

SAN JUAN COUNSELING CENTER

MEDICAID PREPAID MENTAL HEALTH PLAN MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES HANDBOOK

JULY, 2013

Your Guide to Medicaid Benefits for Mental Health and Substance Abuse Services in San Juan county

*Call us if you are having problems with anxiety,
depression or other mental health or substance abuse
problems.*

1-435-678-2992

Toll Free 1-888-833-2992

Este manual explica los beneficios de Medicaid
servicios de salud mental, y el abuso de
proporcionada por el Centro de Consejería San Juan.
Usted puede obtener este manual y cualquier otra información
escrito en español. También puede ponerse en
cintas de audio o discos compactos (CD), tanto en
Español e Inglés. Si necesita ayuda, llame a la
435-678-2992.

For questions or more information about SJC services, call 1-435-678-2992,
Toll Free 888-833-2992
Medicaid Information Line call 1-800-662-9651

Notes

SAN JUAN COUNSELING CENTER

Introduction

If you live in the San Juan County and have Medicaid, your Medicaid card says San Juan Counseling/NCC. This means San Juan Counseling Center (SJC) is your mental health provider. SJC is also your substance abuse provider. This handbook explains the Medicaid mental health and substance abuse services SJC covers.

You can get this booklet on compact disk (CD) in English. You may also receive this book in large print. For help, call 435- 678-2992, or toll-free at 888-833-2992.

Si usted vive en San Juan County y tiene la tarjeta de Medicaid, su tarjeta de Medicaid dice **San Juan Counseling Center/NCC**. Esto significa que San Juan Counseling Center (SJC) es su proveedor de salud mental. **SJC tambien sera su proveedor de abuso de sustancia.**

Usted puede obtener este folleto en el disco compacto (CD) en Ingles. Tambien puede recibir este libro en letra grande. Si necesita ayuda, llame al 435-678-2992, o al numero gratuito 888-833-2992.

SJC provides mental health and substance abuse services for children, youth and adults. If you need mental health or substance abuse services, call us at 435- 678-2992, or toll-free at 888-833-2992. (See *Getting Mental Health and Substance Abuse Services*, page 10).

For questions or more information about SJC services, call 1-435-678-2992,

Toll Free 888-833-2992

Medicaid Information Line call 1-800-662-9651

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SAN JUAN COUNSELING CENTER
MEDICAID MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES HANDBOOK

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What services are covered?

SJC provides mental health care in a hospital, and outpatient mental health and substance abuse services:

- EVALUATIONS
- TESTING
- INDIVIDUAL AND GROUP THERAPY
- FAMILY THERAPY
- MEDICATION MANAGEMENT
- INDIVIDUAL SKILLS TRAINING AND DEVELOPMENT
- PSYCHOSOCIAL REHABILITATION SERVICES (DAY TREATMENT)
- TARGETED CASE MANAGEMENT SERVICES
- PEER SUPPORT SERVICES

Services are provided by or under the direction of licensed mental health and substance abuse professionals. If you want more information on any of these services, call SJC at 435- 678-2992, or toll-free at 888-833-2992.

Are any other services covered?

Yes, other covered services are:

- 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*
- Psycho-educational Services*
- Personal Service*
- Supportive living

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

Your provider can talk with you about these services.

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

If you have Non-Traditional Medicaid, there are some limits on services:

- You are limited to 30 days of mental health care in a hospital and 30 days of outpatient services each year for mental health problems. Sometimes, you can get more outpatient mental health services. Talk with your provider about this.
- *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.

SERVICES NOT COVERED BY SJC

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

Some of the services that might be covered by Medicaid or your physical health plan (if you have one) but not by SJC are medical, dental and vision care. Medical care includes medical detoxification in a hospital for a substance abuse problem. 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 maintenance services for substance abuse problems are not covered by SJC. 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**.

TRANSPORTATION

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

- 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 appointments might be available.

For questions or more information about SJC services, call 1-435-678-2992,

Toll Free 888-833-2992

Medicaid Information Line call 1-800-662-9651

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If you need help getting to and from mental health services, please call us at 435- 678-2992 or toll-free at 888-833-2992. Ask for help with transportation. You can also talk to your mental health worker who can help you.

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

- 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 SJC. 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 Medicaid provides.

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 hard of hearing. We might have providers who speak or sign your language. 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 or be with you at your mental health or substance abuse visits. The interpreter will help you understand what your provider tells you.

To ask for an interpreter or a provider who can speak or sign your language, call SJC at 435- 678-2992 or toll-free at 888-833-2992.

What if I want to call SJC and I am deaf, hard of hearing or have a hard time speaking?

For questions or more information about SJC services, call 1-435-678-2992,
Toll Free 888-833-2992
Medicaid Information Line call 1-800-662-9651

You can call **Relay Utah at 711**. 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 es difícil hablar con su proveedor si su primer idioma no es inglés o usted es sordo o mudo. Es posible que tengamos proveedores que hablen su idioma. Usted puede pedirles servicios a esos proveedores o puede pedir por un intérprete. Los intérpretes son gratis y están disponibles en todos los idiomas incluyendo en hablar por señas. Un intérprete también puede ayudarlo por teléfono, y estar con usted en sus citas de salud mental o sustancias de abuso. El intérprete puede ayudarlo entender lo que su proveedor le está diciendo.

Para pedir por un intérprete o un proveedor que hable su idioma o por señas, favor de llamar al 435- 678-2992.

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

Can I get this booklet in another language or format?

No. We do not have this booklet in other languages. We do have the booklet on audio tape or compact disk (CD), and we can also provide it in large print. To get a copy of the booklet on audio tape or CD, or in large print, call **435- 678-2992 or toll-free at 888-833-2992**.

PAYMENT FOR SERVICES

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

You might have to pay for non-emergency mental health or substance abuse services if:

- ◆ You get a mental health or substance abuse service that is not covered by SJC or by Medicaid.
- ◆ You get a mental health or substance abuse service SJC has not approved. 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 have a non-emergency hospital stay (you might have to pay the co-pay Medicaid requires).
- ◆ You ask for and keep getting services during an appeal or a Medicaid Fair Hearing about SJC's decision to reduce or stop a service. You would only have to pay for those services if the appeal or Medicaid Fair Hearing decision is not in your favor.
- ◆ You are not on Medicaid when you get the service.

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 SJC or other outpatient providers.

GETTING MENTAL HEALTH OR SUBSTANCE ABUSE SERVICES

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

Call the SJC office at 435-678-2992, or toll-free at 888-833-2992. If you need services in the evenings, let us know when you call. Evaluations and some therapy services can be provided in the evenings.

For questions or more information about SJC services, call 1-435-678-2992,

Toll Free 888-833-2992

Medicaid Information Line call 1-800-662-9651

How quickly can I be seen?

If you need emergency care, we will see you right away. (See Emergency Services, page 12.) Urgent care is for conditions that need to be taken care of quickly but are not considered emergencies. If you need urgent care, we will see you within 5 working days. If you do not need emergency or urgent care, we will see you within 15 working days. If you need to be seen sooner because your situation has changed, please call your SJC outpatient office to reschedule.

Where do I go for mental health or substance abuse services?

SJC provides most services in Blanding at:

356 S MAIN

BLANDING, UTAH 84511

FOR APPOINTMENTS CALL **435-678-2992**, OR TOLL-FREE AT **888-833-2992**

CHOICE OF PROVIDER

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- 678-2992 or toll free at 888-833-2992 and ask to talk to the Site Supervisor or the Clinical Director.

Can I get a second opinion?

Yes. You can get a second opinion about your mental health or substance abuse problem or services. There is no cost to you for a second opinion. If you would like a second opinion, call 435- 678-2992 or toll-free at 888-833-2992 and ask to talk to the Site Supervisor or the Clinical Director.

SERVICES FROM OTHER PROVIDERS

Can I get mental health or substance abuse services from a provider outside SJC?

You can talk to your SJC provider or the Clinical Director any time about your choice of provider. In special situations, you may go to a provider

For questions or more information about SJC services, call 1-435-678-2992,

Toll Free 888-833-2992

Medicaid Information Line call 1-800-662-9651

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outside SJC. You and the provider must get approval before you get services outside SJC. Call **435- 678-2992** or **toll-free at 888-833-2992** and ask to talk with the Clinical Director about the request.

Remember, SJC is the only mental health and substance abuse agency that can approve mental health or substance abuse services if you live in San Juan County. You may have to pay for care that we have not approved.

Must I get services from San Juan Counseling Center if I am an American Indian?

No. You can choose to get services from an Indian Health Program or from San Juan Counseling.

When will I be told if I can see someone outside SJC?

If the provider has a written agreement with SJC, we can usually decide within 14 calendar days after you ask. Sometimes, we might 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.

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

If the provider does not have a written agreement with SJC, we will always make a decision within 14 calendar days.

EMERGENCY SERVICES

What is a mental health emergency?

An emergency may be when:

- You think your life is in danger
- You may harm yourself or others

For questions or more information about SJC services, call 1-435-678-2992,

Toll Free 888-833-2992

Medicaid Information Line call 1-800-662-9651

- Your safety, or others 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?

SJC has 24-hour emergency services - seven days a week. You can call anytime to talk with a crisis worker.

To get emergency help during regular working hours, between 8:00 a.m. and 5:00 p.m., weekdays, except holidays, call:

BLANDING **435- 678-2992 OR TOLL-FREE AT 888-833-2992**

Also, you can go to the Blanding office between 8:00 a.m. and 5:00 p.m., weekdays, except holidays. Tell the receptionist you want to see the crisis worker:

BLANDING OFFICE
356 S MAIN
BLANDING, UTAH 84511

After 5:00 p.m., weekends and on holidays, call the emergency number below and ask to talk to a crisis worker.

EMERGENCY AFTER-HOURS **435-979-1588 OR
TOLL-FREE AT 855-268-6967**

Also, day or night, you can go to any hospital emergency room.

Will I have to pay for emergency care?

- If you have Traditional Medicaid, you will not have to pay for emergency services.
- If you have Non-Traditional Medicaid, you might have to pay for an emergency service if you have already used all the mental health services allowed during the year.

For questions or more information about SJC services, call 1-435-678-2992,
Toll Free 888-833-2992
Medicaid Information Line call 1-800-662-9651

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

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

MENTAL HEALTH CARE IN A HOSPITAL

How do I get mental health care in a hospital?

Mental Health care in a hospital is usually called post-stabilization care services. SJC must pre-approve your admission to hospital care. SJC uses the Acute Rehabilitation Treatment Center (in Provo), Provo Canyon Hospital (in Orem), and Mountain View Hospital (in Payson) for inpatient hospital care.

- If a different hospital treats your mental health emergency and wants to admit you, the hospital must call SJC for approval. It's important to tell the hospital that SJC is your Medicaid mental health provider. Have them call before they admit you. The hospital can call us at **435- 678-2992 or toll-free at 888-833-2992** to talk about your need for hospital care. We may have you stay at that hospital or transfer you to another hospital.

CLIENT RIGHTS AND RESPONSIBILITIES

What are my rights?

As a client, you have the right to:

- ◆ Receive mental health and substance abuse 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:

SJC Clinical Director at 435- 678-2992
Toll Free at 888-833-2992

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

For questions or more information about SJC services, call 1-435-678-2992,
Toll Free 888-833-2992
Medicaid Information Line call 1-800-662-9651

Federal Office for Civil Rights at **1-303-844-2024**, or email at OCRMail@hhs.gov, or you can go to their website at: www.hhs.gov/ocr.

- ◆ get information on the Prepaid Mental Health Plan that is easily understood, in common languages and in other formats;
- ◆ be treated with respect and dignity;
- ◆ have your privacy protected;
- ◆ get information on other types of treatment in a way you can understand;
- ◆ take part in treatment decisions regarding your mental health or substance abuse 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 abuse covered services in the amount you need and when you need them.

What are my responsibilities as a client?

You are responsible to:

- Keep scheduled appointments
- Cancel appointments 24 hours in advance
- Be on time for your appointments
- Participate with your therapist in your treatment plan and care

For questions or more information about SJC services, call 1-435-678-2992,

Toll Free 888-833-2992

Medicaid Information Line call 1-800-662-9651

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- Tell the secretary and your Medicaid caseworker of changes in your address, phone number, or insurance
- Tell medical staff of all medications you are currently taking, including medical and mental health prescriptions, over-the-counter medications, herbs, etc.
- Complete any surveys SJC gives you, including surveys about your satisfaction and progress.
- Respect the property, comfort, and confidentiality of clients and staff
- Notify your treatment provider when you want to stop getting services

ACTIONS

What are actions?

Actions are when SJC:

- Denies (turns down) or approves fewer services than you wanted;
- Denies payment for a service that you might have to pay for;
- Does not offer your first appointment within the required amount of time for emergency, urgent, or non-urgent care and you are not happy with this. (See *Getting Mental Health and Substance Abuse Services*, page 10);
- Does not settle an appeal or grievance you have with us as soon as we are supposed to;
- Does not make a decision about getting services from an SJC subcontractor in the amount of time Medicaid wants us to or;
- Your provider reduces or stops a service previously approved. If you agree with the change, it is not an action. It is only an action if you tell us you don't want the change.

For questions or more information about SJC services, call 1-435-678-2992,

Toll Free 888-833-2992

Medicaid Information Line call 1-800-662-9651

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How will I know if SJC is taking an action?

We will send you a letter called a “Notice of Action.” You can appeal any action with which you do not agree.

APPEALS

What is an appeal?

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

Who can file an appeal?

You or your legally authorized representative can file an appeal. Your provider can file an appeal but only with your written permission.

How do I 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 tell us you want appeal the action. In most situations, you must tell us you want to file an appeal within 30 days from the date of the Notice of Action letter.

What if I need help filing my appeal?

Call and ask for SJC’s Administrative Services Director at **435- 678-2992** or **toll-free at 888-833-2992**, weekdays from 8:00 a.m. until 5:00 p.m., or talk to your provider.

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

If our action was to reduce or stop services we have previously approved, you need to tell us if you want to keep getting those services. If you file your appeal in the time frame required and you ask that SJC keep giving you the services, we will do so. You may only have to pay for the services if our appeal decision is not in your favor.

If you are appealing any other kind of action and have questions about services during your appeal, call SJC's Administrative Services Director at 435-678-2992, Toll Free at 888-833-2992.

When will SJC tell me the decision on my appeal?

We will usually be able to give you a written decision within 15 calendar days after we get your appeal. Sometimes we might need more time to make the decision. We will let you know about this in writing. Also, you may want us to take more time for some reason. If so, let us know. When you or your provider think it is important to make a decision on your appeal quickly due to health or safety reasons, we will do so, generally within 3 working days.

MEDICAID STATE 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. We will tell you in our decision letter that you can ask for a Fair Hearing. The letter will tell you how and when to ask for the Fair Hearing. We will also give you the Fair Hearing request form to send to Medicaid. You must ask for a Fair Hearing in writing. If you have any questions or need help filling out the form, call SJC's Administrative Services Director at 435-678-2992 or toll-free at 888-833-2992. If you want, you can bring an attorney with you to the Fair Hearing.

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

Yes. 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 Medicaid Fair Hearing form asking that the service continue. If you ask for a Fair Hearing in the required timeframe, and ask that SJC keep giving you the services, we will do so. The service be continued, we will

continue to give you the services. You may have to pay for those services if the Fair Hearing decision is not in your favor.

If the Fair Hearing is about any other kind of action, you can discuss your services during the Fair Hearing.

Complaints/Grievances

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

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

Examples of grievances are complaints about the quality of care or services given to you, rudeness of a provider, or a provider not respecting your rights.

Who can file a grievance?

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

How do I file a grievance?

- ◆ You can talk to your provider or any staff member about your grievance; or
- ◆ You can call the Administrative Services Director at 435- 678-2992, or toll-free at 888-833-2992 and tell them 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:

Administrative Services Director
San Juan Counseling Center
356 S Main
Blanding, Utah 84511

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?

For questions or more information about SJC services, call 1-435-678-2992,
Toll Free 888-833-2992
Medicaid Information Line call 1-800-662-9651

Call the Administrative Services Director at 435- 678-2992 or toll-free at 888-833-2992.

When will SJC tell me the decision on my grievance?

We 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 on your grievance, or we will send you a letter.

ADVANCE HEALTH CARE DIRECTIVES

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

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

Once you have filled out the Advance Health Care Directive form, be sure to give a copy to all of your health care providers. You should also keep a copy and give one to your family members. If you would like the form or need more information please call us at 435- 678-2992, or toll-free at 888-833-2992 or 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 801-538-6158 or 1-800-662-4157.

PRIVACY

Who can read or get copies of my medical record?

SJC follows federal laws about privacy of your mental health and substance abuse record. SJC 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 SJC or your provider.

SJC OPERATIONS

What if I want to know how SJC is set up and how it 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 abuse services. Call SJC at 435- 678-2992 or toll-free at 888-833-2992.

SAN JUAN COUNSELING CENTER
DIRECTORY

BLANDING

OUTPATIENT CLINIC &
ADMINISTRATIVE OFFICES
356 S MAIN
BLANDING, UTAH 84511
435- 678-2992,
TOLL FREE 888-833-2992

DAY TREATMENT CENTER
171 N 200 W
BLANDING, UTAH 84511
435- 678-3000

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