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MEDICAID PREPAID MENTAL HEALTH PLAN HANDBOOK

Serving Davis County

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

DAVIS  BEHAVIORAL HEALTH

Emergency Services 801.773.7060 24 hrs/day - 7 days/wk

www.dbh.utah.gov

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

Layton Clinic
2250 North 1700 West
Layton, Utah 84041
801.773.7060

Bountiful Clinic
1455 South 500 West
Bountiful, UT 84010
801.773.7060

Clearfield Clinic
129 S State St #240
Clearfield, UT 84015
801.773.7060

***If you have any questions regarding information in this handbook, please call 801.773.7060
TTY: 711 Utah Relay Service
Revised 9/2021***

How can I report Fraud, Waste and Abuse?

If you suspect fraud, waste or abuse, you may contact:

- **DBH's Corporate Compliance Officer at 801-773-7060**
- **Provider Fraud**
The Office of Inspector General (OIG)
Email: mpi@utah.gov or 1-855-403-7283
- **Member Fraud**
Department of Workforce Services Fraud Hotline
Email: wsinv@utah.gov or 1-800-955-2210

You will not need to give your name to file a report. Your benefits will not be affected if you file a report

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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 Davis County, your PMHP provider is Davis Behavioral Health. Davis Behavioral Health (DBH) will provide you with mental and substance use services if you need them.

This handbook explains the Medicaid mental health and substance use services that the PHMP covers. You can get this handbook and other written information in Spanish. You can also get this booklet on compact disc (CD) in either English or Spanish at no cost. For help, call 801-773-7060 or toll free at 844-305-4782.

Como miembro del Medicaid, usted es parte del 'Prepaid Mental Health Plan' (PMHP). Si usted vive en Davis County, su proveedor de PMHP es DBH. DBH provee los servicios de la salud mental y el abuso de sustancias si usted los necesita.

Este manual explica los servicios de la salud mental y el abuso de sustancias 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 gratuitamente. Para obtener ayuda, llame a 801-773-7060.

DBH provides mental health and substance use services for children, youth, and adults. If you need mental health or substance use services, call 801-773-7060 or toll free at 844-305-4782. (See Getting Mental Health and Substance Use Services, page 10).

Section 2 – Covered Services

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

Outpatient Services

You can get outpatient services in one of our clinics, in your home, or in school. Services are provided by licensed mental health and substance use professionals, including doctors, nurses, psychologists, social workers, substance use counselors, professional counselors, certified case managers, etc. Outpatient mental health and substance use services include:

- Evaluations
- Testing
- Individual and group therapy
- Family therapy
- Individual and group therapeutic behavioral services
- Medication management
- Individual skills training and development
- Psychosocial rehabilitation services (day treatment)
- Peer support services
- Targeted case management services
- Crisis services

What other services are available?

- Electroconvulsive Therapy (ECT)
- Interpreter Services

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

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

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

During your initial appointment, we will discuss what type of provider would be appropriate for your needs and if you need a provider who speaks a language other than English (see section 4, page 6 Interpreter Services).

Section 3 - Emergency Services

What is an emergency?

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

What are emergency services?

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

How do I get emergency services?

- We have 24-hour emergency services seven days a week. Call 801-773-7060 to talk to a crisis worker.
- You can also talk to our crisis worker in person. Go to either of our clinics (refer to section 7). A crisis worker will see you within one hour.
- Day or night, you can go to any hospital ER for emergency services, even if you are out of town.
- You can get emergency services from any mental health or substance use disorder provider, even if they are not one of our providers.
- You do not need pre-approval from us before you get emergency services from an ER or a provider that is not one of our providers
- You can call the National Suicide Prevention Lifeline, 24 hours a day, seven days a week including holidays, toll.

free at 1-800-273-8255. You will be connected with a Utah crisis worker.

Section 4 – Mental Health Care in a Hospital

How do I get mental health care in a hospital?

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

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

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

Section 5 – Transportation

Can I get help with rides to my mental health or substance use services?

Traditional Medicaid Members: You may be able to get help with rides to your mental health and substance use services. If you do not have a ride, call the Department of Workforce Services (DWS) to get a bus pass: Northern Davis County call 801-776-7800 or Southern Davis County call 801-298-6600

Logisticare may be able to help with non-emergency rides if you cannot ride the bus, call: Logisticare 1- 855-563-4403

UTA Flex Trans is a special bus services that might be able to help, call: Flex Trans 801-287-2263

To learn more about help with rides, see the Medicaid Member Guide. You can find the guide online at medicaid.utah.gov or call Medicaid with questions at 1-800-662-9651

You can also talk to us about your needs. Call: 801-773-7060. Ask to talk to an intake worker. You can also talk to your provider.

Non-Traditional Medicaid Members: You do not get help with rides for services that are not an emergency.



Section 6 - Interpreter Services

What if I need an interpreter?

We know that it can be hard to talk with your provider if you speak another language or if you are hard of hearing. Please let us know if you have a need in this area. We might have providers who speak or sign your language. We have providers who speak Spanish. You can ask to get services from them, or you can ask for an interpreter. Interpreters are free and available in all languages, including sign language. An interpreter can help you over the phone and be with you at your mental health or substance use appointments.

To ask for an interpreter or a therapist who can speak or sign your language, call 801-773-7060 and the receptionist will help you.

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

If you want to call us by phone and are deaf or hard of hearing, call Utah Relay at 711. If you have a hard time speaking, call Speech to Speech Relay Utah at 1-888-346-5822 and a trained person will help you. If you speak Spanish and are deaf, hard of hearing or have a hard time speaking, call Spanish Relay Utah at 1-888-346-3162.

¿Qué pasa si tengo dificultad para comunicarme en el idioma inglés?

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

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

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

Servicios de intérpretes

¿Qué sucede si necesito un intérprete?

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

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

¿Qué sucede si quiero llamar al DBH y soy surdo, no oigo bien o tengo problema en hablar?

Usted puede llamar a 'Relay Utah' al 711. Si usted tiene dificultad en hablar, usted también puede llamar a 'Speech-to-Speech Relay Utah' al 1-888-346-5822 para recibir ayuda. Si

usted hablar español y es sordo, no oyes bien o tiene dificultad en hablar, llame a 'Spanish Relay Utah' al 1-888-346-3162.

Section 7 – Services Not Covered by Davis Behavioral Health

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

Some of the services that might be covered by Medicaid or your physical health plan but not by DBH are medical care, including medical detoxification in hospital for a substance use problem, dental care, vision care, evaluation and treatment for brain injuries, autism, and other developmental disorders, and pharmacy. If you have questions about these services or any other services that might be covered by Medicaid, call Medicaid at 1-800-662-9651 or your physical health plan.

Also, methadone maintenance services for substance use problems are not covered by DBH. If you need this service, you can get it from a Medicaid methadone maintenance service provider. If you have questions, call Medicaid at 1-800-662-9651. If you are getting medications for a substance use problem from a provider who is not part of DBH, you can keep seeing your provider.

Section 8 – Payment for Services

Co-Payments for Services

Medicaid's Member Guide has information on co-payments, including information on Medicaid member groups that do not have co-payments on any Medicaid services.

There are no co-payments for outpatient mental health or outpatient substance use disorder services for any Medicaid members.

Hospital Emergency Room 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 emergency room.

If you are a Medicaid member who has co-payments, there may be a co-payment if you use the emergency room 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 co-payment of \$75 for each hospital stay. But you will not have to pay more than this amount.

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 or Substance Use Services

Will I have to pay for outpatient mental health or substance use disorder services?

Non-Emergency Outpatient Services

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

- You get a service that is not covered by DBH or Medicaid; or
- You get a service that is not pre-approved by DBH
- You do not go to a DBH 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 DBH did not approve a service you or your provider asked for, you can appeal this decision with DBH before you agree to pay for the service. Section 11 on page 13 explains how to appeal.

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

- You ask for and get services during an appeal with or during a Medicaid state fair hearing. You would only have to pay if the appeal or state 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 9 – Getting Mental Health or Substance Use Services

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

To make an appointment please call:801-773-7060

The Main Street Clinic: Mental health & Substance Use outpatient services for children, youth, and adult

The Layton Clinic: Mental health outpatient services, day treatment, & Residential treatment for adults

We have evening appointments. Let us know if that is what you need. You can also get services directly from a federally qualified health center (FQHC) without DBH approval.

Indian members can get services from an Indian healthcare provider.

How quickly can I be seen?

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

If you need to be seen soon, but do not have an emergency, we will give you an appointment within five working days. If you do not have an urgent need for care, we will see you within 15 working days. If your situation changes and you think you need to be seen sooner, call us. We will talk about your needs again.

Section 10 - Choice of Provider

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

Maybe. You can talk to the intake worker about your choice of doctor, therapist or case manager who is right for your needs. If you are already a client and want a different provider, you can

ask your current provider. Or you can call 801-773-7060 and ask to talk with an intake worker.

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

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

When will DBH tell me the decision?

If we have a written agreement with the provider, we will usually make a decision on your request within 14 calendar days.

Sometimes we might need more time to make a decision. We will let you know about this in writing. You may file a grievance if you are unhappy with our need to take more time. If you or your provider thinks it is important to make a decision quickly and we agree, we will try to make a decision in 3 working days. We will give you our decision in writing. We will also tell the provider.

Can I get a second opinion?

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

Section 11 - Rights and Responsibilities

What are my rights as a client?

As a DBH client, you have the right to:

- Get mental health or substance use care no matter your race, disability (mental or physical), gender, religion or age. If you have questions or feel you have been treated unfairly or discriminated against for any reason, you may contact our nondiscrimination coordinator at 801-773-7060. You can also call Medicaid Constituent Services at 1-877-291-5583 or the Federal Office for Civil Rights at

1-303-844-2024, or email them at: OCRTMail@hhs.gov, or you can go to their website at: www.hhs.gov/ocr.

- Get information on the Prepaid Mental Health Plan that is easily understood, in common languages and in other formats;
- Be treated with respect;
- Have your privacy protected;
- Get information on all treatment options in a way that is easily understood;
- Work with your therapist to plan your treatment, including saying “no” to treatment;
- Not be held down (restrained) or kept apart from others (seclusion); just because it’s easier for someone else, to punish you, or to get back at you (retaliate) for something you did;
- Get a copy of your medical record, and ask that it be changed or corrected, when allowed by law;
- Get mental health and substance use services in the amount you need and when you need them;
- Get your permission before any interviews are audio or videotaped.
- Use your rights at any time and not be treated badly if you do.

What are my responsibilities as a client?

As a client of DBH, your responsibilities include:

- Keeping scheduled appointments;
- Canceling appointments 24 hours in advance;
- Being on time for your appointments;
- Working with your therapist on your recovery plan;
- Telling the front desk staff, your therapist, and your Medicaid eligibility worker of changes in your address, phone number, or insurance;

- Telling medical staff of all medications you are currently taking and over-the-counter medications;
- Filling out any surveys DBH gives you;
- Respecting the property, comfort, and privacy of clients and staff;
- Telling your treatment provider when you want to stop services;
- Bringing your Medicaid card to every visit; and
- Keeping our facilities and campuses tobacco free.
- Being respectful of DBH staff.

Section 12 – Adverse Benefits



What are adverse benefits?

Adverse benefits are when DBH:

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

How will I know if DBH is taking an adverse benefit?

We will send you a letter called a Notice of adverse benefits. You may appeal the adverse benefit.

Section 13 – Appeals

What is an appeal?

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

Who can file an appeal?

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

When do I have to file an appeal?

Your notice of adverse benefits letter will give complete information on the appeal process. It will also tell you how soon you must file the appeal. In most situations, you must tell us you want to file an appeal within 60 days.

How do I file an appeal?

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

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

What if I need help filing my appeal?

Please call 801-773-7060 Monday – Friday from 8:00 AM – 5:00 PM and ask for the Corporate Compliance Officer or toll free at 844-305-4782.

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

If we sent you an adverse benefit saying that we will reduce or stop services we had approved and you are receiving, you need to tell us if you want to keep getting those services. We must give you a 10-day advance notice that we will stop or change those services. If you file an appeal within that 10 days or before the date, we want to stop or change the service and ask that the services continue, we will keep giving you these services. If the appeal decision is not in your favor, you might have to pay for the services.

When will DBH tell me the decision on my appeal?

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

Section 14 – Medicaid Fair Hearings

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

If you are unhappy with our decision on your appeal, or we cannot make a decision on your appeal as soon as Medicaid wants us to, this is what you can do:

You, your legally authorized representative, or your provider can ask for a fair hearing with Medicaid. In our appeal decision letter, we will tell you that you can ask for a fair hearing. The letter will tell you how and when to ask for a 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 help filling out the form, call DBH at 801-773-7060, or toll-free at 844-305-4782 and ask for the Corporate Compliance Officer, or talk with your provider.

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 file a request for a fair hearing?

If the fair hearing is about our decision to reduce or stop services we had approved, you need to check the box on the fair hearing form asking that the services continue. We must give you a 10-day advance notice that we will stop or change those services. If you request a fair hearing in the required timeframe and ask that DBH keep giving you services, we will continue to give you services. If you request continued services, you have 10 days following the appeal resolution to request a fair hearing. You might have to pay for these services if the fair hearing decision is not in your favor. If the fair hearing is about any other kind of adverse benefit, you can discuss your services during the fair hearing.

Section 15 - Complaints/Grievances

What if I have a complaint?

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

How do I file a grievance?

You, your legally authorized representative, or your provider can file a grievance with any staff member. If you need additional help or want someone else to talk to about the grievance, you

can call 801-773-7060 Monday through Friday from 8:00 AM to 5:00 PM or toll free at 844-305-4782. Ask for the Corporate Compliance Officer.

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

When will DBH tell me the decision on my grievance?

DBH will give you a decision within 45 calendar days after we get your grievance. Sometimes we might need more time to make the decision. If we need more time, we will let you know about this in writing. Once we make a decision, either we will talk to you about our decision, or we will send you a letter.

Section 16 - Advance Health Care Directives

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

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

This is called an "Advance Health Care Directive." This will tell us in writing what health care choices you want made if you can't make decisions later.

There is one form with instructions. You must use this form. Once you have filled out the form, be sure to give a copy to all your health care providers. You should also keep a copy and give one to your family members.

If you want the form or need more information, talk to your therapist or your case manager, or call 801-773-7060 and ask to talk to an intake worker.

If you have an Advance Directive and there is a problem with it being followed, call the Utah Survey and Certification Agency at 801-538-6158 or 1-800-662-4157.

Section 17 - Privacy

Who may read or get copies of my medical record?

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

Section 18 – Davis Behavioral Health Operations

What if I want to know more about how DBH operates?

If you ask, we will give you more information on our services and operations, including information on how we choose providers and what is required of them, on our grievance system, and on our confidentiality policy. We will also give you a copy of preferred practice guidelines for mental health and substance use care, if you ask. Please call 801-773-7060 or toll free at 844-305-4782 and ask for an intake worker



*If you need help reading this you can get language and access services, free of charge, by calling us toll free at 844-305-4782 (TTY: 711 Utah Relay Service).

*Si necesita ayuda para leer esto, Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 844-305-4782 (TTY: 711 Utah Relay Service).