



# **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 866-216-0017

Fax: 435-637-2377

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

**Visit our website at [www.fourcornersbh.com](http://www.fourcornersbh.com).**

## **Su manual para servicios de salud mental y para trastorno por consumo de sustancias**

**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**

Este manual le explica los beneficios de salud mental y para  
trastorno por consumo de sustancias que Medicaid ofrece a  
través de las oficinas de Four Corners Community Behavioral  
Health.



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This handbook is current as of January 1, 2024

# **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 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) sin costo para usted. Llame a Four Corners al 435-637-7200 o al número gratuito 866-216-0017, o llame a Speech Relay Utah al 888-346-5822.

## **Interpreter Services Servicios de Intérprete**

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

We know 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 by phone and be with you at 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 are deaf, hard of hearing, or have a hard time speaking, call Utah Relay 711 or 800-346-4128. If you have a hard time speaking, you can also call Speech-to-Speech Relay Utah at 888-346-5822 and a specially 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. For more information about Relay Utah, go to their website at [www.connectutah.com](http://www.connectutah.com). If you need a telecommunications device (TTY), call Sprint Relay Customer Service at 800-676-3777, or TTY at 800-346-4128. In some cases, the TTY device might be available at little or no cost to you.

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

### **¿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 por un intérprete o un proveedor que hable su idioma, llame a la clínica de su área o pregunte a su proveedor.

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

Puede llamar a Relay Utah al 711. 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 o tiene problemas de audición o le cuesta trabajo hablar, llame a Spanish Relay Utah al 888-346-3162.

Para obtener más información sobre Relay Utah, visite su sitio web en [www.connectutah.com](http://www.connectutah.com). Si necesita un dispositivo de telecomunicaciones (TTY), vaya a [relayutah.gov](http://relayutah.gov) o llame a la Comisión de Servicios Públicos de Utah al número gratuito 866-772-8824. En algunos casos, el dispositivo TTY puede estar disponible a un costo pequeño o sin costo para usted.

## **Other Languages**

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

### **Spanish**

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

### **Korean**

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

### **Navajo**

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'dęę', t'áá jiił'eh, éí ná hółq, kójj' hódíłłnih 435-637-7200, 866-216-0017

## **Nepali**

**निःशुल्क भाषा सहायक सेवाहरू तपाईंका लागि उपलब्ध छन्। कृपया**

Four Corners **मानसिक स्वास्थ्यलाई फोन गर्नुहोस्** 435-637-7200, 866-216-0017

## **Tongan**

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

## **Serbo-Croatian**

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

## **German**

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

## **Cambodian**

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា

ដោយមិនគិតល្បួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 435-637-7200 or 866-216-0017

**French**

Des services d'assistance linguistique gratuits sont à votre disposition. Veuillez appeler Four Corners au 435-637-7200 ou au 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 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 substance use disorder (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 miembros de Medicaid quienes están inscritos en el Plan de Salud Mental Prepago (PMHP) de Utah Medicaid. Si vive en el condado de Carbon, Emery o Grand, su proveedor de PMHP es Four Corners Community Behavioral Health (Four Corners)

El PMHP cubre servicios de estancia hospitalaria y ambulatorios para la salud mental y para trastorno por consumo de sustancias. Four Corners le brindará servicios de salud mental y para trastorno por consumo de sustancias si los necesita. Como su proveedor de PMHP, debe obtener sus servicios de salud mental y para trastorno por consumo de sustancias a través de Four Corners.

Este manual explica los servicios de salud mental y para trastorno por consumo de sustancias que cubre el 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
- Recreational therapy 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

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

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

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

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

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

If you need methadone services, Four Corners has a methadone clinic, and we can provide this service. Also, you can get methadone services from other methadone clinics if you choose. Other clinics can bill Medicaid if they provide methadone services.

## **Section 4 - Getting Mental Health or SUD Services**

### **How do I ask for services from Four Corners?**

Call the Four Corners 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, call us at 435-637-7200 or 866-216-0017 and ask for the Compliance Officer. 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 866-216-0017**

## **Section 5 - Four Corners Outpatient Clinic Locations**

### **Carbon County - Price**

#### **Adult Behavioral Services**

28 South 100 East

Price, UT 84501

Phone: 435-637-2358

Fax: 435-637-9141

#### **Children, Youth and Families Behavioral Services (Community Clinic)**

28 South 100 East

Price, UT 84501

Phone: 435-637-2358

Fax: 435-637-2131

### **Emery County - Castle Dale**

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

### **Grand County - Moab**

46 Nob Hill  
Moab, UT 84532  
Phone: 435-259-6131  
Fax: 435-259-5369

## **Section 6 - Choice of Providers**

### **Can I choose my Four Corners 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.

### **Does Four Corners have a Provider Directory?**

We have a directory of all our mental health and SUD providers. You can see our directory on our website at [www.fourcornersbh.com](http://www.fourcornersbh.com). The directory is organized by outpatient clinic location and lists the providers in that outpatient clinic, and includes the provider's name, license, specialty, services provided, languages spoken, and accommodations for physical disabilities. The directory also includes other community providers that we have a written agreement with to provide services.

If you have questions about our provider directory, or would like

a copy, call us at 435-637-7200 or 866-216-0017.

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

### **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 a provider outside Four Corners?**

In some situations, you can go to a provider outside of Four Corners. If you want services from a community provider in our directory or a community provider that is not in our directory, 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 8 of this handbook.)

For more information, call the Four Corners outpatient clinic nearest you and ask to talk to the outpatient clinic supervisor.

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

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 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. If you are unhappy that we need more time, you can file a grievance.

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. 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 13, *Adverse Benefit Determinations*, and Section 14, *Appeals*.

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

**You do not need our approval to get emergency services. (See Section 8, *Emergency Services*)** You do not need our approval 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 our approval 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 from one of our providers or from a different provider, call us at 435-637-7200 or 866-216-0017 and ask for the Compliance Officer.

## **Section 7 - Transportation**

### **How can I get help with rides 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. Call ModivCare at 855-563-4403

To learn more about help with rides, see the *Utah Medicaid Member Guide* ([medicaid.utah.gov](http://medicaid.utah.gov)). To ask for a copy, or if you have questions, call Medicaid at 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 8 - 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 or text the national Suicide Prevention and Crisis Lifeline toll-free at 988, 24 hours a day, 7 days a week, including holidays. You will be connected to a crisis worker in Utah at the Huntsman Mental Health Institute (HMHI).
- Also, day or night, you can go to any hospital emergency room for emergency services. You do not need approval from Four Corners before you get emergency services.

## **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.



Four Corners uses:

- Salt Lake Behavioral Health  
3802 South 700 East  
South Salt Lake, UT 84106
- Huntsman Mental Health Institute  
501 Chipeta Way  
Salt Lake City, UT 84108
- Aspen Grove Behavioral Hospital  
1350 East 750 North  
Orem, Utah 84097

If one of these hospitals or another hospital wants to admit you after treating your emergency, the hospital must call Four Corners to ask for pre-approval. Hospitals can call us at 435-299-5466. It is important to let the hospital know Four Corners is your Medicaid mental health plan so they can call us if they want to admit you. We might have you stay at that hospital or 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 SUD services for any Medicaid members.

The *Utah Medicaid Member Guide* has information on co-pays, 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 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?**

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 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 ask for an appeal of this decision with Four Corners before you agree to pay the provider for the service. (See Section 14, *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:

- You ask for and get services during an appeal with Four Corners or during 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 ambulance services for emergency care.

## **Section 11 - 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 us at 435-637-7200 or 866-216-0017 and ask for the Compliance Officer.

## **Section 12 - 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, sex, sexual orientation, gender identity, religion, age, or disability.

If you believe you have been discriminated against (treated unfairly), you can file a complaint with:

Four Corners' Compliance Officer:

Phone: 435-637-7200 or 866-216-0017

Fax: 435-637-2377

Email: [hprice@fourcorners.ws](mailto:hprice@fourcorners.ws)

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

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

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

Email: [OCRmail@hhs.gov](mailto:OCRmail@hhs.gov)

Online: [ocrportal.hhs.gov/ocr/smartscreen/main.jsf](http://ocrportal.hhs.gov/ocr/smartscreen/main.jsf), or  
[hhs.gov/ocr](http://hhs.gov/ocr)

Mail: Centralized Case Management Operations  
U.S. Department of Health and Human Services  
200 Independence Avenue, S.W. 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](https://hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html).

If you have questions or need help filing a complaint, call Four Corners at 435-637-7200 or 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:  
Phone: 435-637-7200  
Fax: 435-637-2377  
Email: [hprice@fourcorners.ws](mailto:hprice@fourcorners.ws)

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

Medicaid Constituent Services:

Mail: P.O. Box 143106, Salt Lake City, UT 84114-3106

Phone: 801-538-6417, 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 Four Corners at 435-637-7200 or 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 13 - Adverse Benefit Determinations**

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

Adverse benefit determinations are when Four Corners:

- Denies (turns down) services or approves fewer services than you or your provider asked for
- Denies 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* in Section 4 of this handbook)
- Does not make a decision about approving services you have asked for as soon as Medicaid wants us to
- Does not settle an appeal or grievance you have with us as soon as Medicaid wants us to
- 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 or
- Denies your request to dispute a financial liability

### **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 14 - Appeals**

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

An appeal is a 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 15, *Medicaid Fair Hearings*.)

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

You, your legally 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 ask for an appeal. You must ask for an appeal within 60 days from the date on the Notice of 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:

Four Corners Compliance Officer  
Four Corners Community Behavioral Health  
P.O. Box 867  
690 E Main St.  
Price, UT 84501

Or email: [hprice@fourcorners.ws](mailto:hprice@fourcorners.ws)

- By calling us at 435-637-7200 or 866-216-0017 and asking for the Compliance Officer.

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

Call the Four Corners clinic supervisor at the outpatient clinic where you get services or call us at 435-637-7200 or 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, suspend, or stop services we had previously approved, and you want to keep getting the services you must let us know on or before the later of:

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

If you ask us 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, your services will automatically continue.

If you have any questions about your services during your appeal, call us at 435-637-7200 or 866-216-0017 and ask for the Compliance Officer.

## **When will Four Corners tell me the decision on the appeal?**

Usually, we will give you a written decision no later than 30 calendar days from the day we get your request for an appeal. Sometimes we might need more time to make the 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 by phone as quickly as possible and in writing within two calendar days. Also, you may 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 us 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 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 contacting:

- Four Corners Compliance Officer:
- Phone: 435-637-7200
- Fax: 435-637-2377
- Email: [hprice@fourcorners.ws](mailto:hprice@fourcorners.ws)
- Mail: 690 E Main St., Price, UT 84501

## **Section 15 - Medicaid Fair Hearings**

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

If you are unhappy with our appeal decision, or we cannot make a 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 how and when to ask for a Medicaid fair hearing. We will also include with the

letter the 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 800-662-9651.

At the 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 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 fair hearing within 120 days from the date of Four Corner's appeal decision letter.

If the fair hearing is about our decision 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 for a fair hearing within 10 calendar days after Four Corners sends 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.

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

## **Section 16 - Grievances**

**What if I have a complaint about Four Corners 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 authorized representative, or your provider can file a grievance.

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

- You can talk to your provider or any Four Corners staff about your grievance;
- You can call us at 435-637-7200 or 866-216-0017 and ask for the Compliance Office; or
- You can give it to us in writing. Give it to your provider or any staff member, or mail it to:

Four Corners Compliance Officer  
Four Corners Community Behavioral Health  
P.O. Box 867  
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 877-291-5583.

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

Call the outpatient clinic nearest you or call us at 435-637-7200 or 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 no later than 90 calendar days from the day we get your grievance. Sometimes we might need more time to make the decision. Medicaid lets us take up to another 14 calendar days. If we need more time, we will let you know about this 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 or send you a written decision.

## **Section 17 - Advance Health Care 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. There is one form with instructions. You must use this form. 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, 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 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 18 – 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 19 - 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 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
- Overcharging a Medicaid member for covered services

#### **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

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

You can call us at 435-637-7200 or 866-216-0017 and ask for the Compliance Officer.

- **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)

- **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)

## **Section 20 - 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 us at 435-637-7200 or 866-216-0017 and ask for the Compliance Officer.

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