



# **Behavioral Health Services Handbook**

## **Your**

### **Guide to the Medicaid Prepaid Mental Health Plan**

#### **Mental Health and Substance Abuse Services**

#### **In Carbon, Emery and Grand Counties**

**Administrative Offices**  
105 West 100 North  
P.O. Box 867  
Price, Utah 84501  
Phone: 1-435-637-7200  
Toll-free: 1-866-216-0017  
Fax: 1-435-637-2377

This information is also available on compact discs (CD).

**Visit our website at [www.fourcorners.ws](http://www.fourcorners.ws)**

Manual del miembro de Medicaid

Su Guía de los Servicios de Salud Mental de Medicaid en los Condados de Carbon, Emery, y Grand.

En este manual se explican los beneficios de salud mental que Medicaid brinda a través de las oficinas de Four Corners Community Behavioral Health. Usted puede obtener este manual y cualquier otra información escrita en español o en inglés simplemente llamando al 1-435-637-7200 o al 1-866-216-0017.

La información también está disponible en discos compactos (CD).

## **Interpreter Services / Alternative Formats**

### **What if my English is not very good or if I have difficulty listening and/or talking?**

We know it can be hard to talk with your therapist if your first language is not English or if you have difficulty hearing and /or speaking. You can request an interpreter in the language of your choice, including sign language. An interpreter can help you by phone or go with you to your mental health or substance abuse appointments. The interpreter will help you communicate with the therapist. To request an interpreter, call the clinic in your area or speak directly with your therapist.

If you have difficulty hearing, call Utah Relay 711 or 1-800-346 4128, for Spanish call 1-888-346-3162. This Relay Service, also known as TTY / TDD, is a free public service. If you have a speech disability, call 1-888-346-5822 and a specially trained person will help you, for Spanish call 1-866-260-9470. This service is also free.

For more information on Relay Utah service visit the website:

[www.connectutah.com](http://www.connectutah.com). If you need a text telephone (TDD) or a touch-tone phone (TTY), call Relay Utah. In some cases, the TDD or TTY device may be available at low cost or free.

### **Servicios de Intérprete/Formatos Alternativos**

#### **¿Qué pasa si mi inglés no es muy bueno o si tengo dificultades para escuchar y/o hablar?**

Nosotros sabemos que puede ser muy difícil hablar con su terapeuta si su primer idioma no es el inglés o si tiene dificultades para escuchar y/o hablar. Usted puede solicitar un intérprete en el lenguaje de su preferencia, incluyendo el lenguaje de señas. Un intérprete le puede ayudar por teléfono o puede acompañarlo a sus citas de salud mental o sustancias de abuso. El intérprete le ayudará a comunicarse con el terapeuta. Para solicitar un intérprete llame a la clínica de su área o hable directamente con su terapeuta.

Si usted tiene dificultad para escuchar llame a Relay Utah al 711 o al 1-800-346 4128, para servicio en español llame al 1-888-346-3162. Este servicio Relay, también conocido como servicio TTY/TDD, es un servicio público gratuito. Si tiene discapacidad del habla llame al 1-888-346-5822 y una persona especialmente entrenada le ayudará, para servicio en español llame al 1-866-260-9470. Este servicio también es gratuito.

Para obtener más información sobre el servicio de Relay Utah visite el sitio web: [www.connectutah.com](http://www.connectutah.com). Si necesita un teléfono de texto (TDD) o un teléfono con teclado (TTY) llame a Relay Utah. En algunos casos el dispositivo TDD o TTY puede estar disponible a bajo costo o en forma gratuita.

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This handbook is current as of July 2014

## Section 1 -- Introduction

If you live in Carbon, Emery, or Grand County and have Medicaid, Four Corners Community Behavioral Health (Four Corners) is your Medicaid provider for mental health services. Starting July 1, 2012, Four Corners is also your substance abuse provider. While Medicaid has chosen this plan for you, you may be able to choose your service provider. (**See *Choice of Providers* in Section 4 of this handbook.**)

This Medicaid Member Handbook explains the mental health and substance abuse services that Four Corners covers. You can get this handbook and other written information in Spanish. You can also get this handbook on compact disk (CD) in either English or Spanish. **Este folleto y otra información se encuentran en Español.** For help, call Four Corners at 1-435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer.

Si usted vive en Carbon, Emery, Grand y tiene la tarjeta de Medicaid, Four Corners es su proveedor de salud mental. Comenzando el 1 de julio de 2012 Four Corners también será su proveedor de abuso de sustancia. Este manual explicará los servicios de Medicaid para la salud mental y el abuso de sustancia que cubre Four Corners. 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 1-435-637-7200 or toll-free at 1-866-216-0017.

Four Corners provides mental health and substance abuse services for children, youth and adults. If you need mental health or substance abuse services, call the clinic nearest you. (**See *Getting Mental Health or Substance Abuse Services* in Section 10 of this handbook.**)

## Section 2 -- Covered Services

### **What mental health and substance abuse services are covered?**

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

- Evaluations
- Psychological testing
- Individual, family and group therapy
- Medication management
- Individual and group therapeutic behavioral services  
(continued next page)

- Individual skills training and development
- Psychosocial rehabilitation services (day treatment)
- Targeted case management services
- Peer support services

**Are any other services available?**

Yes, other services are:

- electroconvulsive therapy (ECT)\*
- interpreter services

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

- respite care\*
- psycho educational services\*
- personal services\*
- supportive living\*

\*These services are **not** covered if you are getting services for substance abuse problems only. If you have questions, your provider can talk to 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 mental health services each year. Sometimes you may be able to get more mental health outpatient services. Talk with your provider about this.
- Outpatient services for substance 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.

**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 for a second opinion. If you would like a second opinion from another provider, call Four Corners at 1-435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer.

## **Section 3 -- Services Not Covered by Four Corners**

### **What services might be covered by Medicaid but not by Four Corners?**

Some of the services that might be covered by Medicaid or your physical health plan but not by Four Corners are medical care, including medical detoxification in a hospital for a substance abuse problem, dental care, vision care and pharmacy. If you have questions about these services or any other services that might be covered by Medicaid, call Medicaid at 1-800-662-9651, or your physical health plan if you have one.

**Also, methadone maintenance services for substance abuse problems are not covered by Four Corners. 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.**

## **Section 4 -- Choice of Providers**

### **Can I choose my mental health or substance abuse provider?**

Yes, you can talk to us at any time about the provider you would like to see. For more information, call the clinic nearest you and ask to talk to the clinic supervisor.

### **Can I change my Four Corners provider?**

You can talk to your current provider about changing your provider. You can also ask to talk to the clinic supervisor about your request.

### **Can I get mental health or substance abuse services from someone outside Four Corners?**

In some situations, you can go to a provider outside of Four Corners. You and the provider must get approval before you get services outside of Four Corners. For more information, call the clinic nearest you and ask to talk to the clinic supervisor.

### **When will I be told if I can see someone outside Four Corners?**

If the provider has a written agreement with Four Corners, 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 and also let the provider know our decision.

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

## Section 5 -- Transportation

### How can I get help with transportation to Four Corners?

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 covered by Four Corners. If you do not have your own transportation, call the clinic in your area and ask for help with transportation. If you are already getting mental health services, you can talk to your provider.

If you have Traditional Medicaid, transportation to your substance abuse services is not provided by Four Corners. It 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 covered by Medicaid.

## Section 6 -- Rights and Responsibilities

### What are my rights as a client?

As a client of Four Corners, you have the right to:

- get mental health and substance abuse services 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 can call the Four Corners non-discrimination coordinator at 1-435-637-7200 or toll-free at 1-866-216-0017; Medicaid's Constituent Services at 1-877-291-5583; or the Federal Office for Civil Rights at 1-303-844-2024, or email at [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov), or you may go to their website at: [www.hhs.gov/ocr](http://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 decisions about your mental health or substance abuse services, including the right to refuse treatment;
- get a second opinion from one of our providers or from a different provider 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 record and to ask that it be amended or corrected, when allowed by federal law; and
- get mental health or substance abuse services in the amount you need and when you need them.

## **Section 7 -- Advance 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 the clinic nearest you, 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 1-801-538-6158 or 1-800-662-4157.

## **Section 8 -- Payment for Services**

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

You might have to pay for non-emergency services if:

- you get a service that is not covered by Four Corners or Medicaid;
- you get a service that is not pre-approved by Four Corners;
- you have a non-emergency hospital stay (you might have to pay the fee Medicaid requires); or
- you have Non-Traditional Medicaid and you get more mental health services than the Non-Traditional Plan covers, including outpatient mental health emergency services.

You may also have to pay for services if:

- you ask for and keep getting services during an appeal or a Medicaid fair hearing about Four Corners' decision to reduce or stop a service (you may only have to pay for those services if the appeal or Medicaid fair hearing decision is not in your favor); or
- you are not on Medicaid when you get the service.

## **Section 9 -- Additional Insurance Coverage**

Some people have Medicaid plus another insurance company that helps pay for services. If you have another insurance company that pays for your service and sends you a check, you must bring these checks to Four Corners.

If you have questions about this, call Four Corners at 1-435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer.



## Section 10 -- Getting Mental Health or Substance Abuse Services

### **How do I ask for services?**

Call the clinic nearest you. (See the Four Corners service locations and telephone numbers in this handbook.) If you need services in the evenings, let us know when you call. Evaluations and some therapy services can be provided in the evenings.

### **How quickly can I be seen?**

If you need emergency care you will be seen right away. (See **Emergency Services in Section 11 of this handbook.**) We will give you urgent care for conditions that need to be taken care of right away, but that are not emergencies. If you need urgent care, we will see you within *5 working days*. If you do not have an urgent need for care, we will see you within *15 working days*. If your condition changes and you think you need to be seen sooner, please call us. We will talk about your needs again.

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

Four Corners has outpatient clinics in Carbon, Grand and Emery counties. You can call the clinic closest to you. You can call within Carbon, Emery and Grand Counties at no charge.

Four Corners will offer you services after meeting with you to find out what you need. During the first meeting, we will talk about which provider is best for you, whether or not they are taking new clients, and if they speak any language other than English. Services are provided by licensed mental health and substance abuse professionals, including doctors, nurses, psychologists, social workers, substance use disorder counselors, professional counselors, certified case managers, etc.

**For general assistance, call Four Corners  
at 1-435-637-7200 or toll-free at 1-866-216-0017**

## **Four Corners Outpatient Service Locations**

### **Carbon County/Price**

575 East 100 South  
Price, UT 84501  
1-435-637-2358  
1-435-637-9141 Fax

### **Emery County/Castle Dale**

45 East 100 South  
Castle Dale, UT 84513  
1-435-381-2432  
1-435-381-2542 Fax

### **Grand County/Moab**

198 East Center Street  
Moab, UT 84532  
1-435-259-6131  
1-435-259-5369 Fax

### **Green River Outreach Clinic**

Green River Medical FCCBH  
585 W. Main St.  
Green River, UT 84525  
1-435-564-3434

**For general assistance, call Four Corners  
at 1-435-637-7200 or toll-free at 1-866-216-0017**

## **Section 11 -- Emergency Services**

### **What is an emergency?**

- When you think your life is in danger.
- When you believe you may harm yourself or others.
- When your safety or others' safety is at risk.

### **What are emergency services?**

Emergency services are mental health or substance abuse services given to treat your emergency.

### **How do I get emergency care?**

Four Corners has 24-hour mental health emergency services seven days a week. You can call any time to talk with a crisis worker. To get emergency care during the day, call or go to the clinic nearest you between 8 a.m. and 5 p.m. Monday through Friday and ask to talk to a crisis worker right away. See the list of clinic locations and phone numbers in this handbook.

After business hours, call 911 and ask for the mental health on-call worker.

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

If you need medical detoxification in a hospital you can also go to any hospital emergency room. If you have questions about medical detoxification in a hospital you can call the Four Corners clinic nearest you, Medicaid at 1-800-662-9651, or your physical health plan if you have one. After hours, call 911 and ask for the mental health on-call worker.

### **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.

### **Will I have to pay for an ambulance to get to emergency care?**

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

## Section 12 -- 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. Four Corners uses the Utah State Hospital's Acute Care Psychiatric Unit at 1300 East Center Street in Provo, Utah, and Provo Canyon Behavioral Hospital at 1350 East 750 North in Orem, Utah.

If a different hospital treats your emergency and wants to admit you to the hospital, the hospital must first call Four Corners. 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 Four Corners is your Medicaid mental health provider so they can call us if they want to admit you. Hospitals can call us at the numbers listed in the box below.

**If you need medical detoxification in a hospital for a substance abuse problem, call Medicaid at 1-800-662-9651, or your physical health plan if you have one.**

### **How do I get mental health care in a hospital if I am out of Four Corners' geographical area?**

Go to the nearest hospital and ask for help. Be sure to let the hospital know you have Medicaid and that Four Corners is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to ensure that they have approval. Hospitals can call us at the numbers listed in the box below.

***For After Hours Emergencies: Dial 911  
ask for the on-call mental health worker***



**During regular business hours, call the clinic in your area or Four Corners toll-free at 1-866-216-0017.**

**Clinic phone numbers are listed in Section 10 of this handbook.**

## Section 13 -- Actions

### What are actions?

Actions are when Four Corners:

- denies (turns down) services or approves fewer services than you or your provider asked for;
- 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 in Section 10 of this handbook*);
- does not settle an appeal or grievance you have with us as soon as we are supposed to; or
- your provider reduces the number of services 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 Four Corners is taking an action?

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

## Section 14 -- Appeals

### What is an appeal?

An appeal is when you ask Four Corners 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 the appeal. If your provider files the appeal, you must give your written consent.

### How and when can I file an appeal?

Your Notice of Action letter will tell you how to file an appeal. It will also tell you 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.

### What if I need help filing an appeal?

Call the clinic supervisor or call Four Corners at 1-435-637-7200 or toll-free at 1-866-216-0017 and ask for 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 timeframe required and you ask that the 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 kind of action, and have questions about your services during your appeal, call Four Corners at 1-435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer.

### **When will Four Corners 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 might need more time to make the decision. If we need more time, we will let you know in writing. 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 15 -- 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, or 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 Medicaid fair hearing. The letter will tell you how and when to ask for 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. You can also bring an attorney with you to the fair hearing. If you have questions or need help filling out the form, call Four Corners at 1-435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer.

### **Can I continue my services if I ask for a Medicaid fair hearing?**

If the Medicaid 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 services continue. If you ask for a Medicaid fair hearing in the required timeframe and ask that Four Corners keep giving you the services, we will do so. You might have to pay for these services if the Medicaid fair hearing decision is not in your favor. If the Medicaid fair hearing is about any other kind of action, you can discuss your services during this hearing.

## Section 16 -- Complaints/Grievances

### **What if I have a complaint about Four Corners 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 Four Corners staff about your grievance; or
- You can call Four Corners at 1-435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer; or
- You can give it to us in writing. Give it to your provider or any staff member, or mail it to:

Attention: Compliance Officer  
FCCBH, Inc.  
P.O. Box 867  
Price, UT 84501

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 I need help filing my grievance?**

Call the clinic nearest you or call Four Corners at 1-435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer.

### **When will Four Corners 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.

## **Section 17 -- Privacy**

### **Who may read or get copies of my medical record?**

Your confidentiality is a top priority for us. Four Corners follows federal laws about privacy of your mental health and substance abuse record. Four Corners 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 for services.

## **Section 18 -- Four Corners Operations**

### **What if I want to know more about how Four Corners operates?**

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 Four Corners at 1-435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer.

### **What are my responsibilities as a client?**

It is your responsibility to:

- keep appointments;
- call the provider 24 hours in advance if you need to cancel an appointment;
- be on time for your appointments;
- be involved in your treatment plan and care;
- tell Four Corners and your Medicaid eligibility worker of changes in your address, phone number, or insurance;
- complete surveys about the services Four Corners has given you;
- respect the property, comfort, and confidentiality of others; and
- notify your treatment provider when you want to stop getting services.

Four Corners does not discriminate on the basis of race, color, national origin, physical or mental disability, or age in admission, treatment, or participation in its programs, services and activities.







FCCBH, Inc.  
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Price, UT 84501

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