

Medicaid  
Prepaid  
Behavioral  
Health Services  
Handbook

January 2024

For

**San Juan Counseling**

Serving  
San Juan County

*Call us*

*435-678-2992 or 1-888-833-2992*

# Table of Contents

Section I Introduction .....	2
<b>Section 2 Interpreter Services (Servicios de Intérprete) .....</b>	<b>2</b>
Section 3 Services Available .....	4
Section 4 Services Not Covered by San Juan Counseling .....	5
<b>Section 5 Transportation.....</b>	<b>6</b>
<b>Section 6 Getting Mental Health and/or Substance Use Disorder Services.....</b>	<b>6</b>
<b>Section 7 Choosing Providers .....</b>	<b>7</b>
<b>Section 8 Emergency Services.....</b>	<b>9</b>
Section 9 Mental Health Care in a Hospital .....	9
Section 10 Payment for Services.....	10
Section 11 Client Rights and Responsibilities .....	11
Section 12 Adverse Benefit Determinations .....	14
<b>Section 13 Appeals .....</b>	<b>14</b>
Section 14 Medicaid Fair Hearings .....	17
<b>Section 15 Complaints/Grievances .....</b>	<b>18</b>
Section 16 Advance Health Care Directives .....	19
Section 17 Privacy.....	19
Section 18 San Juan Counseling Center Operations .....	20
Section 19 Fraud, Waste and Abuse.....	20

## **Section 1: Introduction**

This handbook is for Medicaid members who are enrolled in Medicaid's Prepaid Mental Health Plan (PMHP). If you live in San Juan County, your PMHP provider is San Juan Counseling (SJC). SJC provides services under the direction of Northeastern Counseling Center (NCC). In the handbook, sometimes you will be told to call NCC rather than SJC.

SJC will provide you with mental health and substance use disorder (SUD) services if you need them. This handbook explains the Medicaid mental health and SUD services that SJC covers.

Este manual es para miembros de Medicaid quienes están inscritos en el Plan de Salud Mental Prepagado (PMHP) de Utah Medicaid. Si usted vive en el condado de San Juan, su proveedor de PMHP es San Juan Counseling (SJC). SJC provee los servicios bajo la dirección de Northeastern Counseling Center (NCC). En el manual, a veces le van a decir que llame a NCC en lugar de SJC.

SJC provee los servicios de la salud mental y para trastorno por consumo de sustancias si usted los necesita. Este manual explica los servicios de Medicaid para la salud mental y para trastorno por consumo de sustancias el PMHP provee.

SJC provides mental health and SUD services for children, youth and adults. If you need mental health or SUD services, call SJC at **435-678-2992** or **1-888-833-2992**. (See Section 6, *Getting Mental Health and Substance Use Disorder Services*.)

## **Section 2: Interpreter Services (Servicios de Intérprete)**

**Free language assistance services are available to you.** Please call SJC at **1-888-833-2992** or Speech Relay Utah at **1-888-346-5822**.

**Los servicios gratuitos de asistencia lingüística están disponibles para usted.** Llame a SJC al **435-678-2992** o al **1-888-833-2992**, o

llame a Speech Relay Utah al **1-888-346-5822** o llame a ‘Spanish Relay Utah’ al **1-888-346-3162**.

**You can get this handbook and other written information in your language and in other formats (large print, audio, electronic, and other formats) at no cost.** For help, please call us at **435-678-2992** or **1-888-833-2992** or 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) sin costo.** Por favor llame a San Juan Counseling al **435-678-2992** o **1-888-833-2992**, o llame a Spanish Relay Utah al **1-888-346-3162**.

### **What if I need an interpreter?**

We know that it can be hard to talk with your provider if your first language is not English or you are deaf, hard of hearing, or have a hard time speaking. 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 SUD visits. The interpreter will help you and your provider understand each other. Also, we might have providers who speak or sign your language. To ask for an interpreter, or a provider who can speak or sign your language, call us at: **435-678-2992** or **1-888-833-2992**.

### **What if I want to call SJC and I am deaf, hard of hearing, or have a hard time speaking?**

You can call **Relay Utah at 711** or **1-800-346-4128**. If you have a hard time speaking, you can also 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 sucede si necesito un intérprete?**

Sabemos que puede ser difícil hablar con su proveedor si su primer idioma no es inglés o es sordo, tiene problemas de audición, o tiene dificultad para hablar. Usted puede pedir por un intérprete. Intérpretes son gratuitos and están disponibles en todos los lenguajes, incluyendo el lenguaje de señas. Un intérprete le puede ayudar por teléfono y acompañarlo a sus citas de la salud mental y trastorno por consumo de

sustancias. El intérprete puede facilitar la comunicación entre su proveedor y usted. También puede que tengamos proveedores que hablan su idioma o el lenguaje de señas.

Para pedir por un intérprete o un proveedor que hable su idioma, llámenos al **435-678-2992** o al **1-888-833-2992**.

**¿Qué sucede si deseo llamar a SJC y soy sordo, tengo problemas de audición, o tengo dificultades para hablar?**

Puede llamar a **Relay Utah** al **711** o al **1-800-346-4128**. Si le resulta difícil hablar, también puede llamar a **Speech-to-Speech Relay Utah** al **1-888-346-5822** y una persona capacitada lo ayudará. Si habla español y es sordo, tiene problemas de audición, o le cuesta trabajo hablar, llame a **Spanish Relay Utah** al **1-888-346-3162**.

### **Section 3: Mental Health and Substance Use Disorder (SUD) Services Available**

#### **What mental health and SUD services are covered?**

Inpatient hospital care for mental health problems and outpatient services for mental health and SUD problems are covered.

#### **Outpatient mental health and SUD services include:**

- Evaluations
- Psychological 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
- Detoxification from substances in a social setting
- Recreational therapy services
- Targeted case management services

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

Services are provided by licensed mental health and SUD professionals, including doctors, nurses, psychologists, licensed clinical social workers, clinical mental health counselors, SUD counselors, recreational therapists, peer specialists, targeted case managers, etc.

After we meet, SJC will tell you which providers are appropriate for the services you need. We will also let you know if they are taking new clients and what other languages they speak. If you want more information on any of these services, call SJC at **435-678-2992** or **1-888-833-2992**.

### **Are any other services covered?**

Yes, other covered services are:

- Electroconvulsive therapy (ECT)
- Interpreter services

There are some other services that can be covered based on your needs. Your provider can talk with you about these services.

These services are:

- Respite care
- Psychoeducational services
- Personal services
- Supportive living

## **Section 4: Services Not Covered by SJC**

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

Some of the services that might be covered by Medicaid or your physical health plan but not by SJC are medical, dental, and vision care. Medical care includes medical detoxification in a hospital for a SUD problem. 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 SUD problems are not covered by SJC. If you need this service, you can get it from a Medicaid methadone service provider. If you have questions, call Medicaid at **1-800-662-9651**.

## **Section 5: Transportation**

### **How can I get help with transportation to my outpatient mental health or SUD services?**

If you do not have your own rides to services, you may be able to get help with rides.

- ModivCare may be able to help with rides: ModivCare: **1- 855-563-4403**

To learn more about help with rides, see the *Utah Medicaid Member Guide*. You can find the guide online or to ask for a copy or if you have questions, call Medicaid:

- *Utah Medicaid Member Guide* at [Medicaid.utah.gov](http://Medicaid.utah.gov) or
- Call Medicaid at **1-866-608-9422**

You can also talk to us about your needs. If you are scheduling your first appointment, tell the SJC employee about your transportation needs. If you are getting services, talk to your therapist.

## **Section 6: Getting Mental Health or Substance Use Disorder (SUD) Services**

### **How do I get mental health or SUD services from SJC?**

Call the SJC Blanding Clinic as shown below.

You may also go to the Blanding service location listed below.

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

If you need emergency care you will be seen right away. (See Section 8, *Emergency Services*.) 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, call SJC at **435-678-2992** or **1-888-833-2992**.

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

Our office is located at:

San Juan Counseling  
735 S. 200 W. Suite 1  
Blanding, UT 84511

For appointments call us at **435-678-2992** or **1-888-833-2992**.

## **Section 7: Choosing Providers**

### **Can I choose my SJC provider?**

Yes, you can talk to us at any time about the SJC provider you would like to see. Call us at **435-678-2992** or **1-888-833-2992**.

### **Does SJC have a provider directory and where can I find it?**

SJC has a directory of all our mental health and SUD providers. You can see our directory on our website at [www.sanjuance.org/about/](http://www.sanjuance.org/about/)  
The directory also includes other community providers that we have a written agreement with to provide services.

### **Can I get outpatient mental health or SUD services from a provider outside SJC?**

In some situations, you can go to a provider outside of SJC. You and the provider must get approval before you get services outside SJC.

If you want services from a community provider in our directory or a community provider that is not in our directory, call us at **435-678-2992** or **1-888-833-2992**. Ask for the Clinical Director or Executive Director.

### **When will I be told if I can get services from a provider outside SJC?**

We can usually decide within 14 calendar days after you ask. If you or your provider want us to take more time to make a decision, let us know. Sometimes we need more time to make a decision. Medicaid lets us take up to another 14 calendar days to make a decision. If we need to take more time, we will let you know in writing. If you are unhappy that we need more time, you can file a grievance. (See Section 15, *Grievances*)

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. If you want us to take more time, or if we need more time to make a decision, Medicaid lets us take up to 14 more calendar days.

We will give you our decision in writing and also let the provider know our decision.

If we do not make a decision as soon as Medicaid wants us to, or we do not approve the service or approve less than you or the provider asked for, this is an adverse benefit determination. We will also send you a Notice of Adverse Benefit Determination letter explaining that you can ask for an appeal of this decision. (See Section 12, Adverse Benefit Determinations, and Section 13, Appeals)

**Are there any outpatient mental health and SUD services that do not need approval from SJC?**

You do not need approval from SJC to get emergency services. (See Section 8, Emergency Services)

You do not need approval from SJC to get mental health and SUD services from a federally qualified health center (FQHC).

If you are an American Indian or Alaska Native, you do not need approval from SJC to get mental health and SUD services from an Indian health provider. An Indian health provider is Indian Health Services, an Indian Tribe, Tribal Organization, or an Urban Indian Organization.

**Can I get a second opinion?**

Yes. You can get a second opinion about your mental health or SUD problem or services. There is no cost to you for a second opinion. If you would like a second opinion, call SJC at **435-678-2992** or **1-888-833-2992**. Ask for the Clinical Director or Chief Executive Officer.

## Section 8: 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 others' safety is at risk.

### What are emergency services?

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

### How do I get emergency services?

- Call or text the national Suicide Prevention and Crisis Lifeline at 988, 24 hours a day, 7 days a week, including holidays. You will be connected with a Utah crisis worker.
- Monday-Friday, between 8 a.m. and 5 p.m., you can call SJC and ask to talk to a crisis worker.  
If you don't want to call first, you can also go to our SJC clinic (See page 7). Tell the staff you want to see a crisis worker.
- Day or night, you can go to the any hospital for emergency room (ER) for emergency care. Even if you are out of town, go to the nearest hospital ER.

You can get emergency services from any mental health or SUD provider without our approval.

## Section 9: 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.

SJC uses Aspen Grove Behavioral Hospital - 1350 East 750 North, Orem, UT; and  
Huntsman Mental Health Institute (HMHI)-501 Chipeta Way Salt Lake City, UT

If one of these hospitals or another hospital treats your emergency and wants to admit you, the hospital **MUST** call SJC at **435-678-**

**2992** or **1-888-833-2992** to ask for approval. It's important to let the hospital know SJC 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 send you to another hospital.

## **Section 10: Payment for Services**

### **Will I have a co-payment (co-pay) for outpatient mental health or SUD services?**

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

The *Utah Medicaid Member Guide* has information on co-payments, including information on Medicaid member groups that do not have co-pays on any Medicaid services.

### **Hospital Emergency Room (ER) Services**

#### **Will I have to pay for emergency services in an ER?**

You will not have to pay for emergency services in a hospital ER. If you have co-pays, there is a co-pay 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?**

If you have co-pays, the hospital can charge you a \$75 co-pay for each hospital stay but you will not have to pay more than the co-pay.

Some Medicaid members do not have co-pays. You can look at the *Utah Medicaid Member Guide* for information on individuals who do not have co-pays.

### **Outpatient Mental Health and Substance Use Disorder Services**

#### **Will I have to pay for mental health or SUD 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 SJC or Medicaid; or
- You get a service that is not pre-approved by SJC; or

- You do not go to a SJC 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 SJC did not approve a service you or your provider asked for, you can ask for an appeal before you agree to pay the provider for the service. See Section 13, *Appeals*, for more information on appeals.

You might also have to pay your provider for a nonemergency service if:

- You ask for and keep getting services during an appeal or a Medicaid fair hearing. You would only have to pay if the appeal or 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**

You will not have to pay for the ambulance.

## **Section 11: Client Rights and Responsibilities**

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

As a client, you have the right to:

- Receive mental health and substance SUD services regardless of your race, color, national origin, sex, sexual orientation, gender identity, religion, age, or disability, or political affiliation, or anything else in state or national law. If you feel

you have been treated unfairly or discriminated against for any reason, you can contact:

- NCC at **435-789-6300** or **1-844-824-6776**. Ask for the Clinical Director or Medicaid Specialist.
- The U.S. Department of Health and Human Services, Office for Civil Rights:  
Phone: **1-800-368-1019, 1-800-537-7697 (TDD)**  
Email: [OCRmail@hhs.gov](mailto:OCRmail@hhs.gov)  
Online: [www.hhs.gov/ocr](http://www.hhs.gov/ocr)  
or <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>  
Mail: U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F HHH Building  
Washington, D.C. 20201

If you want to email or mail your complaint to the Office for Civil Rights, you can write your complaint or you can use their complaint form available at: [hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html](http://hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html)

If you need help filing a complaint, call NCC at **435-789-6300** or **1-844-824-6776**. Ask for the Clinical Director or Medicaid Specialist.

You also have the right to:

- 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 or SUD 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 or SUD services in the amount you need and when you need them.

- Get a second opinion at no cost to you.
- Use these rights any time and not be treated badly by SJC, your providers, or Medicaid if you do.

If you believe you have not been allowed to use these rights, you can file a complaint with NCC's Clinical Director or Medicaid Specialist:

- **Phone:** 435-789-6300 or 1-844-824-6776
- **Fax:** 435-789-6357
- **Email:** [claims@nccutah.org](mailto:claims@nccutah.org)
- **Mail:** Northeastern Counseling Center, 1140 W 500 S #9, Vernal, UT 84078

Or with Medicaid Constituent Services:

- **Mail:** P.O. Box 143106, Salt Lake City, UT 84114-3106
- **Phone:** 801-538-6417, 1-877-291-5583
- **Email:** [medicaidmemberfeedback@utah.gov](mailto:medicaidmemberfeedback@utah.gov)
- **Fax:** 801-536-0946

If you have questions or need help filing a complaint, call NCC at 435-789-6300 or 1-844-824-6776. Ask for the Clinical Director or Medicaid Specialist.

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

- Keep your appointments and be on time.
- If you need to cancel an appointment, call the provider 24 hours in advance.
- Be involved in your treatment plan and care.
- Tell SJC and your Medicaid eligibility worker of changes in your address, phone number, or insurance.
- Complete surveys about the services SJC has given you.
- Respect the property, comfort, and confidentiality of clients and staff.
- Notify your treatment provider when you want to stop getting services.

## **Section 12: Adverse Benefit Determinations**

### **What are adverse benefit determinations?**

Adverse benefit determinations are when SJC:

- Denies (turns down) or approves fewer services than you wanted.
- Denies all or part of a payment to an outside provider 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 Section 6, *Getting Mental Health and Substance Use Disorder Services*.)
- Does not settle an appeal or grievance you have with us as soon as Medicaid wants us to.
- Does not make a decision about approving services you have asked for as soon as Medicaid wants us to.
- or your provider reduces, suspends, 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.
- Denies your request to dispute a financial liability.

### **How will I know if SJC is making an adverse benefit determination?**

We will send you a letter called a Notice of Adverse Benefit Determination. You can ask for an appeal if you disagree.

## **Section 13: Appeals**

### **What is an appeal?**

An appeal is our review of our adverse benefit determination to see if we made the best decision. If the adverse benefit determination is because we did not settle your appeal as soon as Medicaid wants us to, we will send you a Notice of Adverse Benefit Determination letter. In the letter, we will explain that you can now ask for a Medicaid fair hearing and how and when to ask for one. (See Section 14 Medicaid Fair Hearings.)

## **Who can ask for an appeal?**

You, your legally authorized representative, or your provider, can ask for an appeal.

## **When can I ask for an appeal?**

Your Adverse Benefit Determination letter will give you information on how to ask for an appeal, including how soon you must tell us you want to appeal. You must tell us you want to ask for an appeal within 60 calendar days from the date on the Adverse Benefit Determination letter.

## **How do I ask for an appeal?**

You can ask for an appeal:

- in writing using the appeal request form we gave you with your Notice of Adverse Benefit Determination letter. Send your written appeal request to:  
NCC Clinical Director  
1140 W 500 S #9  
Vernal, UT 84078
- by calling NCC. Call us at **435-789-6300** or at **1-888-824-6776**. Ask for the Clinical Director or Medicaid Specialist.
- by email to [claims@nccutah.org](mailto:claims@nccutah.org)

## **What if I need help asking for an appeal?**

If you need help, call us at **435-789-6300** or at **844-824-6776**. Ask for the Clinical Director or Medicaid Specialist.

## **Can I keep getting services if I ask for an appeal?**

If our adverse benefit decision was to reduce, suspend, or stop services we had already approved, and you want to keep getting the services during the appeal, you must ask for continuation of services on or before the later of the following:

- 10 calendar days of NCC sending the Notice of Adverse Benefit Determination letter to you; or
- The effective date of our proposed decision to reduce, suspend, or stop services.

If you ask for an appeal on time, and you let us know on time that you want to keep getting the services while we make a decision, you can

keep getting the services. You might have to pay for the services if the appeal decision is not in your favor.

If you are asking for an appeal of any other kind of adverse benefit determination and have questions about services during the appeal, call NCC at **435-789-6300** or **1-844-824-6776**. Ask for the Clinical Director or Medicaid Specialist.

**When will NCC tell me the decision on my appeal?**

Usually, we will give you a written decision no later than 30 calendar days from the day we get your appeal request. Sometimes we might need more time to make a decision. Medicaid lets us take up to another 14 calendar days to make a 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.

**Can I get a decision more quickly on my appeal?**

If you or your provider thinks waiting 30 calendar days for our decision could harm your health, life, or ability to maintain or regain maximum function, you or your provider can ask for a quick appeal. This means we will usually make a decision within 72 hours. Sometimes we might need more time to make a decision. Medicaid lets us take up to 14 more calendar days to make a decision. If we need more time, we will let you know by phone as quickly as possible and in writing within two calendar days. Also, you or your provider might want them to take more time for some reason. If so, let us know.

If we deny your request for a quick appeal, we will let you know by phone as quickly possible and in writing within two calendar days.

**How do I ask for a quick appeal?**

You or your provider can ask for a quick appeal by:

- using the appeal request form we gave you with your Notice of Adverse Benefit Determination letter. Send your quick appeal request to:

Northeastern Counseling  
1140 W 500 S #9  
Vernal, UT 84078

- calling NCC. Call us at **435-789-6300**, or **1-844-824-6776**. Ask for the NCC Clinical Director or Medicaid Specialist
- email to [claims@nccutah.org](mailto:claims@nccutah.org)

## **Section 14: Medicaid Fair Hearings**

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

If you are unhappy with our appeal decision, or we cannot make an appeal decision 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 with Medicaid. 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. You can also get a hearing request form from Medicaid by calling Medicaid at **801-538-6576** or at **1-800-662-9651**.

If you have questions or need help filling out the form, call NCC at **435-789-6300** or **1-844-824-6776**. Ask for the Clinical Director or Medicaid Specialist.

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 the records that will be used at the fair hearing.

### **When can I ask for a Medicaid Fair Hearing?**

In most situations, you must ask for a fair hearing within 120 days from the date of our appeal decision letter.

If the fair hearing is about our decision to reduce, suspend, or stop services we had already approved, and you want to keep getting the services during the fair hearing, you must:

- ask for a fair hearing within 10 calendar days after we send you the appeal decision letter; and

- on the hearing request form, ask that the services be continued.

If you file your fair hearing request in time, and you ask to keep getting the services during the fair hearing, you can keep getting the services. You might have to pay for the services if the fair hearing decision is not in your favor.

## **Section 15: Complaints/Grievances**

### **What if I have a complaint about SJC or a 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. A grievance can be filed at any time.

### **How do I file a grievance?**

- You can tell your grievance to any SJC staff member; or
- You can call SJC at **435-678-2992** or **1-888-833-2992**. Ask for the Clinical Director or Executive Director.
- You can give it to us in writing. Give it to your provider or any staff member, or mail it to:

San Juan Counseling Attn: Executive Director  
735 S. 200 W. Suite 1  
Blanding, UT 84511

- If you don't want to talk to SJC about your grievance, you can call NCC at **435-789-6300** or **1-844-824-6776**. Ask for the Clinical Director or Medicaid Specialist.
- If you don't want to talk to SJC or NCC about your grievance, you can call Medicaid Constituent Services weekdays at **1-877-291-5583**.

### **What if I have questions or need help filing my grievance?**

Call SJC at **435-678-2992** or **1-888-833-2992**. Ask for the Clinical Director or Executive Director.

### **When will SJC tell me the decision on my grievance?**

We will give you a decision no later than 90 calendar days from the day we get your grievance. Sometimes we might need more time to make a decision. Medicaid lets us take up to another 14 days. If we need more time, we will let you know by phone as quickly as possible and 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 written decision.

## **Section 16: Advance Health Care Directives**

### **What if I am ill and can't 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 get very sick and can't decide for yourself. There is one form with instructions. You must use this form. We can give you the Advance Health Care Directive form or you can get it at <https://ucoa.utah.edu>

Once you have filled out the Advance Health Care Directive 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 would like the form or need more information, please call SJC at **435-678-2992** or **1-888-833-2992**. Ask for the Clinical Director. You can also talk to your provider or case manager.

If you have an Advance Health Care Directive and there is a problem with it being followed, call the Utah Department of Health and Human Services at **801-273-2994** or at **1-800-662-4157**.

## **Section 17: Privacy**

### **Will my record be protected?**

SJC follows federal laws about privacy of your mental health and SUD services record. SJC 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 SJC or your provider. You can also ask about your privacy rights any time. Talk to your provider or call us at **435-678-2992** or **1-888-833-2992**.

## **Section 18: SJC Operations**

### **What if I want to know more about how SJC 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 and SUD services. Call SJC at **435-678-2992** or **1-888-833-2992**. Ask for the Clinical Director or Executive Director.

## **Section 19: Fraud, Waste and Abuse**

### ***What is health care fraud, waste and abuse?***

Doing something wrong related to Medicaid could be fraud, waste, or abuse. We want to make sure that health care dollars are used the right way. Fraud, waste, and abuse can make health care cost more for everyone.

Some examples of fraud, waste, and abuse are:

#### **By a Provider**

- Billing for services that have not been provided.
- Not reporting a patient's misuse of a Medicaid card.

#### **By a Medicaid Member**

- Changing the amount or number of refills on a prescription.
- Giving their Medicaid card to someone else to use.
- Not being truthful to get on Medicaid.

### ***How can I report fraud, waste, or abuse?***

If you think there might be fraud, waste, or abuse, you can call SJC at **435-678-2992** or **1-888-833-2992**. Ask for the Clinical Director or

Executive Director. You can also call NCC at **435-789-6300** or **1-844-824-6776**. Ask for the Clinical Director or Medicaid Specialist.

**Provider Fraud, Waste, or Abuse**

You can also contact the Utah Office of Inspector General of Medicaid Services (OIG):

Phone: **1-855-403-7283**

Email: [mpi@utah.gov](mailto:mpi@utah.gov)

Online: [oig.utah.gov](http://oig.utah.gov)

**Medicaid Member Fraud, Waste, or Abuse**

You can also contact the Department of Workforce Services:

Phone: **1-800-955-2210**

Email: [wsinv@utah.gov](mailto:wsinv@utah.gov)

You will not need to give your name if you report fraud, waste, or abuse. Also, your Medicaid benefits will not change if you make a report.