

Bear River Mental Health Services, Inc.
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Logan, Utah 84321

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BEAR RIVER MENTAL HEALTH SERVICES, INC.

MEDICAID MENTAL HEALTH SERVICES HANDBOOK

A guide to Medicaid Mental Health Services for Cache, Rich, and Box Elder Counties



This handbook will help explain:

- How to get a copy of this handbook in Spanish - Tenemos este folleto en Español. Ya sea en Logan o en Brigham City a los teléfonos: 435-752-0750, 435-734-9449, or 1-800-620-9949.
- What services are available under the Medicaid Prepaid Mental Health Plan at Bear River Mental Health.
- How you can get mental health services, including what to do in an emergency.
- What your rights are under the Medicaid program.



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INTRODUCTION

As a Medicaid member you are part of the Prepaid Mental Health Plan (PMHP). If you live in Box Elder, Cache, or Rich County, your PMHP provider is Bear River Mental Health Services, Inc. (BRMH). BRMH will provide you with mental health services if you need them.

This handbook explains the Medicaid mental health services that the PMHP covers. You can get this handbook and other written information in Spanish. You can also get this booklet on compact disk (CD) in either English or Spanish. For help, call 435-752-0750, 435-734-9449, or 1-800-620-9949 and ask to talk to our Service Coordinator.

Como miembro del Medicaid, usted es parte del 'Prepaid Mental Health Plan' (PMHP). Si usted vive en el condado de Box Elder, Cache, o Rich su proveedor de PMHP es BRMH. BRMH provee los servicios de la salud mental si usted los necesita.

Este manual explica los servicios de la salud mental y el abuso de sustancia que el PHMP provee. Usted puede obtener esta guía y otra información en español. También puede obtener este folleto en disco compacto (CD) en inglés o español. Para obtener ayuda, llame a 435-752-0750, 435-734-9449, or 1-800-620-9949.



SERVICES AVAILABLE



NOTES

WHAT SERVICES ARE COVERED?

Inpatient hospital care for mental health problems and outpatient services for mental health problems are covered. Outpatient mental health services include:

- Mental health evaluations
- Psychological testing
- Individual, group, and family therapy
- Medication management services
- Individual and group therapeutic behavioral services
- Individual skills training and development
- Psychosocial rehabilitation services (day treatment)
- Peer support services
- Targeted Case Management services

BRMH will offer you services after we meet with you to talk about what you need.

Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, licensed clinical social workers, other professional counselors, targeted case managers, etc. If you want more information on any of these services or providers, call 435-752-0750, 435-734-9449, or 1-800-620-9949 and ask to talk to our Service Coordinator.

ARE ANY OTHER SERVICES AVAILABLE?

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
- Psychoeducational services
- Personal services
- Supportive Living

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



PRIVACY

WHO CAN READ OR GET COPIES OF MY MEDICAL RECORD (PRIVACY)?

BRMH follows federal laws about privacy of your mental health record. BRMH 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 BRMH to see your provider.

BRMH OPERATIONS

WHAT IF I WANT TO KNOW MORE ABOUT HOW BEAR RIVER MENTAL HEALTH 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 services. Call 435-752-0750 or 435-734-9449, or 1-800-620-9949 and ask to talk to the Service Coordinator.

REPORTING FRAUD AND ABUSE: Go to www.brmh.com /click on "Additional Contact Information" in the footer / click on Report Fraud and Abuse at the bottom of the page.

BEAR RIVER MENTAL HEALTH'S MISSION

Our job is to help people have a better quality of life. We do this by giving people the best mental health care possible. We want to help any Medicaid member in our area who is in need of our services. Please call us anytime you feel you are in need.



SERVICES NOT COVERED BY BRMH

WHAT SERVICES MIGHT BE COVERED BY MEDICAID BUT NOT BY BEAR RIVER MENTAL HEALTH?

Some of the services that can be covered by Medicaid or your physical health plan, but not by BRMH, are medical, dental and vision care. Medical care includes medical detoxification in a hospital for a substance abuse problem. Either Medicaid or your physical health plan (if you have one) covers these services. If you have questions about these services or any other services covered by Medicaid, call Medicaid at 1-800-662-9651 or your physical health plan.

Also, methadone maintenance services for substance abuse problems are not covered by BRMH. 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 or your physical health plan (if you have one).

TRANSPORTATION

HOW CAN I GET HELP WITH TRANSPORTATION TO MY MENTAL HEALTH SERVICES?

Traditional Medicaid Members

You may be able to get help with rides to your mental health services.

Cache County

If you live in Cache County and do not have a ride, bus service is available through the Logan and Cache Valley Transit District. Call them at 435-716-9686 for more information about this service.

Brigham City

If you live in the Brigham City and do not have a ride, call the Department of Workforce Services to get a bus pass:

- DWS: 1-866-435-7414

If you cannot ride the bus or the bus is not available where you live, Logisticare may be able to help you with non-emergency rides:

- Logisticare: 1-855-563-4403



TRANSPORTATION (CONTINUED)

To learn more about help with rides, see the Medicaid Member Guide. You can find the guide online or call Medicaid with questions:

- Medicaid Member Guide at Medicaid.utah.gov or
- Call Medicaid at 1-800-662-9651

You can also talk to us about your needs. If you are coming to BRMH for the first time, tell the service coordinator about your needs. If you are already getting services from BRMH, talk to your provider about your needs.

Non-traditional Medicaid Members

You do not get help with rides for services that are not an emergency.

INTERPRETER SERVICES (SERVICIOS DE INTERPRETE)

INTERPRETER SERVICES—WHAT IF I NEED AN INTERPRETER?

We know 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 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 435-752-0750, 435-734-9449, or 1-800-620-9949 and ask to talk to our Service Coordinator.

WHAT IF I WANT TO CALL BEAR RIVER MENTAL HEALTH AND I AM DEAF, HARD OF HEARING OR HAVE A HARD TIME SPEAKING?

You can call **Relay Utah at 711**. If you have a hard time speaking, you can also call **Speech-to-Speech Relay Utah at 1-888-346-5822** and someone 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.



COMPLAINTS AND GRIEVANCES (CONTINUED)

WHEN WILL BEAR RIVER MENTAL HEALTH TELL ME THE DECISION ON MY GRIEVANCE?

We will give you a decision within 45 calendar days after we get your grievance. Sometimes we need more time to make the decision. If we need more time, we will let you know 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 more information, please call 435-752-0750 or 435-734-9449, or 1-800-620-9949 and ask to talk to the Compliance Officer, or you can 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.



COMPLAINTS AND GRIEVANCES

WHAT IF I HAVE A COMPLAINT ABOUT BEAR RIVER MENTAL HEALTH 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 BRMH staff about your grievance; or
- You can call 435-752-0750 or 1-800-620-9949 and ask to talk to the Compliance Officer and say 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 the following address:

Bear River Mental Health Services, Inc.
 Corporate Compliance Officer
 90 East 200 North
 Logan, Utah 84321

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

WHAT IF I HAVE QUESTIONS OR NEED HELP FILING MY GRIEVANCE?

Call 435-752-0750 or 1-800-620-9949 and ask to talk to the Compliance Officer.



INTERPRETER SERVICES (SERVICIOS DE INTERPRETE) CONTINUED

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. El interprete puede ayudarle entender lo que sus proveedor le estar diciendo.

Para pedir por un intérprete o un proveedor que hable su idioma o por señas, favor de llamar al 435-752-0750, 435-734-9449, or 1-800-620-9949.

¿QUÉ SUCEDE SI QUIERO LLAMAR AL BEAR RIVER MENTAL HEALTH Y SOY SORDO, 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.

GETTING MENTAL HEALTH SERVICES

HOW DO I GET MENTAL HEALTH SERVICES? - WHERE DO I GO?

Call or visit the clinic nearest your home at the numbers or locations below, Monday through Friday (Garden City / Randolph open Tuesday and Thursday only). If you need services in the evenings, let us know when you call. Some services can be provided in the evenings.

Logan Outpatient Clinic
 90 East 200 North
 Logan, UT 84321
 435-752-0750 or 1-800-620-9949

Brigham City Outpatient Clinic
 663 West 950 South
 Brigham City, UT 84302
 435-734-9449



GETTING MENTAL HEALTH SERVICES (CONTINUED)

Tremonton Outpatient Clinic
440 W. 600 N
Tremonton, UT 84337
435-257-2168

Garden City Office
115 South Bear Lake Blvd.
Garden City, UT 84028
1-800-620-9949

Randolph Office
275 N. Main Randolph, UT 84064
1-800-620-9949

HOW QUICKLY CAN I BE SEEN?

If you need emergency care you will be seen right away. (See *Emergency Services*, on page 9.) 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.

CHOOSING PROVIDERS

CAN I CHOOSE MY PROVIDER?

Yes. You can talk to us at any time about the provider you would like to see. Call 435-752-0750, 435-734-9449, or 1-800-620-9949 and ask to talk to our Service Coordinator. Also, during your assessment, we will discuss with you the types of providers available, the non-English languages spoken by those providers, and which providers are accepting new clients.

CAN I GET A SECOND OPINION?

Yes. You can get a second opinion about your mental health problem or services. There is no cost for a second opinion. If you would like a second opinion please call 435-752-0750 or 435-734-9449, or 1-800-620-9949 and ask to talk to our Service Coordinator.

CAN I GET MENTAL HEALTH SERVICES FROM SOMEONE OUTSIDE BEAR RIVER MENTAL HEALTH?

In some situations you can go to a provider outside BRMH. You must get



APPEALS (CONTINUED)

sion. If we need more time, we will let you know in writing. Also, you might want us to take more time for some reason. If so, let us know. When you, your provider, or we think it's important to make a decision on your appeal quickly, we will usually make a decision within 72 hours.

MEDICAID FAIR HEARINGS

WHAT CAN I DO IF I AM UNHAPPY WITH THE APPEAL DECISION? (MEDICAID FAIR HEARINGS)

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 the fair hearing. We will also give you the fair hearing request form to send to Medicaid. You must ask for a fair hearing in writing using the form we give you.

If you have questions or need helping filling out the form, call 435-752-0750 or 1-800-620-9949 and ask to talk to the Compliance Officer. 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 CONTINUE MY SERVICES IF I ASK FOR A MEDI-CAID FAIR HEARING?

If the fair hearing is about our decision to reduce or stop services we have previously approved, you need to check the box on the fair hearing form asking that the services continue. If you ask for a fair hearing in the required time frame and ask that BRMH keep giving you the services, we will continue to give you services. 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 action, you can discuss your services during the fair hearing.



APPEALS

WHAT IS AN APPEAL?

An appeal is your request for us to review our action to see if we made the best decision.

WHO CAN FILE AN APPEAL?

You, your legally authorized representative, or your provider can file an appeal. If your provider files the Appeal, you must give your written consent.

WHEN DO I HAVE TO FILE AN APPEAL?

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 most situations, you must tell us you want to file an appeal within 30 days from the date on the Notice of Action letter.

HOW DO I FILE AN APPEAL?

The Notice of Action letter will tell you how to file an appeal. If you need help filing your appeal, call 435-752-0750 or 1-800-620-9949, Monday through Friday from 8:00 a.m. until 5:00 p.m., and ask to talk to the Compliance Officer.

CAN I KEEP GETTING SERVICES IF I FILE AN APPEAL?

If our action was to reduce or stop services we had 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 those services be continued, we will keep giving you these services. You might have to pay for the services if the 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 435-752-0750 or 1-800-620-9949 and ask to talk to the Compliance Officer.

WHEN WILL BEAR RIVER MENTAL HEALTH 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 deci-



CHOOSING PROVIDERS (CONTINUED)

approval before you get services outside BRMH, but you do not need approval before you get emergency services (See *Emergency Services*, page 9). For more information, call 435-752-0750, 435-734-9449, or call 1-800-620-9949 and ask to talk to our Service Coordinator.

WHEN WILL I BE TOLD IF I CAN SEE SOMEONE OUTSIDE BEAR RIVER MENTAL HEALTH?

If the provider has a written agreement with BRMH, we can usually decide within 14 calendar days after you ask. Sometimes, we need more time to make a decision. We will let you know about this in writing. If we need to take more time, you can file a grievance if you are unhappy about this. If you or your provider wants us to take more time making the decision, let us know.

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 and also let the provider know what our decision is.

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

EMERGENCY SERVICES

WHAT ARE EMERGENCY SERVICES?

These are mental health services given to treat your emergency.

HOW DO I GET EMERGENCY SERVICES?

BRMH has 24-hour emergency services, seven days a week. You can call any time to talk with a crisis worker.

To get emergency care day or night, call BRMH at 435-752-0750 or 435-734-9449, or 1-800-620-9949. We will help you with your emergency and direct you to a treatment location, if needed. If you don't want to call first, you can come right away to any of our Logan, Brigham City, or Tremonton outpatient clinics between 8 a.m. and 5 p.m. and talk to a crisis worker.



EMERGENCY SERVICES (CONTINUED)

Also, day or night, you can go to any hospital emergency room for emergency care. Even if you are out of town, go to the nearest hospital emergency room. You do not need approval from BRMH before you get emergency services.

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.

BRMH mostly uses Logan Regional Hospital located at 1400 North 500 East, Logan, UT. If a hospital other than Logan Regional Hospital treats your emergency and wants to admit you, the hospital must call BRMH for approval. It's important to let the hospital know BRMH is your Medicaid mental health provider so they can call us if they want to admit you.

Hospitals can call us at 435-752-0750 or 435-734-9449 or 1-800-620-9949 to talk with us about your need for inpatient mental health care. We might have you stay at that hospital or we might transfer you to Logan Regional Hospital.

PAYMENT FOR SERVICES

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. However, there is 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?

You will not have to pay for mental health care in a hospital if you are:

- On Medicaid under the CHEC program
- Living in a nursing home
- American Indian/Alaska Native



ACTIONS

WHAT ARE ACTIONS?

Actions are when BRMH:

- 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 *How Quickly Can I Be Seen?*, page 8);
- does not settle an appeal or grievance you have with us as soon as we are supposed 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.

HOW WILL I KNOW IF BEAR RIVER MENTAL HEALTH IS TAKING AN ACTION?

We will send you a letter called a Notice of Action. You will have the right to appeal if you disagree with our action.



CLIENT RIGHTS AND RESPONSIBILITIES (CONTINUED)

WHAT ARE MY RESPONSIBILITIES AS A CLIENT?

- Keep all your appointments as they are planned;
- Tell us at least 24-hours before, if for some reason you cannot keep an appointment;
- Tell us and your Medicaid worker of any changes in your address, phone number, or insurance;
- Closely follow all mental health care directions;
- Take all medications only as they have been ordered;
- Tell our doctors and nurses about all medications you are taking;
- Work hard in meeting the goals in your plan of care;
- Value the property and privacy of our staff and other clients; and
- Tell your therapist or case manager if you decide to stop getting services.



PAYMENT FOR SERVICES (CONTINUED)

- Getting hospice care
- On Medicaid under the Medicaid Cancer program
- On Medicaid due to being pregnant

If you are not in one of these groups, the hospital can charge you \$75 for each hospital stay. Hospitals cannot charge more than the co-payment.

OUTPATIENT MENTAL HEALTH SERVICES

Will I have to pay for outpatient mental health 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 BRMH or Medicaid; or
- You get a service that is not pre-approved by BRMH (the provider or you tried to get approval, but BRMH denied the request or approved less than what was asked for); or
- You do not go to a BRMH 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 items 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.



PAYMENT FOR SERVICES (CONTINUED)

NOTE: If BRMH did not approve a service you or your provider asked for, you can appeal this decision with BRMH before you agree to pay for the service. Section **WHAT IS AN APPEAL?** on page 16 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

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

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

CLIENT RIGHTS AND RESPONSIBILITIES

WHAT ARE MY RIGHTS AS A CLIENT?

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:



CLIENT RIGHTS AND RESPONSIBILITIES (CONTINUED)

BRMH's Non-Discrimination Coordinator at 435-752-0750 or 435-734-9449, or 1-800-620-9949.

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

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 in a way 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 that is easily understood;
- take part in treatment decisions regarding your mental health 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 services in the amount you need and when you need them.
- You are always free to use your rights and not be treated badly if you do.