



Behavioral Health Services Handbook

Your Guide to the Medicaid Prepaid Mental Health Plan Mental Health and Substance Use Disorder (SUD) Services in Carbon, Emery and Grand Counties

Administrative Offices

690 East Main St.

P.O. Box 867

Price, Utah 84501

Phone: 435-637-7200 or Toll-free: 1-866-216-0017

Fax: 435-637-2377

This handbook is also available on our website and in large print.

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 435-637-7200 o al 1-866-216-0017. La información también está disponible en un formato escrito con letra grande.

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This handbook is current as of August 2022

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 necesito ayuda para hablar con Four Corners o mi proveedor?

Sabemos que puede ser difícil hablar con su proveedor si su primer idioma no es el inglés o si tiene dificultad para oír o hablar. Puede solicitar un intérprete en el idioma de su elección, incluido el lenguaje de señas. Un intérprete puede ayudarlo por teléfono o acompañarlo a sus citas. El intérprete lo ayudará a hablar con el proveedor. Para solicitar un intérprete, llame a la clínica de su área o pregunte a su proveedor.

Si tiene dificultad para oír, llame a Utah Relay al 711 o al 1-800-346-4128, para español llame al 1-888-346-3162. Este Servicio de Retransmisión, también conocido como TTY/TDD, es un servicio público gratuito. Si tiene una discapacidad del habla,

llame al 1-888-346-5822 y una persona especialmente capacitada lo ayudará, para 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 dispositivo de telecomunicaciones (TTY), llame al Servicio de Atención al Cliente de Sprint Relay al 1-800-676-3777, o TTY al 1-800-346-4128. En algunos casos, el dispositivo TTY puede estar disponible a bajo costo o sin costo para usted.

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. Information in another language or format is free.

También podemos darle este manual y otra información escrita en su idioma y en otros formatos (letra grande, audio, formato electrónico y otros formatos). 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. La información en otro idioma o formato es gratuita.

Other Languages

Free language assistance services are available to you. Please call Four Corners at 435-637-7200 or toll-free 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 yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'deę', t'áá jiiik'eh, éí ná hólọ, kojí' hódíílnih 435-637-7200, 1-866-216-0017

Nepali

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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

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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 .

Section 1 - Prepaid Mental Health Plan

This handbook is for Medicaid members who are enrolled in Utah Medicaid's 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)

The PMHP covers inpatient and outpatient mental health services and outpatient SUD services. Four Corners will provide you with mental health and SUD services if you need them. As your PMHP provider, you must get your mental health and SUD services through Four Corners.

This handbook explains the mental health and SUD services that the PMHP and Four Corners cover.

Este manual es para los miembros de Medicaid que están inscritos en el Plan de salud mental prepago (PMHP) de Utah Medicaid. Si vive en Carbon, Emery o Grand County, su proveedor de PMHP es Four Corners Community Behavioral Health (Four Corners)

El PMHP cubre servicios de salud mental para pacientes hospitalizados y ambulatorios y servicios para trastornos por abuso de sustancias para pacientes ambulatorios. Four Corners le brindará servicios de salud mental y trastornos por uso de sustancias si los necesita. Como su proveedor de PMHP, debe obtener sus servicios de salud mental y trastornos por uso de sustancias a través de Four Corners.

Este manual explica los servicios de salud mental y trastornos por uso de sustancias que cubren PMHP y Four Corners.

Four Corners provides mental health and SUD services for children, youth and adults. If you need mental health or SUD services, call our outpatient clinic nearest you. **(See *Getting Mental Health or SUD Services in Section 6 of this handbook.*)**

Section 2 - Covered Services

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, 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
- Detoxification from substances in a social setting
- Mobile Crisis Outreach Team (MCOT) services
- Targeted case management services

Are any other services available?

Yes, other services are:

- Electroconvulsive therapy (ECT)
- Interpreter services

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

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 from one of our providers or from a different provider, call Four Corners at 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?

Four Corners does not cover services such as medical care, medical detoxification in a hospital for a SUD, vision care, pharmacy, or dental care.

If you have questions about these services, or other services that might be covered by Medicaid, call your physical health plan if you are enrolled in one, or Medicaid at 1-800-662-9651.

Also, methadone services for a SUD are not covered by Four Corners. If you need this service, you can get it from our opioid treatment program or from another Medicaid methadone service provider. You do not have to pay for the methadone. If you have **questions, call Medicaid at 1-800-662-9651.**

Section 4 - Choice of Providers

Can I choose my mental health or SUD provider?

Yes, you can talk to us at any time about the provider you would like to see. For more information, call the outpatient

clinic nearest you and ask to talk to the outpatient 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 outpatient clinic supervisor about your request.

Can I get mental health or SUD 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 9 of this handbook.) For more information, call the outpatient clinic nearest you and ask to talk to the outpatient 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 to 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.

You can also get mental health and SUD services directly from a federally qualified health center (FQHC) without Four Corners' approval.

Indian members can also get mental health and SUD services directly from an Indian health care provider without Four Corners's approval.

Section 5 - Four Corners Provider Directory

We have a directory of all of our mental health and SUD providers. You can see our directory on our website at www.fourcorners.ws. The directory is organized by outpatient clinic location and lists the providers in that outpatient clinic. The directory also includes other providers that Four Corners uses.

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.

Section 6 - Getting Mental Health or SUD Services

How do I ask for services?

Call the outpatient clinic nearest you. (See the Four Corners outpatient clinic locations and telephone numbers in Section 7 of this handbook.) If you need services in the evenings, let us know when you call. Evaluations and some other 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 9 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 SUD services?

Four Corners has outpatient clinics in Carbon, Grand and Emery counties. You can call the outpatient 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, if they are taking new clients, and if they speak any language other than English. Services are provided by licensed mental health and SUD professionals, including doctors, nurses, psychologists, social workers, clinical mental health counselors, SUD counselors, certified case managers, etc.

Are your providers accessible if I have a physical disability?

All of our outpatient clinics have accommodations for people with physical disabilities.

Todas nuestras clínicas ambulatorias tienen adaptaciones para personas con discapacidades físicas.

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

Section 7- Four Corners Outpatient Clinic Locations

Carbon County -- Price

Adult Behavioral Services

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

Children, Youth and Families Behavioral Services

(Community Clinic)

690 East Main Street
Price, UT 84501
Phone 435-637-2358
Fax 1-435-637-2131

Emery County -- Castle Dale

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

Grand County -- Moab

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

Green River Outreach Clinic

Green River Medical Center
585 W. Main Street
Green River, UT 84525
Phone 435-564-3434

Section 8 - Transportation

How can I get help with a ride to my mental health or SUD services?

Rides to mental health and SUD services are available. Rides are covered under Utah Medicaid's transportation program. For more information, refer to Utah Medicaid's Member Guide (medicaid.utah.gov). To ask for a copy, or if you have questions, call Medicaid toll-free at 1-866-608-9422.

You can also talk to us about your needs. Call the outpatient clinic in your area and ask for help with transportation. If you are already getting mental health or SUD services, you can talk to your provider.

Section 9 - 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 SUD services given to treat your emergency.

How do I get emergency care?

- If you have a condition that requires immediate medical attention, call 911.

If you need emergency mental health or SUD services, you can:

- Get emergency care from Four Corners during the day. Call or go to the Four Corners outpatient 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 outpatient clinic locations and phone numbers in Section 7 of this handbook.

- Call the national Suicide Prevention and Crisis Lifeline toll-free at 988 or 1-800-273-8255, 24 hours a day, 7 days a week, including holidays, and you will be connected to a crisis worker in Utah at the Huntsman Mental Health Institute (HMHI). You can also text 988.
- Also, day or night, you can go to any hospital emergency room for emergency services.

Section 10 - 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 poststabilization care services.

Four Corners uses:

- Salt Lake Behavioral Health
3802 700 E, South Salt Lake, UT 84106
- Huntsman Mental Health Institute (formerly known as University Neuropsychiatric Institute)
501 Chipeta Way, Salt Lake City, UT 84108
- Provo Canyon Behavioral Hospital, 1350 East 750 North, Orem, Utah 84097

If one of the hospitals above wants to admit you for mental health care 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.

How do I get mental health care in a hospital if I am not near one of the hospitals listed above?

Go to the nearest hospital. Be sure to let the hospital know you have Medicaid and that Four Corners is your Medicaid mental health provider. If the hospital wants to admit you for mental

health care, the hospital must call us for pre-approval. The hospital can call us at the numbers listed in the box below. We might have you stay at that hospital, or we might transfer you to one of our hospitals.

Section 11 - Payment for Services

Hospital Emergency Room (ER) Services

Will I have to pay for emergency services in a hospital 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 ER when it is not an emergency.

Mental Health Care in a Hospital

Will I have to pay for mental health care in a hospital?

The hospital can charge you a \$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 Utah Medicaid's Member Guide for information on individuals who do not have co-pays.

Outpatient Mental Health and SUD Services

Will I ever 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 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 Section 15, Appeals, of this handbook for an explanation of how to ask for an appeal.)**

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

- Four Corners has planned to reduce or stop a service, and you ask that we keep giving you the service during an appeal with Four Corners or a State fair hearing with Medicaid. . You would only have to pay for the service you kept getting if the appeal or State fair hearing decision is not what you wanted.
- You are not on Medicaid when you get the service.

Emergency Outpatient Services

You will not have to pay for emergency outpatient services.

Ambulance Services for Emergency Care

Will I have to pay for ambulance services for emergency care?

You will not have to pay for ambulance services for emergency care.

Section 12 - 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 435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer.

Section 13 - Rights and Responsibilities

What are my rights?

- You have the right to not be discriminated against (treated unfairly) because of your race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion.

If you believe you have been discriminated against (treated unfairly) by Four Corners because of your race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion, you can file a complaint with:

Four Corners' Compliance Officer:

Mail: 690 E Main St., Price, UT 84501

Phone: 435-613-2170

Fax: 435-637-2377

Email: tchristensen@fourcorners.ws

U.S. Department of Health and Human Services, Office for Civil Rights:

Mail: Centralized Case Management Operations, Office for Civil Rights, U.S.

Department of Health and Human Services
200 Independence Avenue, S.W. Room 509F
HHH Building, Washington, D.C. 20201

Phone: 1-800-368-1019, 1-800-537-7697
(TDD)

Email: OCRMail@hhs.gov

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

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

You also have the right to:

- Get information on the Prepaid Mental Health Plan that is easy to understand
- Be treated with respect and dignity
- Have your privacy protected
- Get information on all treatment choices in a way that is easy to understand
- Take part in decisions about your mental health or SUD services, including the right to refuse treatment
- Be free from restraint or seclusion if it is used to force, discipline, to retaliate, or for convenience
- Ask for and get a copy of your medical record
- Ask that your medical record be changed or corrected. Changes or corrections can be made only when allowed by federal law
- Get mental health or SUD services in the amount you need and when you need them
- Not be treated badly by us, your providers, or Medicaid for using any of your rights

If you believe you have not been allowed to use these rights, you can file a complaint with:

Four Corners' Compliance Officer:

Mail: 690 E Main St., Price, UT 84501

Phone: 435-613-2170

Fax: 435-637-2377

Email: tchristensen@fourcorners.ws

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
Fax: 801-536-0946

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

What are my responsibilities?

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
- Notify your treatment provider when you want to stop getting services

Section 14 - 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 SUD Services in Section 6 of this handbook***)
- Does not settle an appeal or grievance you have with us as soon as we are supposed to
- 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 or

- Denies your request to disagree with a financial cost to you

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

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

Section 15 - 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 ask for an appeal?

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

How and when can I ask for an appeal?

Your Notice of Adverse Benefit Determination letter will tell you how to ask for an Appeal. It will also tell you how soon you must tell us you want an appeal of the adverse benefit determination. In most situations, you must tell us you want an appeal within 60 days from the date on the Notice of Adverse Benefit Determination letter.

What if I need help asking for an appeal?

Call the clinic supervisor at the outpatient clinic where you get services, or call Four Corners at 435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer.

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

If our adverse benefit determination is to reduce or stop services we had previously approved, we will keep giving you these services if:

- you ask for an appeal in the timeframe given in the Notice of Adverse Benefit Determination letter, and
- you tell us that you want to keep getting the services by the later of:
 - 10 calendar days of the date on the Notice of Adverse Benefit Determination letter, or
 - the date the change will be effective

If our appeal decision is not what you wanted, you might have to pay for the services we kept giving you during the appeal.

If you are asking for an appeal of any other kind of adverse benefit determination, your services will automatically continue.

If you have any questions about your services during your appeal, call Four Corners at 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 30 calendar days after we get your request for an 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 16 - State Fair Hearings

What can I do if I do not agree with the appeal decision?

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

what you can do: you, or your authorized representative, or your provider can ask for a State fair hearing with Medicaid.

The appeal decision letter we send you will tell you how and when to ask for the State fair hearing. We will also include with the letter the hearing request form to send to Medicaid.

You must ask for a State fair hearing in writing using the form we give you.

At the State 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.

How soon do I ask for a State fair hearing with Medicaid?

In most situations, you must ask for a State fair hearing within 120 days from the date of Four Corner's appeal decision letter.

Can I keep getting my services if I ask for a State fair hearing?

If the State fair hearing is about our decision to reduce or stop services that we had previously approved, Four Corners will keep giving you the services if:

- you ask Medicaid for a fair hearing within 10 calendar days after Four Corners sends the appeal decision letter, and
- you check the box on the State fair hearing request form asking that the services be continued during the State fair hearing

If the State fair hearing decision is not what you wanted, you might have to pay for the services we kept giving you during the fair hearing.

If you have questions or need help filling out the hearing request form, call us at 435-637-7200 or toll-free at 1-866-216-0017 and ask to talk to the Compliance Officer.

Section 17 - Grievances

What if I have a complaint?

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 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 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: Four Corners' Compliance Officer:
690 E Main St., Price, UT
84501

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

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

Call the outpatient clinic nearest you or call Four Corners at 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 90 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 or send you a letter.

Section 18 - 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 outpatient 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 19 - 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 SUD 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 20 – Reporting Suspected Fraud, Waste, or 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 healthcare more expensive for everyone.

Some examples of fraud, waste, and abuse are:

By a Medicaid Member

- Changing the amount or number of refills on a prescription
- Using another Medicaid member’s ID or Medicaid card
- Not being truthful to get on Medicaid

By a Provider

- Billing for services that have not been provided
- Overcharging a Medicaid member for covered services
- Not reporting a patient’s misuse of a Medicaid card

How can I report fraud, waste, or abuse?

- **Member Fraud**

Call the Department of Workforce Services toll-free at 1-800-955-2210, or email at: wsinv@utah.gov if it is about someone not being truthful to get on Medicaid

- **Other Kinds of Member Fraud and Provider Fraud**

Call Four Corner’s Compliance Officer toll-free at 1-866-216-0017, or
Contact the Utah Office of Inspector General of Medicaid Services (Utah OIG):

- Call toll-free at 1-855-403-7283, or
- Website: <https://oig.utah.gov/>

- Email: mpi@utah.gov
- Write to:
Utah Office of Inspector General of
Medicaid Services
P.O. Box 143103
Salt Lake City, Utah 84114-3103

Section 21 - 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 SUD services. Call Four Corners at 435-637-7200 or toll-free at 1-866-216-0017 and ask for the Compliance Officer.

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