

**WEBER  
HUMAN  
SERVICES**



**237 26<sup>th</sup> STREET \* OGDEN, UTAH 84401  
801-625-3700 or 844-778-8746**

**Medicaid Prepaid Mental Health Plan**

# **Behavioral Health Services Handbook**

**Weber & Morgan Counties**

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## **How do I get information in another format?**

You can get this handbook and other written information in your language and in other formats (large print, audio, and electronic) for free. For help, call Weber Human Services at 801-625-3700 or 844-778-8746 or Relay Utah at 711.

## **¿Puedo conseguir este manual en otro lenguaje o formato?**

Puede obtener este manual y otra información escrita en su idioma, y en otros formatos (letra grande, audio, electrónico, y otros formatos) sin costo para usted. Para obtener ayuda, llame a WHS al 801-625-3700 o 844-778-8746.

### Other Languages

Free help with language is available. Call WHS at 801-625-3700 or 844-778-8746.

#### Spanish

Los servicios gratuitos de asistencia lingüística están disponibles para usted. Llame a WHS al 801-625-3700 o 844-778-8746.

#### Chinese

我們為您提供免費語言協助服務。請致電801-625-3700或844-778-8746聯繫WHS

#### Vietnamese

Dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho bạn. Vui lòng gọi cho Sức khỏe Tâm thần Weber theo số 801-

625-3700 hoặc 844-778-8746

Korean

무료 어학 지원 서비스를 이용할 수 있습니다.

Weber 정신 건강에 801-625-3700 또는 844-778-8746

Navajo

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'deę', t'áá jiik'eh, éí ná hólq, kojį' hódíłnih 801-625-3700, 844-778-8746

Nepali

न िःशुल्क भाषा सहायक सेवाहरू तपाईंका लागि उपलब्ध छ ़। कृपया Weber मा नसक स्वास्थ्यलाई फो ि ुुहोस् 801-625-3700 वा 844-778-8746

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 801-625-3700 pe 844-778-8746

Serbo-Croatian

Usluge besplatne jezične pomoći dostupne su vam.

Nazovite WHS na 801-625-3700 ili 844-778-8746

Tagalog

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 801-625-3700, 844-778-8746

## German

Kostenlose Sprachunterstützung steht Ihnen zur Verfügung. Bitte rufen Sie WHS unter der Nummer 801-625-3700 oder 844-778-8746

## Russian

Бесплатные услуги языковой поддержки доступны для вас. Пожалуйста, позвоните в отдел психического здоровья Weber по тел. 801-625-3700 или 844-778-8746

## Cambodian

ប្រយ័ត្ន៖ បរិស្ថានជាអ្នកនិយាយ ភាសាខ្មែរ, បសវាជំនួយខ្ពស់កភាសា បោយមិនគិតល គឺអាចមានសំរាប់បរិភូត។ ចូរ ទូរស័ព្ទ 801-625-3700, 844-778-8746

## French

Des services d'assistance linguistique gratuits sont à votre disposition. Veuillez appeler WHS au 801-625-3700 ou au 1-844-778-8746

## Japanese

無料の言語支援サービスを利用できます。WHS (801-625-3700) または844-778-8746

## Arabic

خدمات المساعدة اللغوية المجانية متوفرة لك . يرجى الاتصال بالصحة العقلية على 8746-778-844 أو 3700-625-801 Weber

# Section 1: Introduction

This handbook is for people who are on Utah Medicaid’s Prepaid Mental Health Plan (PMHP). If you live in Weber or Morgan County, your PMHP provider is Weber Human Services (WHS). WHS can help with mental health and substance use disorders (SUD). This handbook explains the services that WHS offers.

Este manual es para miembros de Medicaid quienes están inscritos en el Plan de Salud Mental Prepagado (PMHP) de Utah Medicaid (PMHP). Si usted vive en el condado de Weber o Morgan, su proveedor de PMHP es Weber Human Services (WHS). WHS 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 para los adultos y niños que el PMHP provee.

# Section 2: Services Available

## What mental health and SUD services are covered?

- Inpatient hospital care and for mental health problems
- 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
- Recreational therapy
- Detoxification from substances in a social setting
- Detoxification from substances in an outpatient setting
- Targeted case management services

## Are any other services covered?

Yes, other covered services are:

- Electroconvulsive therapy (ECT)
- Transcranial Magnetic Stimulation (TMS)

- Interpreter services

There are also some other services WHS can provide:

- Respite care
- Psychoeducational services
- Personal services
- Supportive living in a licensed residential support program

Your provider will talk with you about these services.

*WHS will meet with you to talk about your needs and who might be the right person to help you. The people who will help you can be doctors, nurses, counselors, case managers, or others*

After our meeting, we will let you which providers are right for the services you need. We'll also let you know:

- if they are accepting new clients,
- any other languages they speak (including American Sign Language), and
- if they have accommodations for people with physical disabilities.

If you want more information about any of the services WHS provides, call WHS at 801-625-3700 or 844-778-8746.

### **Section 3: Services Not Covered by WHS**

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

Some services might be covered by Medicaid or your health plan, but not by Weber Human Services. Those services may include medical, dental, and vision care. Medical care includes medical detoxification in a hospital for an SUD. If you have questions about these services or what else Medicaid might cover, call Medicaid at 800-662-9651 or call your health plan.

Also, WHS does not cover methadone services for SUDs. You can get this from a Medicaid methadone service provider.

If you have questions, call Medicaid at 800-662-9651.

### **Section 4: Transportation**

**If you need help getting to your appointments, you can:**

- Get a UTA Transit Card (bus pass) by calling 844-238-3091.

- If you can't use the bus, ModivCare might be able to help. Call 855-563-4403.
- In Weber County, UTA Flex Trans can help. Call 877-882-7272.

To learn more about help with rides, check the *Utah Medicaid Member Guide*. The guide is online or ask for a paper copy.

- *Utah Medicaid Member Guide* at Medicaid.utah.gov
- Call Medicaid at 866-608-9422

You can also talk to us about your ride needs. If it's your first appointment, let a WHS employee know you need help with rides. If you are already getting services, talk to your therapist.

## **Section 5: Interpreter Services**

### **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 us for an interpreter. Interpreters are free and available in all languages, including American Sign Language. An interpreter can help you over the phone and be with you at your 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 WHS at 801-625-3700 or 844-778-8746.

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

Call Relay Utah at 711 or 800-346-4128. If you have a hard time speaking, call Speech-to-Speech Relay Utah at 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 888-346-3162.

### ***Servicios de intérpretes ¿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 para 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 un intérprete o un proveedor que hable su idioma o por señas, llame a WHS al 801-625-3700 o 844-778-8746.*

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

Puede llamar a Relay Utah al 711 o al 800-346-4128. Si le resulta difícil hablar, también puede llamar a Speech-to-Speech Relay Utah al 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 888-346-3162.

## **Section 6: Getting Mental Health or SUD Services**

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

If you live in Weber County, and would like to make an appointment, call WHS at 801-625-3700 or 844-778-8746 or come by our office at 237 26th Street in Ogden.

If you live in Morgan County, you must call ahead for an appointment. Call WHS at 801-625-3700 or 844-778-8746. Our office is located at 50 W 100 N in Morgan.

If you need services in the evenings, WHS can provide evaluations and some therapy services in the evenings. Let us know when you call to ask for services.

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

If you need emergency care, you will be seen right away. (See Emergency Services, Section 8). For urgent care that isn't an emergency, we will see you within 5 working days. If your needs aren't urgent, we will see you within 15 working days.

If your condition changes and you think you need to be seen sooner, call us at the number below and we can talk about your needs again.

Call WHS at 801-625-3700 or 844-778-8746

## **Section 7: Choosing Providers**

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

Yes, talk to us at any time about the WHS provider you would like to see. Call WHS at 801-625-3700 or 844-778-8746.

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

WHS has a directory of all our providers. It is listed in alphabetical order. You can see our directory on our website at [www.weberhs.net](http://www.weberhs.net).

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

You can get services from these providers without approval from WHS:

- Federally Qualified Health Centers (FQHCs)
- If you are an American Indian or Alaska Native, an Indian health care provider which includes Indian Health Services, an Indian Tribe, Tribal Organization, or an Urban Indian Organization.
- Emergency services providers if you have an emergency. (See Section 8 for *Emergency Services*.)

In other situations, you might be able to go to a provider outside of WHS. Our provider directory includes our contracted community providers.

If you want services from a community provider in our directory or a community provider that is not in our directory, call WHS at 801-625-3700 or 844-778-8746. You and the provider must get approval before you get services.

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

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

If you or your provider think it's important to make a decision quickly

for health or safety reasons and we agree, we will usually decide in 72 hours. If you want us to take more time, or if we need more time, Medicaid lets us take up to 14 more days.

### Decisions

We will give you and your provider our decision. You will receive the decision in writing.

If we:

- do not make a decision as soon as Medicaid requires, or
- do not approve the service or approve less than you and the provider wanted,

we will send you an Adverse Benefit Determination letter explaining our decision and how to ask for an appeal of the decision. See Section 12, Adverse Benefit Determinations and Section 13, Appeals.

### **Can I get a second opinion?**

Yes, you can get a second opinion about your mental health or SUD problem or services for free. To ask for a second opinion, call WHS at 801-625-3700 or 844-778-8746 and ask for the Compliance Supervisor.

## **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; or
- When your safety or others' safety is at risk.

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

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

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

You can:

- call or text the Suicide and Crisis Lifeline at 988 anytime-day or night, even on holidays. You'll talk to a crisis worker in Utah at the Huntsman Mental Health Institute (HMHI).
- talk to our crisis worker in person. Whether you live in Weber or Morgan County, come to our Weber County office weekdays between 8 am and 5 pm and talk to a crisis worker.
- go to any hospital ER even if you are out of town.

- get emergency services from any mental health or SUD provider, even if they are not a WHS provider.

You do not need pre-approval from WHS before you get emergency services from an ER or a provider that is not a WHS provider.

## **Section 9: Mental Health Care in a Hospital**

### **How do I get mental health care in a hospital?**

You can get mental health care in a hospital if you need it.

WHS uses these hospitals:

McKay-Dee Hospital—4401 Harrison Boulevard, Ogden UT

Ogden Regional Hospital—5475 S 500 E, Ogden UT

If one of these hospitals or another hospital wants to admit you after treating your emergency, the hospital must call us for approval.

Tell the hospital that WHS is your Medicaid mental health plan. We might have you stay at that hospital or send you to another hospital.

Hospitals can call WHS at 801-625-3700 or 844-778-8746.

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

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

There is not a co-pay for outpatient mental health or SUD services for any Medicaid members.

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

The guide is online or you can ask for a paper copy:

- *Utah Medicaid Member Guide* at [Medicaid.utah.gov](https://www.medicicaid.utah.gov)
- Call Medicaid at 866-608-9422

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

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

No. 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?**

If you have co-pays, the hospital can charge you \$75 each time you

stay there. You won't have to pay more than that amount.

Some Medicaid members do not have co-pays. Look at the *Utah Medicaid 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 outpatient 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 WHS or Medicaid; or
- You get a service that is not pre-approved by WHS; or
- You do not go to a WHS 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 WHS did not approve a service that you or your provider requested, you can ask us for an appeal of this decision before you agree to pay the provider for the service. See Section 13, "How to file an appeal."

You might also have to pay your provider for a 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 Medicaid 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 mental health or SUD services.

## **Ambulance Services for Emergency Care**

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

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

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

As a client, you have the right:

- Get information on the PMHP in a way that you can understand, in your language and in other formats;
- Be treated with respect and dignity;
- Have your privacy protected;
- Get information on other types of treatment in a way you can understand;
- Take part in decisions about your 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;
- Get a copy of your medical record and to ask that it be fixed, when allowed by federal law;
- Get services in the amount you need and when you need them; and
- Be able to exercise these rights and not be treated badly by WHS, your providers, or Medicaid if you do.

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

- Be on time to appointments;
- Cancel appointments early;
- Take part in your treatment plan and care;
- Tell WHS and your Medicaid eligibility worker of changes in your address, phone number, or insurance;
- Fill out surveys about the services WHS gives you;
- Respect the property, comfort, and confidentiality of clients and staff; and
- Tell your treatment provider when you want to stop services.

## **Section 12: What is an Adverse Benefit Determination?**

**An Adverse Benefit Determination (ABD) is when WHS:**

- Denies (turns down) or approves fewer services than you wanted;

- Denies all or part of a 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*, Section 6);
- 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;
- Reduces, suspends, or stops a service previously approved and you are not happy about it; or
- Denies your request to dispute a financial liability.

### **How will I know if WHS is making an ADB?**

We will send you a letter called a Notice of Adverse Benefit Determination (NABD). If you disagree with our ABD, you can ask for an appeal.

## **Section 13: Appeals**

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

An appeal is when we look again at the ABD that we made to see if it was the right decision.

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

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

### **When do I have to ask for an appeal?**

Your NABD will tell you how to ask for an appeal. It will explain how soon you need to make that request. You must ask for an appeal within 60 days from the date on the notice.

### **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 NABD. Send your written appeal request to:  
 WHS Compliance Supervisor  
 237 26<sup>th</sup> Street Ogden, UT 84401  
 Email: [ContactWHS@weberrhs.net](mailto:ContactWHS@weberrhs.net)
- By calling WHS at 801-625-3700 or 844-778-8746 and ask

for the Compliance Supervisor.

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

If you need help asking for an appeal, call WHS at 801-625-3700 or 844-778-8746 and ask for the Compliance Supervisor.

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

Your services will not stop because you asked for an appeal.

If our decision to reduce, suspend, or stop your approved services is not what you want, and you want to keep getting the services during the appeal, you need to ask for continuation of services. You must make this request by the later of the following dates:

- 10 calendar days of WHS sending the NABD 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 let us know that you want to keep getting the services while we decide, you can keep getting those services. However, if the appeal decision doesn't go your way, you may have to pay for the services.

If you are asking for an appeal of any other kind of ABD and have questions about services during the appeal, call WHS at 801-625-3700 or 844-778-8746 and ask for the Compliance Supervisor.

### **When will WHS tell me the decision on my appeal?**

Usually, we will send you a written decision within 30 days from the day we get your appeal request. Sometimes, we might need more time to make a decision. Medicaid allows us to take up to an extra 14 days. If we need more time, we will call you as soon as we can and also send you a written notice within two days. If you or your provider need us to take more time for any reason, let us know.

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

If you or your provider believes waiting 30 days for our decision could harm your health, life, or ability to 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 decide. Medicaid allows us to take up to an extra 14 more days if necessary. If we need extra time, we will call you as soon as we can and send you a written notice within two days. If you or your provider need us to take



more time for any reason, let us know. If we do not approve a quick appeal, we will let you know by phone as soon as 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:

- Calling WHS at 801-625-3700 or 844-778-8746 and ask for the Compliance Supervisor.
- Checking the quick appeal box on the enclosed Appeal Request Form and send it to us and send it to us:

Weber Human Services  
Compliance Supervisor  
237 26<sup>th</sup> Street  
Ogden, UT 84401

**Section 14: Medicaid Fair Hearings**

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

If you are not happy with our appeal decision, or if we can't make a decision as soon as Medicaid requires, here's what you can do:

- You, your authorized representative, or your provider can ask for a fair hearing with Medicaid. In our appeal decision letter, we will tell you how and when to ask for a fair hearing. We will include a fair hearing request form to send to Medicaid.
- You must fill out the request form and send it in writing. If you need another form, you can call Medicaid at 801-538-6576 or 800-662-9651.

If you have questions or need helping filling out the form, call our Compliance Supervisor at 801-625-3700 or 844-778-8746.

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.

**When do I have to ask for a fair hearing with Medicaid?**

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

If the fair hearing is about our ABD to reduce, suspend, or stop services that we had previously approved, and you want to keep

getting the services during the fair hearing, you must:

- Ask Medicaid for a fair hearing within 10 calendar days after WHS sends 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.

If the fair hearing is about any other kind of ABD, you can discuss your services during the fair hearing.

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

### **What if I have a complaint about WHS 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 talk to someone at WHS about your grievance; or
- You can call our Customer Care Manager at 801-625-3700 or 844-778-8746 and tell the Customer Care Manager you want to file a grievance; or
- You can give it to us in writing. Give it to your provider or any staff member, or mail it to:

Weber Human Services  
Customer Care Manager  
237 27<sup>th</sup> Street  
Ogden, UT 84401

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

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

Call our Customer Care Manager at 801-625-3700 or 844-778-8746.

## **When will WHS 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 allows us to take up to an extra 14 days. If we need more time, we will let you know by phone as quickly as possible and in writing within two calendar days.

Once we make a decision, we will either talk to you about our decision on your grievance or send you a written decision.

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

### **What if I am ill and can't make health care decisions?**

An Advance Health Care Directive is a legal document. In it you give permission to someone else to make health care decisions for you if you can't do it yourself. You can give another person specific instructions about decisions for your health care. This will allow you more control over your care.

Be sure to give a copy of your Advance Health Care Directive form to all of your health care providers. Also keep a copy and give one to your family members.

If you need the form or want more information call WHS at 801-625-3700 or 844-778-8746, or 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 800-662-4157.

## **Section 17: Privacy**

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

We follow federal laws about privacy of your medical record. When allowed by federal law, we only share the least information needed. We will talk to you about privacy when you first come to WHS.

## **Section 18: WHS Operations**

### **What if I want to know more about how WHS is set up and works?**

We're here to answer any questions you have about how we work. This includes questions about:

- how we handle complaints,
- our billing,

- our privacy rules, and
- how we pick our providers and what they need to do.

Also, if you want a copy of our guidelines for mental health and SUD services, call WHS at 801-625-3700 or 844-778-8746.

## **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.

If you think there might be fraud, waste or abuse, you can contact WHS's compliance officer at 801-625-3700 or 844-778-8746.

### **Provider Fraud, Waste, or Abuse**

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

Phone: 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: 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.



**237 26<sup>th</sup> Street  
Ogden UT 84401  
801-625-3700 or  
844-778-8746**