free at **1-800-662-4157**.

## **Section 17 - Privacy**

### **Who can read or get copies of my medical record?**

SBHC follows federal laws about privacy of your mental health and substance use disorder record. SBHC 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 SBHC or your provider.

## **Section 18 - Southwest Behavioral Health Center Operations**

### **What if I want to know more about how Southwest Behavioral Health Center is set up and works?**

We will answer any questions you have about how we are set up, including questions about our grievance system, billing practices, confidentiality policy, and how we choose providers and what is required of them. If you ask, we will give you a copy of our Preferred Practice Guidelines for mental health and substance use disorder services. Call us at **435-634-5606** or toll-free at **1-800-574-6763** and ask for the Managed Care Coordinator.

## **Section 19 – Reporting Fraud, Waste or Abuse**

### **What is health care fraud, waste and abuse?**

Doing something wrong related to Medicaid could be fraud, waste, or abuse. We want to make sure that health care dollars are used the right way. Fraud, waste, and abuse can make health care more expensive for everyone.

Some examples of fraud, waste, and abuse are:

#### **By a Medicaid Member**

- Changing the amount or number of refills on a prescription.
- Giving their Medicaid card to someone else to use.
- Lying to get medical or pharmacy services.

## **By a Provider**

- Billing for services that have not been provided.
- Not reporting a patient's misuse of a Medicaid card.

If you think there might be fraud, waste, or abuse, call:

our Managed Care Coordinator at 435-634-5606 or toll-free at 1-800-574-6763.

You can also contact:

### **For provider fraud, waste, or abuse**

Utah's Office of Inspector General (OIG) email: [mpi@utah.gov](mailto:mpi@utah.gov)  
Toll-free hotline: 1-855-403-7283

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

Utah Department of Workforce Services Fraud email: [wsinv@utah.gov](mailto:wsinv@utah.gov) or toll-free hotline:  
1-800-955-2210