BEHAVIORAL HEALTH SERVICES HANDBOOK



Services Provided in the Southwest Counties of:

- Iron
- Kane
- Beaver
- Garfield
- Washington

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Do you speak another language? Do you have a hard time speaking or hard of hearing?

Free language assistance services are available to you. You can get this handbook and other written information in your language and in other formats (large print, audio, electronic, and other formats) for free. For help, call us at 435-634-5600 or at 1-800-574-6763. 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.

¿Hablas otro idioma? ¿Tiene dificultades para hablar o para oír?

Disponemos de servicios gratuitos de asistencia lingüística. Puede obtener este manual y otra información escrita en su idioma y en otros formatos (letra grande, audio, electrónica y otros formatos) de forma gratuita. Para obtener ayuda, llámenos al 435-634-5600 o al 1-800-574-6763. Puede llamar a Relay Utah al 711 o al 1-800-346-4128. Si tiene dificultades para 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 dificultad para hablar, llame a Spanish Relay Utah al 1-888-346-3162.

Section 1 - Introduction

This handbook is for Medicaid members who are enrolled in Utah Medicaid's 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 SUD services if you need them.

Can I get this handbook in another language or format?

You can get this handbook and other written information in your language and in other formats (large print, audio, electronic, and other formats) for free.

For help, call us at **435-634-5600** or at **1-800-574-6763**.

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 Washington, Iron, Kane, Beaver o Garfield, su proveedor de PMHP es **Southwest Behavioral Health Center (SBHC). SBHC** provee los servicios de la salud mental y para trastorno por consumo de sustancia si usted los necesita.

Este manual explica los servicios de la salud mental y para trastorno por consumo de sustancia que el PMHP cubre bajo del programa de Medicaid.

¿Puedo conseguir este manual en otro lenguaje o formato?

Usted puede obtener este manual y otra información escrita en su idioma y en otros formatos (letra grande, audio, electrónico, y ostros formatos) sin costo para usted.

Para obtener ayuda, llámenos al **435-634-5600** o al **1-800-574-6763** por gratis.

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 us at **1-800-574-**

6763.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llámenos 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
- Detoxification in an outpatient setting
- Recreational Therapy
- Transcranial Magnetic Stimulation (TMS)
- 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 providers speak will be discussed.

SBHC will meet with you to talk about your needs and who might be the right person to help you. The people who will help you can be doctors, nurses, counselors, case managers, or others.

If you want to learn more about what we offer, call us at **435-634-5600** or **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

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 if you have one, 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 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 at **1-800-662-9651**.

Section 4 – Transportation

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

If you do not have your own ride to services, you may be able to get help with rides.

- ModivCare may be able to help with rides. Call ModivCare at **855-563-4403**.
- If you live in Iron County, Cedar Area Transportation Services (CATS) is available to Medicaid members. CATS has bus routes. If CATS bus service is not available where you live or you cannot use the bus for some reason, CATS' Dial-A-Ride might be able to help. Call **435-865-4510** or visit their website at https://www.cedarcity.org/188/Dial--A-Ride-Vans

To learn more about help with rides, see the *Utah Medicaid Member Guide* at Medicaid.utah.gov. To ask for a copy, or if you have questions, call Medicaid at **866-608-9422**.

You can also call us to talk about your ride needs. Call us at **435-634-5600** or **800-574-6763**. You can also talk to your mental health worker who will assist

in reviewing your needs.

Section 5 - Interpreter Services

What if I need an interpreter?

We know that it can be hard to talk with your provider if your first language is not English or you are 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 and 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 us 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 (TDD/TTY)?

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**.

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, llámenos al **1-800-574-6763** por gratis.

¿Qué sucede si deseo llamar a Southwest Behavioral Health Center y soy sordo, tengo problemas de audición, o tengo dificultades para hablar (TDD/TTY)?

Usted puede llamar a **'Relay Utah' al 711** o al **1-800-346-4128.**

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 SUD Services from Southwest Behavioral Health Center

How do I get mental health or SUD services?

Call the SBHC clinic nearest your home. (See *Where do I go for mental health or SUD Services*, 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.

How quickly can I be seen?

If you need emergency care we will see you right away. (See *Emergency Services,* 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 SUD 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

or 1-800-574-6763

Iron County

Cedar City Outpatient Services

245 East 680 South

Cedar City, UT 84720

435-867-7654 or

1-800-574-6763

Beaver County

Beaver Outpatient Services

75 West 1175 North

Beaver, UT 84713

435-438-5537 or

1-800-574-6763

Garfield County

Panguitch Outpatient Services

601 E. Center

Panguitch, UT 84759

435-676-8176 or

1-800-574-6763

Kane County

Kanab Outpatient Services

445 N. Main Street

Kanab, UT 84741

435-644-4520 or

1-800-574-6763

Section 7 - Choosing Providers

Can I choose my provider?

Yes, you can talk to us at any time about the SBHC provider you would like to see. Call us at **435-634-5600** or at **1-800-574-6763** and ask for the Managed care coordinator.

Does Southwest Behavioral Health Center have a provider directory?

SBHC has a directory of all our mental health and SUD providers. You can see our directory on our website at sbhc.us

The directory is organized by clinic location and lists the providers in that clinic. Our directory also includes other community providers that we have a written agreement with to provide services. If you have any questions about our provider directory or would like a copy, call us at **435-634-5600** or at **1-800-574-6763**.

Can I get mental health or SUD services from a provider outside Southwest Behavioral Health Center?

In some situations, you can go to a provider outside SBHC. 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 services. For more information, call us at **435-634-5600**, or at **1-800-574-6763** and ask for the managed care coordinator.

You do not need approval before you get emergency services. (See Emergency Services, page 10).

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 7 calendar days after we get the request. If you or your provider wants us to take more time to make a decision, let us know. Sometimes we might need more time 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. If you or your provider wants us to take more time making a decision, let us know.

If you or your provider thinks it is important to make a decision quickly and we agree, we will try to make a decision 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 let the provider know what our decision is. 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 Southwest Behavioral Health?

You do not need approval from SBHC to get emergency services. (See *Emergency Services* page 11)

You do not need approval from SBHC 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 SBHC to get mental health 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 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 **435-634-5600** or at **1-800-574-6763** and ask for the Managed care coordinator.

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 SUD services given to treat your emergency.

How do I get emergency services?

- Call SBHC 24 hours a day 7 days a week at **435-414-4362** or at **1-800-574-6763**.
- 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 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 St. George Regional Hospital at 1380 E. Medical Center Dr., St. George, Utah for mental health care in a hospital.

If St. George Regional Hospital or another hospital treats your emergency and wants to admit you, the hospital must call us at **435-634-5600** or at **1-800-574-6763** to ask for approval. 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 send you to another hospital.

Section 10 - Payment for Services

Will I have a co-payment (co-pay) for outpatient 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 groups of Medicaid members that do not have co-pays on any Medicaid services.

The *Utah Medicaid Member Guide*. The guide is online or ask for a paper copy.

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

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?

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.

Outpatient Mental Health and SUD Services

Will I have to pay for outpatient 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 SBHC or Medicaid; or
- You get a service that is not pre-approved by SBHC; 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 ask for an appeal of this decision with SBHC before you agree to pay the provider for the service. (See *Appeals*, page 14) explains how to ask for an appeal.

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

- You ask for and get services during an 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

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:

- Get information on the PMHP in a way that is easily understood;
- 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 SUD services,

including the right to refuse treatment;

- Get a second opinion at no cost to you;
- Be free from restraint or seclusion if it is used to force, discipline, to retaliate, or for convenience;
- Get a copy of your medical records and to ask that it be amended or corrected, when by federal law; Get mental health or SUD covered services in the amount you need and when you need them; and
- Use your rights at any time and not be treated badly by SBHC, your providers, or Medicaid if you do.

If you believe you have not been allowed to use these rights, you can file a complaint with:

SBHC's managed care coordinator at 435-634-5600 or 1-800-574-6763
or
Medicaid Constituent Services:
Mail: P.O. Box 143106, Salt Lake City, UT 84114-3106
Phone: 801-538-6417, 1-877-291-5583
Email: medicaidmemberfeedback@utah.gov
Fax: 801-536-0946

If you need help filing a complaint, call SBHC's managed care coordinator at 435-634-5600 or 1-800-574-6763.

As a client you also have the right to:

- Receive mental health and SUD services regardless of your race, color, national origin, sex, sexual orientation, gender identity, religion, age, or disability.

If you feel you have been treated unfairly or discriminated against call SBHC's Non-Discrimination Coordinator at:

435-634-5600 or **1-800-574-6763**

You can also contact:

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

Phone: 1-800-368-1019 or 1-800-537-7697 (TDD)

Email at OCRmail@hhs.gov

Online: www.hhs.gov/ocr or ocrportal.hhs.gov/ocr/smartscreen/main.jfs

Mail: Centralized Case Management Operations

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building

Washington, D.C. 20201

If you want to email or mail your compliant 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 **435-634-5600** or at **1-800-574-6763**

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 all or part of a payment for a service that you might have to pay for.
- Or your provider 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 Medicaid wants us to; or
- Or your provider reduces, suspends, 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;
- Does not make a decision about approving services you have asked for as soon as Medicaid wants us to; or
- Denies your request to dispute a financial liability.

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. If you disagree with our adverse benefit determination, you can ask for an appeal.

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. 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 18)

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 information on the appeal process, including how soon you must tell us you want an appeal of the adverse benefit determination. You must ask for an appeal within 60 calendar 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. 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:

  Attn: Managed Care Coordinator, 474 W 200 N, St. George, UT 84770

- Or email acsawyer@sbhcutah.org
- by calling us. Call us at **435-634-5600** or at **1-800-574-6763** and ask for the managed care coordinator.

What if I need help asking for an appeal?

If you need help asking for an appeal, call us at **435-634-5600** or at **1-800-574-6763** and ask for the managed care coordinator.

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

If our adverse benefit determination is to reduce, suspend, or stop services we had previously approved, you must 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 sending the Notice of Adverse Benefit Determination letter to you; or
- the effective date of our proposed decision to reduce, suspend, or stop services.

If you ask 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 our 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 us at **435-634-5600** or at **1-800-574-6763** and ask for the managed care coordinator.

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

Usually, we will give you a written decision no later than 30 calendar days from the day we get the 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 in writing. Also, you or your provider 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 their 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 two 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 two calendar days.

How do I ask for a quick appeal?

You can ask for a quick appeal:

- in writing using the appeal request form we gave you with your Notice of Adverse Benefit Determination letter. Just check the "Expedited Appeal" box. Send your written appeal request to:

  Attn: Managed Care Coordinator, 474 W 200 N, St. George, UT 84770

- Or email acsawyer@sbhcutah.org
- by calling us. Call us at **435-634-5600** or at **1-800-574-6763** and ask for the managed care coordinator.

If we agree the decision needs to be made quickly, we will make a decision no later than 72 hours after receiving the expedited Appeal request. If you, or we, need more time to make the decision, we can take up to another 14 calendar days. If we need more time, we will send you a letter telling you why.

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. You can also get a hearing request form from Medicaid by calling Medicaid at **801-538-6576** or at **1-800-662-9651**.
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.

How do I ask for a fair hearing with Medicaid?

You must ask for a fair hearing in writing. Fill out the fair hearing request form included with your appeal decision letter. You can also get a hearing request form from Medicaid by calling Medicaid at **801-538-6576** or at **1-800-662-9651**.

When do I have to ask for a fair hearing with Medicaid?

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.

What if I have questions or need help asking for a fair hearing with Medicaid?

If you have questions or need helping filling out the hearing request form, call us at **435-634-5600** or at **1-800-574-6763** and ask for the managed care coordinator.

Section 15 - Complaints/Grievances

What if I have a complaint about Southwest Behavioral Health Center 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:

- talk to your provider or SBHC staff about your grievance;
- call our us at **435-634-5600 or 1-800-574-6763** and ask for the managed care coordinator;
- Email us acsawyer@sbhcutah.org;
- 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 300

St. George, UT 84770

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

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

Call us at **435-634-5600 or 1-800-574-6763** and ask for the managed care coordinator**.**

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

We will give you a 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 to make a decision. If we need more time, we will let you know by phone or by e-mail 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 on your grievance, or we will send you a written decision.

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. Keep a copy and give one to your family members.

If you want the form or need more information, call us at **435-634-5600** or at **1-800-574-6763** and ask for the managed care coordinator. You can also talk to your provider or case manager. 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 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 SUD services. Call us at **435-634-5600** or 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 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.
- Being untruthful to get on Medicaid.

If you think there might be fraud, waste, or abuse, call us at **435-634-5600** or at **1-800-574-6763** and ask for the managed care coordinator.

You can also contact:

For provider fraud, waste, or abuse

Utah Office of Inspector General of Medicaid Services (OIG)

Phone: 1-855-403-7283

Email: mpi@utah.gov

Online: **oig.utah.gov**

For Medicaid Member fraud, waste, or abuse

Utah 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.