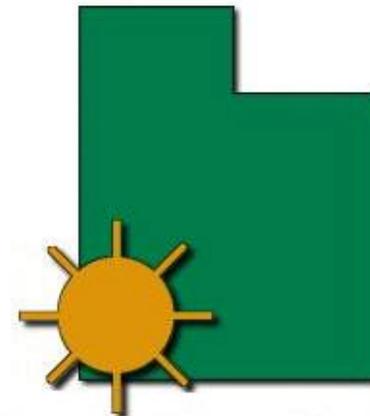




Medicaid Handbook

Your Guide to Medicaid Benefits



SOUTHWEST CENTER
BEHAVIORAL HEALTH SERVICES

Your Guide to Medicaid Benefits

Southwest Center
474 West 200 North
St. George, UT 84770

Phone: 435-634-5600
Toll Free: 1-800-574-6763
Fax: 435-673-7471
Email: swc-po.southwest@email.state.ut.us

Services Provided in all Five Counties

- Beaver
- Garfield
- Iron
- Kane
- Washington



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Notes

Section 1—Introduction

Southwest Center is the local provider for any mental health or substance abuse services you may need. This Handbook is a guide to help you receive mental health services under the Medicaid Prepaid Mental Health Plan.

We are eager to help you resolve any mental health or substance abuse related problem you may have. Southwest Center provides a complete range of services for mental health and/or substance abuse problems. We are committed to providing the very best treatment available. We believe that an early approach to solving problems is most effective; therefore, we encourage you to get help as early as possible.



You may get a copy of this booklet at least once a year. Just ask the receptionist or your therapist at the office in your area for a copy.

Section 2—Covered Services

What mental health services does the Center provide?

Southwest Center provides:

Inpatient psychiatric hospital services and

Outpatient mental health services, including:

evaluations;

testing;

individual and group therapy;

family therapy;

individual and group therapeutic behavioral services;

medication management;

individual skills training and development;

psychosocial rehabilitation services, or day treatment,

case management services and

transportation services

Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, professional counselors, certified case managers, etc.

Section 18—Privacy

Who may read or get copies of my medical record?

Southwest Center follows federal laws about privacy of your medical record. Southwest Center 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 the Center.

Section 19—Center operations

What if I want to know more about how the Center Operates?

If you ask, we will give you more information on how we choose providers and what is required of them, on our grievance system and on our confidentiality policy. We also will give you a copy of preferred practice guidelines, if you ask.

Section 17—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 may file a grievance. You may call us at 634-5603 for more information, or to arrange to talk to us about it in person. You may also give it to us in writing. Please mail to:

**Southwest Center
474 West 200 North, Suite 300
St. George, UT 84770**

If you don't want to talk to Southwest Center about your complaint, you may call Medicaid anytime at 1-800-662-9651 or 801-538-6155

When will the Center tell me the decision on my grievance?

We will give you a decision within 45 calendar days after we get your grievance. We will either talk to you about our decision, or we will send you a letter. If you gave us your grievance in writing, we will always send you a letter back.

Section 3—Services Not Covered by the Prepaid Mental Health Plan

What services are not covered by the Center?

Medical or dental care, or substance abuse detoxification are not covered under the Prepaid Mental Health Plan. If you have questions on other services, call us at 634-5600, or your medical health plan, or Medicaid at 1-800-662-9651.

Section 4—Choice of Provider

May I choose my mental health provider?

Yes. You may talk with us at any time about your choice of therapist.

Section 5-- Transportation

How may I get help with transportation to the Center?

If you do not have your own transportation to and from your mental health appointments, you may qualify for special assistance. If this is the case, call us at 634-5600 and request transportation assistance. You may also speak directly to your mental health worker who will assist in reviewing your transportation needs.

Section 6-- Interpreter Services

What if I need an interpreter?

We know that it may be hard to talk with your therapist if your first language is not English or you are hard of hearing. We may have therapists who speak or sign your language. You may ask to get services from them, or you may ask for an interpreter. Interpreters are free and available in all languages, including sign language. An interpreter can help you over the phone and go with you to your mental health appointments. They will help you talk with and understand what your therapist is telling you. To ask for an interpreter or a therapist who can speak your language, call 634-5600.

May I get this booklet in another language or format?

Yes. We also have this booklet and other important written information in Spanish. This booklet is also available on audio tape or compact disk (CD) in both English and Spanish.

To get a copy of this booklet in Spanish, or the audio tape or CD in English or Spanish, call 634-5600

If you are hard of hearing, TTY/TDD telephone service is available by calling 634-5600

Also, you may 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 16—Medicaid Fair Hearings

What may 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 may do. You, your legally authorized representative, or your provider may ask for a Medicaid Fair Hearing with Medicaid.

In these situations, we will tell you in a letter that you may request a Medicaid Fair Hearing. The letter will tell you how and when to request the 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.

Section 15—Appeals

What is an appeal?

An appeal is your request to have us look at the action again to see if we made the best decision.

Who may file an appeal?

You, your legally authorized representative, or your provider may file an appeal. We'll also include an appeal form with your Notice of Action letter.

When does an appeal have to be filed?

Your Notice of Action letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In some situations, you must let us know within 10 days and in other situations, within 30 days of the date on the Notice of Action letter. We will let you know which time period fits your situation.

When will the Center tell me the decision on my appeal??

Usually, we will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. We will let you know about this in writing.

Section 7—Rights and Responsibilities

What are my rights and responsibilities as a client?

As a client at Southwest Center, you have the right to:

- ◆ get mental health care regardless of your race, color, national origin, disability (mental or physical), sex, religion or age . If you feel you have been treated unfairly or discriminated against for any reason, you may contact Medicaid Constituent Services at 1-877-291-5583, or the federal Office for Civil Rights at 1-800-368-1019 or 1-800-537-7607 (TDD), or email at ocrmail@hhs.gov, or you may go to their website at: www.hhs.gov/ocr
- ◆ get information on the Prepaid Mental Health Plan;
- ◆ be treated with respect and dignity;
- ◆ have your privacy protected;
- ◆ get information on all treatment options;

- ◆ take part in treatment decisions regarding your mental health care, including the right to refuse treatment;
- ◆ be free from restraint or seclusion if it is used to force, discipline, or to retaliate, or for convenience, as specified in federal regulations on the use of restraint and seclusion;
- ◆ if the privacy rule in 45 CFR parts 160 and 164, subparts A and E, applies, the right to get a copy of your medical record, and if appropriate, to ask that it be amended or corrected, as specified in 45 CFR part 164, subpart E, sections 164.524 and 526;
- ◆ get mental health services according to access and quality standards,

As a client at Southwest Center, you have the responsibility to:

- a. keep scheduled appointments
- b. cancel appointments 24 hours in advance
- c. be on time for your appointments
- d. participate with your therapist in your treatment plan and care

Section 14-- Actions

What are actions?

Actions are when Southwest Center

- ◆ 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 your first appointment within the required amount of time for emergency, urgent, or non-urgent care (see Section 10 — Getting Mental Health Services), and you are not happy with this, or
- ◆ does not settle an appeal or grievance you have filed with us as soon as we are supposed to

How will I know if the Center is taking an action?

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

Section 13—Services From Non-PI an Providers

May I get mental health services from someone outside the center? In special situations, you may go to a therapist outside the center. You and the therapist must get approval before you get services outside Southwest Center

Call 634-5606 and talk to Brenda about the request.

Remember, Southwest Center is the only mental health agency that can approve mental health services if you live in Washington, Iron, Beaver, Garfield, or Kane Counties. You may have to pay for care that we have not approved.

When will the Center tell me the decision?

Usually, we will make a decision on your request within 14 calendar days. Sometimes, we need more time to make a decision. We will let you know about this in writing and tell you that you may file a grievance, if you are unhappy with our need to take more time. Also, you or your therapist may want us to take more time for some reason. If so, let us know.

If you, your therapist or we think it's important to make a decision quickly, we will do so, generally in three working days.

We will give you our decision about your request in writing, and we will contact the therapist, too.

- e. Tell the secretary and your Medicaid eligibility worker of changes in your address, phone number, or insurance
- f. Complete any surveys Southwest Center gives you, including satisfaction and treatment progress surveys
- g. Respect the property, comfort, and confidentiality of clients and staff, and
- h. Notify your treatment provider when you want to stop getting services

Section 8—Mental Health Advance Directives

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

Utah law allows you to have a mental health advance directive.

This is like an advance directive for medical treatment. This is called a "Declaration for Mental Health Treatment." This will tell us in writing what treatment choices you want made if you are unable to make decisions later. Your declaration is effective only if you and two other adult witnesses sign it. If you want more information, call 634-5600 or talk to your therapist or case manager.

Section 9—Payment for Services

Will I ever have to pay for mental health services?

Yes, you may have to pay for services if:

- ◆ You get a service from a non-plan provider that is not covered by the Prepaid Mental Health Plan.
- ◆ You get a service from a non-plan provider that is not pre-approved by Southwest Center.

If either of the above happens, the provider might ask you to pay for the service. You should only be billed if you signed in writing that you would pay for the service, before you got the service.

However, if you receive emergency care you will not be required to pay for the service.

- ◆ You ask for and keep getting mental health services during an appeal with Southwest Center, or during a Medicaid Fair Hearing. You may only have to pay for these 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 a different hospital treats your emergency and wants to admit you to the hospital, the hospital **MUST** call us for approval. We may have you stay at that hospital or we may transfer you to our hospital. It's important to let the hospital know Southwest Center is your Medicaid mental health provider so they may call us if they want to admit you. Local hospitals may call 634-5600 to talk with us about your need for inpatient care.

How do I get mental health care in a hospital if I am out of the Center's geographical area?

Go to the nearest hospital and ask for help. Again, be sure to let the hospital know you have Medicaid and that Southwest Center is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to ensure they have the necessary approval. Out-of-area hospitals may call 1-800-574-6763 to let us know they want to admit you for care.

How do I get emergency care if I am out of the Center’s geographic area?

Go to any hospital emergency room or qualified provider and ask for help. Show them your Medicaid card. If you don’t have your Medicaid card with you, tell them you have Medicaid and that Southwest Center is your mental health provider. Have the emergency provider call 435-634-5600 or 1-800-574-6763 to tell us about the care they gave you.

Will I have to pay for emergency care?

No. You do not have to pay for emergency care. You will not have to pay for emergency care even if you get emergency care out of the area.

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

No. Medicaid will pay the ambulance company.

Section 12—Mental Health Care in a Hospital

How do I get mental health care in a hospital?

Hospital care is usually called post-stabilization services. Southwest Center must pre-approve hospital care. Southwest Center uses Dixie Regional Medical Center for inpatient hospital care.

Section 10—Getting Mental Health Services

How do I ask for mental health services?

Make an appointment with the clinic nearest your home.

(See locations and telephone numbers on the next page.)

If you need services in the evenings, let us know when you call. Evaluations and some therapy services may be provided in the evenings.

If you need emergency care you will be seen right away. (See Section 11 that describes emergency care.)

We will give you urgent care for other conditions that need to be taken care of quickly, but that are not considered emergencies. If you need urgent care, we will see you within *5 working days*. If you do not have an urgent need for care, we will see you within *15 working days*. If your situation changes, and you think you need to be seen sooner, be sure to call us. We’ll talk about your needs again.

Where do I go for mental health services?

Southwest Center has outpatient clinics in all five Southern Utah counties. You may contact the office closest to you.

Washington county
St. George Outpatient Services
474 West 200 North
St. George, UT 84770
435-634-5600

Iron County
Cedar City Outpatient Services
245 East 680 South
Cedar City, UT 84720
435-867-7654

Beaver County
Beaver Outpatient Services
330 South Main
Beaver, UT 84713
435-438-5537

Garfield County
Panguitch Outpatient Services
609 North Main
Panguitch, UT 84759
435-676-8176

Kane County
Kanab Outpatient Services
310 South 100 East, Suite #11
Kanab, UT 84741
435-644-4520

Section 11—Emergency Services

What is an emergency?

When you think your life is in danger, or that you may harm yourself or others, this may be an emergency.

What are emergency services?

These are services given to treat your emergency.

How do I get emergency care?

Southwest Center has 24-hour emergency services seven days a week. You may call any time to talk with a crisis worker.

To get emergency care during the day or night, call 634-5600 or 867-7654. We will then direct you to an appropriate treatment location. Also, you may go to any of our outpatient clinics between 8 a.m. and 5 p.m. and talk to a crisis worker right away.

Also, day or night, you may go to any hospital emergency room or qualified provider for emergency care. You do not have to get pre-approval 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 Southwest Center is your mental health provider. Have the emergency provider call 634-5600 to tell us about the care they gave you.