



**Behavioral Health Services Handbook
Your Guide to the Medicaid Prepaid
Mental Health Plan
Mental Health and Substance Use
Disorder 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 or 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

Manual de Servicios de Salud Conductual

**Su guía para del 'Prepaid Mental Health Plan' de Medicaid
Servicios de salud mental y trastorno de uso de sustancias
en los condados de Carbon, Emery y Grand**

En este manual se explican los beneficios de salud conductual 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).

Table of Contents	Pages
Interpreter Services/Servicios de Intérprete	1-2
Free Aids and Services/Ayudas y Servicios Gratuitos	3-6
Four Corners Provider Directory	7-8
Section 1 Prepaid Mental Health Plan	9
Section 2 Covered Services	10-11
Section 3 Services Not Covered by Four Corners	11
Section 4 Choice of Providers	12-13
Section 5 Transportation	13-14
Section 6 Rights and Responsibilities	14-17
Section 7 Advance Directives	17
Section 8 Payment for Services	18-20
Section 9 Additional Insurance Coverage	21
Section 10 Getting Mental Health or Substance Use Disorder Services	21-24
Section 11 Emergency Services	24-25
Section 12 Mental Health Care in a Hospital	26-27
Section 13 Adverse Benefit Determinations	28
Section 14 Appeals	29-30
Section 15 Medicaid Fair Hearings	30-32
Section 16 Complaints and Grievances	32-33
Section 17 Privacy	34
Section 18 Four Corners Operations	34

Interpreter Services

Servicios de Intérprete

What if I need help talking to Four Corners or my provider? We know it can be hard to talk with your provider if your first language is not English or if you have difficulty hearing and /or speaking. You can ask for an interpreter in the language of your choice, including sign language. An interpreter can help you by phone or go with you to your appointments. The interpreter will help you talk with the provider. To ask for an interpreter, call the clinic in your area or ask your provider.

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 about Relay Utah, go to their website at www.connectutah.com. If you need a telecommunications device (TTY), call Sprint Relay Customer Service at 1-800-676-3777, or TTY at 1-800-346-4128. In some cases, the TTY device might be available at little or no cost to you.

¿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 trastorno de uso de sustancias. 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 Relay Utah, visite su sitio Web en www.connectutah.com. Si necesita un teléfono de texto (TTY) de atención al cliente de Sprint Relay al 1-800-676-3777 o TTY al 1-800-346-4128. Si habla español, llame al 1-888-346-3162. En algunos casos el dispositivo TTY puede estar disponible a un bajo precio o de forma gratuita.

Free Aids and Services / Ayudas y Servicios Gratuitos

We can also give you this handbook and other written information in your language and in other formats (large print, audio, electronic, and other formats). Please call Four Corners at 435-637-7200 or toll-free at 1-866-216-0017, or call Speech Relay Utah at 1-888-346-5822.

También podemos darle información escrita en su idioma y en otros formatos (letra grande, audio, electrónicamente y en otros formatos). Por favor llame a Four Corners al 435-637-7200 o al número gratuito 1-866-216-0017, o llame a Speech Relay Utah al 1-888-346-5822.

Other Languages

Free language assistance services are available to you. Please call Four Corners at 435-637-7200 or at 1-866-216-0017

Spanish

Los servicios gratuitos de asistencia lingüística están disponibles para usted. Llame a Four Corners al 435-637-7200 o al 1-866-216-0017

Chinese

我們為您提供免費語言協助服務。請致電435-637-7200或1-866-216-0017聯繫 Four Corners

Vietnamese

Dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho bạn. Vui lòng gọi cho Sức khỏe Tâm thần Four Corners theo số 435-637-7200 hoặc 1-866-216-0017

Korean

무료 어학 지원 서비스를 이용할 수 있습니다. Four Corners 정신 건강에 435-637-7200 또는 1-866-216-0017

Navajo

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'dęę', t'áá jiiik'eh, éí ná hółq, kooj'í hódííłnih 435-637-7200, 1-866-216-0017

Nepali

निःशुल्क भाषा सहायक सेवाहरू तपाईंका लागि उपलब्ध छन्।
कृपया Four Corners मानसिक स्वास्थ्यलाई फोन गर्नुहोस्
435-637-7200, 1-866-216-0017

Tongan

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 435-637-7200, 1-866-216-0017

Serbo-Croatian

Usluge besplatne jezične pomoći dostupne su vam. Nazovite Four Corners na 435-637-7200 ili 1-866-216-0017

Tagalog

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 435-637-7200, 1-866-216-0017

German

Kostenlose Sprachunterstützung steht Ihnen zur Verfügung. Bitte rufen Sie Four Corners unter der Nummer 435-637-7200 oder 1-866-216-0017

Russian

Бесплатные услуги языковой поддержки доступны для вас. Пожалуйста, позвоните в отдел психического здоровья Four Corners по тел. 435-637-7200 или 1-866-216-0017

Cambodian

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ,
សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល
គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 435-637-7200 or 1-
866-216-0017

French

Des services d'assistance linguistique gratuits sont à
votre disposition. Veuillez appeler Four Corners au 435-
637-7200 ou au 1-866-216-0017

Japanese

無料の言語支援サービスを利用できます。 Four Corners
(435-637-7200) または 1-866-216-0017

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية
تتوافر لك بالمجان. اتصل برقم 1-866-216-0017 .

Four Corners Provider Directory

We have a directory of all of our mental health and substance use disorder providers. You can see our directory on our website at www.fourcorners.ws. The directory is organized by clinic location and lists the providers in that clinic.

If you have questions about our provider directory, or would like a copy, call us at 435-637-7200 or 1-866-216-0017.

Si tiene preguntas sobre nuestro directorio de proveedores o le gustaría una copia, llámenos al 435-637-7200 o al 1-866-216-0017.

If there is a provider in the directory you would like to see, let us know during your first appointment.

Si hay un proveedor en el directorio que le gustaría ver, déjenos saber durante su primera cita.

Are your providers accessible if I have a physical disability?

All of our offices have accommodations for people with physical disabilities.

Todas nuestras oficinas tienen alojamiento para personas con discapacidades.

Section 1 - Prepaid Mental Health Plan

As a Medicaid member, you are part of the Prepaid Mental Health Plan (PMHP). If you live in Carbon, Emery, or Grand County, your PMHP provider is Four Corners Community Behavioral Health (Four Corners). Four Corners will provide you with mental health and substance use disorder services if you need them. This handbook explains the mental health and substance use disorder services that Four Corners covers.

Como miembro del Medicaid, usted es parte del 'Prepaid Mental Health Plan' (PMHP). Si usted vive en el condado de Carbon, Emery, o Grand, su proveedor de PMHP es Four Corners Community Behavioral Health (Four Corners). Four Corners provee los servicios de la salud mental y servicios por el trastorno de uso de sustancias si usted los necesita. Este manual explica los servicios de la salud mental y servicios por el trastorno de uso de sustancias que el PMHP provee.

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

Section 2 - Covered Services

What mental health and substance use disorder services are covered?

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

- Evaluations
- Psychological testing
- Individual, family and group 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

Are any other services available?

Yes, other services are:

- Electroconvulsive therapy (ECT)
- Interpreter services
- Respite care
- Psycho educational services
- Personal services
- Supportive living

Can I get a second opinion?

Yes. You can get a second opinion about your mental health or substance use disorder problem or services. There is no cost to you 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 use disorder 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 services for substance use problems are not covered by Four Corners. If you need this service, you can get it from a Medicaid methadone 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 use disorder 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 use disorder 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. You do not need approval before you get emergency services. **(See *Emergency Services* in Section 11 of this handbook.)** 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 72 hours. 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 my mental health or substance use disorder services?

Traditional Medicaid Members

You may be able to get help with rides to your mental health and substance use disorder services. If you do not have a ride, Logisticare may be able to help with non-emergency rides.

Logisticare 1- 855-563-4403

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 website medicaid.utah.gov or

Call Medicaid 1-800-662-9651

You can also talk to us about your needs. 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.

Non-Traditional Medicaid Members

Rides to your mental health or substance use disorder services are not 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 use disorder services regardless of your race, color, national origin, age, disability (mental or physical), sex, sexual orientation, gender identity, or religion.

If you feel you have been treated unfairly or discriminated against for any reason, you can call the Four Corners non-discrimination coordinator at 435-637-7200 or 1-866-216-0017 or fax 435-237-0377; or Medicaid's Constituent Services at 1-877-291-5583 or fax at 801-538-6805 or email to medicaidmemberfeedback@utah.gov ; or the Federal Office for Civil Rights **phone** at 1-800-368-

1019, 1-800-537-7697 (TDD), or **email** at OCRComplaint@hhs.gov, or you may go to their **website**: www.hhs.gov/ocr . You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, **Mail:** Centralized Case Manager Operations, U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201.

If you want to mail or email your complaint, you can write your complaint or you can use the Office of Civil Rights complaint form available at: <http://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

If you need help filing a complaint, call Four Corners at 435-637-7200 or 1-866-216-0017.

- 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 that is easily understood;
- Take part in decisions about your mental health or substance use disorder 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;
- Get mental health or substance use disorder services in the amount you need and when you need them; and
- Use your rights at any time and not be treated badly if you do by us, by our contracted providers, or by Medicaid.

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.

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." Under State law, you have the right to develop an Advance Health Care Directive that protects your right to refuse medical treatment you do not want, or to request treatment you do want, in the event you lose the ability to make decisions yourself. 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, need help filling out 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

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
- 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 you more than the co-payment.

Outpatient Mental Health and Substance Use Disorder Services

Will I ever have to pay for mental health or substance use disorder 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 Four Corners or Medicaid; or
- You get a service that is not pre-approved by Four Corners
- Four Corners approved less services than asked for; or
- You do not go to a Four Corners 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 Four Corners did not approve a service you or your provider asked for, you can appeal this decision with Four Corners before you agree to pay for the service. **(See *Appeals* in Section 14 of this handbook for an explanation of 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. Or,
- You are not on Medicaid when you get the service.
- You have a non-emergency hospital stay (you might have to pay the copay Medicaid requires).

◆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 - 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 Use Disorder 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 use disorder 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 use disorder 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 use disorder 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:

- 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. Ask to talk to a crisis worker right away. See the list of clinic locations and phone numbers in this handbook.
- Call 911, or the national mental health lifeline toll-free at 1-800-273-8255, 24 hours a day, 7 days a week, and you will be connected with a Utah crisis worker.

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

If you need emergency services and you are out of Four Corners' geographical area, go to the nearest hospital emergency room and ask for help. Be sure to let the hospital know you have Medicaid and that Four Corners is your Medicaid mental health provider. You do not need approval from Four Corners before you get emergency services. **(See *Mental Health Care in a Hospital* in Section 12 of this handbook.)**

If you need medical detoxification in a hospital you can also go to any hospital emergency room for this service. This is not a covered service by Four Corners but may be covered by your physical health plan if you have one, or by Medicaid. For further questions regarding medical detoxification, you can call Medicaid at 1-800-662-9651, or your physical health plan if you have one, or call the Four Corners clinic nearest you. After hours, call 911 and ask for the mental health on-call worker.

Section 12 - Mental Health Care in a Hospital

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.

Four Corners uses Salt Lake Behavioral Health or University Neuropsychiatric Institute in Salt Lake City, Utah, and Provo Canyon Behavioral Hospital at 1350 East 750 North in Orem, Utah.

If a hospital wants to admit you after treating your emergency, the hospital must call Four Corners to ask for pre-approval. Hospitals can call us at the numbers listed in the box below. 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. We might have you stay at that hospital or we might transfer you to one of our hospitals.

If you need medical detoxification in a hospital for a substance use disorder 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. You do not need approval from Four Corners before you get emergency services. 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. **(See *Emergency Services* in Section 11 of this handbook.)**

For After Hours Emergencies: Dial 911 or the national mental health lifeline at 1-800-273-8255

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 - Adverse Benefit Determinations

What are adverse benefit determinations?

Adverse benefit determinations 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 Use Disorder 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 adverse benefit determination. It is only an adverse benefit determination if you tell us you don't want the change.

How will I know if Four Corners is taking an adverse benefit determination?

Four Corners will send you a letter called a Notice of Adverse Benefit Determination. You will have the right to appeal if you disagree with our adverse benefit determination.

Section 14 - Appeals

What is an Appeal?

An Appeal is when you ask Four Corners to review our adverse benefit determination 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 Adverse Benefit Determination 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 adverse benefit determination. In most situations, you must tell us you want to file an Appeal within 60 days from the date on the Notice of Adverse Benefit Determination 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 adverse benefit determination 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 adverse benefit determination, 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 72 hours.

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. 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 Form to Request a State Fair Hearing 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 us at 1-435-637-7200 or toll-free at 1-866-216-0017 and ask to talk to the Compliance Officer. You have 120 days from the date of the decision on your Appeal to file a request for a Fair Hearing. 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 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 Form to Request a State Fair Hearing to ask that the services continue. If you request a Fair Hearing in the required timeframe and ask that Four Corners keep giving you 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 adverse benefit determination, you can discuss your services during the Fair Hearing.

Section 16 - Complaints and Grievances

What if I have a complaint about Four Corners or my provider?

If you have a complaint about anything other than an adverse benefit determination, 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.

Suspected Fraud

If you would like to report suspected fraud or abuse, it can be reported to the Office of Inspector General by calling 801-538-6087.

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

This handbook is current as of May 2020

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.
105 W. 100 N.
Price, UT 84501**

**PRSR STD
U.S. POSTAGE
PAID
SALT LAKE
CITY, UT
PERMIT NO
4621**