

**Foothills  
Behavioral Health  
Partners  
  
Member  
Handbook**

July 2014

***Si usted necesita una copia de esta información en español,  
por favor llame al 1-866-245-1959.***

### **Non-Discrimination**

Foothills Behavioral Health Partners does not discriminate against anyone on the basis of race, religion, gender, age, disability or sexual orientation. The decision to provide services is based on clinical needs and what will best assist you in your recovery.

**For copies of this handbook in large type or on audiotape, or if you need interpreter services, please call 1-866-245-1959.**

## **WELCOME!**

We are sending you this Handbook because you live in Boulder, Broomfield, Clear Creek, Gilpin or Jefferson County, and you have Medicaid. The State of Colorado has chosen Foothills Behavioral Health Partners (FBHPartners) to arrange services for people with Medicaid in those counties who need behavioral health services. Behavioral health services include services for mental health and substance use disorders. Services for substance use disorders were added to FBHPartners' contract with the state on January 1, 2014. Foothills Behavioral Health Partners is your **Behavioral Health Organization (BHO)**. Since you have Medicaid, you are automatically enrolled in the FBHPartners program. If you or your family has emotional or mental health problems or problems with alcohol or drugs, we can help you.

You can use this handbook to answer questions you have about your new plan. We want you to understand your benefits. If you have any questions or comments about your services, call:

**Foothills Behavioral Health Partners**

**24 hours a day, 7 days a week**

**303-432-5950**

**1-866-245-1959**

Or

During business hours, call the  
Office of Member and Family Affairs

303-432-5951

1-866-245-1959

TTY: 1-800-659-2656

Or visit us on the Web at:

<http://www.fbhpartners.com>

## **Recovery and Resiliency**

Foothills Behavioral Health Partners (FBHPartners) and our providers want to make sure that you and your family receives the best care. We help people with emotional problems, serious mental illness and substance use disorders. We also provide help and support to the families of children and adults receiving services from us. FBHPartners and our providers believe that everyone can recover from mental illness and substance use disorders. We know that individuals and families are resilient and have the ability to overcome problems.

The principles of recovery and resiliency are central to everything that we do. One way we show that commitment is by hiring peer (client) providers and family advocates. These individuals serve as mentors (guides) and provide hope to clients and families. Let FBHPartners or your provider know if you are interested in working with a peer provider or family advocate.



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## GETTING AND CHOOSING SERVICES

If you or your family need services for mental health or substance use problems, we make it easy to get services from the provider of your choice.

For mental health services:

- Call 1-866-245-1959 and press the “member” option. You can call 24 hours a day, 7 days a week. You can talk to a mental health counselor who will help you find a provider who meets your needs. Call or visit the community mental health center serving your county. The mental health centers are listed in Appendix A. You can also call 1-866-245-1959 to get the number of your mental health center.
- Go to our Web site at [www.fbhpartners.com](http://www.fbhpartners.com) and click on “Find a Provider”. Click on “Provider Directory” for a printable list or click on the “Referral Connect” link for a searchable list of providers. Both the “Provider Directory” and “Referral Connect” will tell you what languages in addition to English our providers speak.

You have the right to get services from one of our mental health centers or from an independent provider in our network. Our providers do not have incentive plans. You may also ask to have a provider added to our network. If you need the care of a specialist, we will refer you to one.

For substance use disorder services:

- Call 1 866 245 1959 and press the "member" option. You can call 24 hours a day, 7 days a week. A counselor will help you find a provider who meets your needs.

You have the right to choose any substance use disorder provider from our network. Our providers do not have incentive plans. You may also ask to have a provider added to our network.

There is no charge to you for any mental health or substance use service **covered** by your Medicaid Behavioral Health Plan. There are no co-pays. Note that inpatient and residential services for substance use are not covered under your Medicaid Behavioral Health Plan. If you need inpatient or residential services for substance use, talk to your provider to find out if there are other payment sources. If you have any questions about what services you can get under your Medicaid Behavioral Health Plan, contact us at:

**Foothills Behavioral Health Partners  
Office of Member and Family Affairs  
303-432-5951  
1-866-245-1959**

## **Hours of operation**

You can call FBHPartners between the hours of 8:00 a.m. and 5:00 p.m. at 303-432-5950 or 1-866-245-1959. Our mental health centers and large substance use disorder providers are also open from 8:00 a.m. to 5:00 p.m., Monday – Friday. Our mental health center sites are listed in Appendix A. Hours of operation for Medicaid clients are the same as for all other clients.

## **When will I be seen?**

As a Medicaid member, you have the right to get behavioral health services in a timely manner.

When you call to make a first appointment, it is important to tell us and our providers if you have a special need. Some of our members may need special help to get the most from their behavioral health services. If you have a disability and need special assistance, please tell us when

you call for an appointment. Also let us know if you need an interpreter for a non-English language or someone who knows sign language.

#### For mental health services:

- When you call to make a first or routine care appointment, our providers will offer you an appointment within 7 days.
- If you call about an urgent mental health problem, our providers will see you within 24 hours.
- If you are calling with a mental health emergency, our on-call providers will see you within one hour if you live in a city. If you live in a rural area, they will see you within two hours.

#### For substance use disorder services:

- When you call to make a first or routine care appointment, our providers will offer you an appointment within 7 days.
- If you call about an urgent substance use problem, our providers will see you within 24 hours.
- If you have an emergency substance use problem, you should call 911 or go to the nearest emergency room. If you have a substance use provider, you may want to ask about your treatment options.

Your ongoing mental health or substance use disorder services will be scheduled and continually provided within 2 weeks from when you have your first assessment or intake appointment. Ongoing services include being assigned to a therapist, one-to-one therapy and group outpatient therapy.

## **What can I expect when I begin behavioral health treatment?**

We want you to get the best possible care. Only the most skilled providers are included in our network. You have the right to select a provider from our network, but we will try to match the provider's skills with your needs. You may ask for an out of network provider, or ask to have a provider added to the network. If you choose to see a provider

who is not in our network, and don't get approval to see the provider, you may have to pay for your care.

When you begin mental health or substance use treatment, our providers will ask questions to help them understand what you need. They will ask about your background and family history. They will talk with you about your strengths and any mental health or substance use problems you have. Because your mental and physical health affect one another, it is important that you tell your provider about any medical care you are getting and any medications you are taking. Your provider will use all of this information to decide what kinds of services or medication will help you get better. You are a partner in these decisions.

We want our providers to respect your time. If you have to wait more than 15 minutes for a scheduled appointment, let the receptionist know. They will tell you the reason for the delay and ask if you want to reschedule. If your condition is urgent or you are having an emergency, they will give you a new appointment within certain timeframes. If the appointment is for medications, they will give you an appointment before you run out of medications.

You will get a care coordinator while you are getting behavioral health services. Your care coordinator will:

- Be in charge of your records and your treatment and coordinating your care.
- Help you create your service (treatment) plan.
- Ask you to sign releases of information for other providers and your supporters. This is so that we can coordinate your mental health, substance use and other health services.
- Help you identify any special needs you may have.
- Work with other community agencies to help make sure that your other needs (such as medical and housing) are met.

- Provide follow-up and help in a crisis.

## **Important information about services for substance use disorders:**

Please note that if you need substance use disorder services, your provider will ask you to sign a Release of Information (ROI) to share information with FBHPartners so that FBHPartners can pay for your service. If you do not sign this ROI, FBHPartners will not authorize and will not pay for your substance use services.

### **What if I miss an appointment?**

Modern life is busy. We understand that people sometimes can't make it to an appointment. If you have to miss an appointment, please call your provider at least 24 hours before the appointment. This way, your provider can make another one for you. It also gives other people who need an appointment the chance to get one. If you keep missing appointments, your provider may think you do not want services. If you miss more than three (3) appointments without calling or returning the provider's calls, we may ask you to see a different provider. In any case, your provider cannot charge you for missed appointments.

### **What is a service plan?**

This is a plan that you help develop that will guide your treatment. It takes into account your goals in life as well as in treatment. It may include wellness activities, housing, jobs, education and relationships you want. As a partner in your care, you need to be involved in writing your service plan. If you want, you can include other people who can advocate for and support you when making your plan.

## What behavioral health services can I get?

### Mental Health Services:

The table below explains your mental health benefits covered under this Behavioral Health Plan. All services must be medically necessary for your covered mental health diagnosis. See page 14 for a definition of medical necessity.

<b>Case Management Services</b>	These are services you get in the community. They help you stay in the community. They include service planning, outreach, referral and coordination of services. Routine case management is part of the services provided by your care coordinator.
<b>Emergency Care</b>	Emergency care is the treatment of a mental health condition that is life threatening. It is life threatening to the person who is having the crisis. Or, another person may think it is life threatening to you.
<b>Inpatient Hospital</b>	Inpatient services are those mental health services that need to be given in a hospital.
<b>Medication Management</b>	This is when a doctor or other licensed prescriber prescribes and monitors your psychiatric medications.
<b>Outpatient Treatment</b>	These are services you get in an office or other place in the community. Services include individual, brief, family and group therapy.
<b>Psychosocial Rehabilitation</b>	Psychosocial rehabilitation programs help people with serious mental illness. They teach people the skills they need to live in the community.

<p><b>Residential Treatment</b></p>	<p>A residential treatment program is a 24-hour living situation. It provides mental health care when a person does not need to be in the hospital, but still needs help and structure 24-hours a day. Residential treatment can be for adults or children.</p>
<p><b>School Based Services</b></p>	<p>School-based services are for children and youth with special mental health care needs. They are provided in the school setting. Services may include smaller classrooms, specially trained staff, counseling and other services to help the child succeed.</p>

Other mental health services may be available in your community. Call FBHPartners at 1-866-245-1959 or your mental health center listed in Appendix A. These services may include:

- Vocational and employment services
- Home-based services for children and adolescents
- Intensive case management
- Respite services
- Drop-in centers
- Clubhouses
- Peer services and support services
- Peer mentoring for children and adolescents
- Assertive community treatment programs
- Warm (telephone support) lines
- Special services for adoption issues
- Early childhood intervention services
- Family support, education and training services
- Multi-systemic therapy
- Prevention services and early intervention activities
- Recovery services
- Supported employment

## Substance Use Disorder Services:

The following table explains your substance use disorder benefits covered under this Behavioral Health Plan. (Note that inpatient and residential services are not covered services.) All services must be medically necessary for your covered substance use disorder:

<b>Case Management Services</b>	These are services you get in the community. They help you stay in the community. They include service planning, outreach, referral and coordination of services. Routine case management is part of the services provided by your care coordinator.
<b>Emergency Care</b>	Emergency care is the treatment of a substance use disorder that is life threatening. It is life threatening to the person who is having the crisis. Or, another person may think it is life threatening to you.
<b>Outpatient Treatment</b>	These are services you get in an office or other place in the community. Services include individual, brief, and group therapy.
<b>Social Detox Services</b>	These are services that include monitoring your vital signs, evaluating your motivation for treatment, providing your daily living needs and doing a safety assessment.
<b>Medication Assisted Therapy</b>	These are services provided in an outpatient Substance Use Disorder setting. They include administration of Methadone or another approved controlled substance to an opiate dependent person for the purpose of decreasing or eliminating dependence on opiate substances.

<b>Peer Services</b>	These are services provided by a recovery coach or a peer specialist. A recovery coach/peer specialist is someone who has had personal experience with a drug or alcohol addiction, is now sober, and has had special training to use his or her experience to help others in recovery. Recovery Coaches are part of a treatment team at the behavioral health center or substance abuse provider setting.
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If you have a substance use disorder, the following services may also be available. Call FBHPartners at 1-866-245-1959 or ask your substance use provider:

- Vocational and employment services
- Home-based services for adolescents
- Intensive case management
- Respite services
- Drop-in centers
- Clubhouses
- Peer services and support services
- Peer mentoring for adolescents
- Assertive community treatment programs
- Warm (telephone support) lines
- Family support, education and training services
- Prevention services and early intervention activities
- Recovery services

## **How will I know if there are changes in my behavioral health coverage or benefits?**

FBHPartners gives you this information in several ways:

- We will give you written notice of any major change at least 30 days before the date of that change.
- We will notify you of your right to ask for information about Medicaid behavioral health benefits and services at least once a year.
- If there are changes with the person or the place where you get your mental health services, we will contact you by mail. We will try to let you know at least 15 days ahead.
- Changes will be posted online at [www.fbhpartners.com](http://www.fbhpartners.com).

You may also call the FBHPartners Office of Member and Family Affairs at 1-866-245-1959 to ask for a copy of this information at any time.

## **How do you make decisions about my care?**

### ***Medical necessity***

FBHPartners considers medical necessity when making decisions about your care. The state defines a service as medically necessary if it:

- Is reasonably needed to treat the problem,
- Is reasonably needed to improve, make stable or keep your conditions from getting worse,
- Is given in the most appropriate, least restrictive and safest setting, and
- Cannot be stopped without it having a bad effect on your health or the quality of your care.

It is important that you get medically necessary services when you need them.

## ***Clinical guidelines***

Your provider also uses FBHPartners' clinical guidelines to help make decisions about care that is right for you. These clinical guidelines are based on the definition of medical necessity above. Providers, clients and family members helped FBHPartners develop these guidelines. FBHPartners does not deny services based on moral or religious objections.

If you would like a copy of our clinical guidelines, please visit our website at [www.fbhpartners.com](http://www.fbhpartners.com) or call us at 1-866-245-1959.

## ***Least restrictive setting***

State and federal Medicaid rules require that you get your services in the least restrictive setting that will meet your needs. This means that care should be provided in the community whenever possible.

## **How are decisions made about changing or stopping my services?**

There may come a time when you no longer need behavioral health services. In that case, your provider will work with you to find resources to help maintain your recovery. If your provider recommends discharge and you disagree, you can ask FBHPartners if they will authorize another provider to give you that service. You may also file a grievance with FBHPartners about your provider's decision. (See section How do I file a grievance?)

When you first start services, you and your provider will agree on what goals you want to reach during your treatment and before you are discharged. This is called your discharge criteria.

## **What if I have a disability, special need, or need help speaking or understanding English?**

When you call to make a first appointment, please let us know of any special needs you may have. For example, you may have a disability and need an accommodation. We will use professional telephone interpreter service if we do not speak your language. Or, we will use Relay Colorado or a TTY line if you are Deaf or hard of hearing.

If you do not speak English, we will try to find a provider who speaks your native language. Or, we will provide an interpreter. If you are Deaf, we will try to find a provider who signs. If none are available, we will provide an interpreter. There is no charge to you for interpreter services. Our providers never ask family or friends to interpret--unless that is your choice.

Our written materials are available in Spanish. If you speak a language other than English or Spanish, we will arrange to have an interpreter read our materials to you. We also have materials on audiotape or in large print. There is no fee for any of these services. Please call us at 1-866-245-1959 to ask for any of these services or materials.

## **Integrated Care**

It's important to take care of your physical as well as your mental health. Everyone should get regular preventive care, even if they are healthy. If you have on-going health problems like diabetes, you should be under the care of a doctor. If you have a Primary Care Provider (PCP), he or she will remind you about preventive care and other services that will keep you healthy. If you have a chronic illness, your PCP will help you manage your condition so you can get and stay well. Many FBHPartners' members are in the RCCO (Regional Care Collaborative Organization). If you are

in a RCCO, they will help you select a PCP. If you are not in a RCCO, you can get help finding a doctor by calling HealthColorado.

At times, it is very important that your behavioral health care provider and your doctor share information about your care. That's why it is important to sign all releases of information. This will let all of your providers share information about your healthcare to ensure you get the best possible care.

## **Trauma Informed Care**

Trauma can play a big role in mental health and drug abuse disorders. Many people with mental health or substance use problems have gone through a traumatic event at some point in their life. Trauma may also lead to a number of physical ailments. People who have felt trauma will often have problems dealing with everyday stress. Or have a hard time managing their feelings. It may also be hard for them to trust people. A program that is trauma-informed treats trauma first.

If this is something that is important to your treatment and recovery, you should ask to see a therapist that is experienced with helping people with their trauma. Be sure to mention this at your first appointment. You can also call FBHPartners at 1-866- 245-1959 and ask to for a therapist who has experience with trauma informed care.

## **New treatment procedures**

Sometimes you find out about a new treatment or medication and want to know how it might work for you. We keep up with new treatments and new medications. You have the right to ask that we review any new treatment or medications that you think might help you.

# EMERGENCIES

## What if I have an emergency?

An “Emergency Medical Condition” is a serious medical or mental health or substance use condition. An emergency condition has severe symptoms. Symptoms are so severe that a person who only knows a little about health would think that not getting help could:

- Put a person’s health at serious risk, or, in the case of a pregnant woman, put the health of the woman or baby at serious risk.
- Cause harm to a person’s body functions.
- Cause harm to a body part or organ.

If you have a **mental health emergency**, you should do **one** of the following:

- Call your mental health center (listed in [Appendix A](#)).
- Call your individual provider, if you have one.
- Call FBHPartners at 1-866-245-1959. This number is available 24 hours a day, 7 days a week.
- Go to the nearest emergency room (listed in [Appendix B](#)).
- Call **1-844-493-TALK (8255)**.

If you have a **substance use emergency**, you should do **one** of the following:

- Call your substance use provider, if you have one
- Call FBHPartners at 1-866-245-1959. This number is available 24 hours a day, 7 days a week.
- Go to the nearest emergency room (listed in [Appendix B](#)).
- Call **1-844-493-TALK (8255)**.

If you have a **physical health emergency**, you should do **one** of the following:

- Call your doctor, if you have one.
- Call the Nurse Advice Line toll-free number at **1-800-283-3221**. This number is available 24 hours a day, 7 days a week.
- Call your (local) health clinic.
- Go to the nearest emergency room (listed in Appendix B).
- Call **1-844-493-TALK (8255)**.

You do not need prior approval to get emergency services for mental health, substance use or physical health emergencies. You can get emergency services from any hospital or emergency room in your area. These are listed in [Appendix B](#).

### **What happens when the emergency is over?**

If you have a mental health or substance use emergency and need additional services after the emergency is over, FBHPartners will approve the necessary services to keep you stable after the emergency is over. This is called Post-Stabilization Care. Post-stabilization services are services provided just after a mental health or substance use emergency. There is no charge for the services you get to keep you stable after the emergency.

### **What if I am away from home and I have an emergency?**

“Out of Area Care” is when you get services outside the counties served by FBHPartners (Boulder, Broomfield, Clear Creek, Gilpin and Jefferson Counties). If you need emergency “*out of area care*” for either a mental health or substance use problem, go to the nearest emergency room. Tell the staff that you are signed up with FBHPartners. The emergency room will contact us. When your emergency care is finished,

we will work with the emergency room or hospital to move you back to your FBHPartners mental health or substance use provider.

If you need **non-emergency** mental health or substance use services when you are "*out of area*", call your care coordinator or call FBHPartners at 1-866-245-1959. A licensed clinician will help you decide what to do.

# **OTHER THINGS YOU SHOULD KNOW ABOUT YOUR SERVICES**

## **Are there limits on the services I can get?**

### **Mental Health Services**

There are no limits on medically necessary individual and group therapy sessions or residential inpatient hospital days for mental health services.

### **Substance Use Disorder Services**

There are also no limits on medically necessary individual or group therapy sessions for substance use disorders. However, this behavioral health plan does **not** cover inpatient or residential services for substance use. If you need inpatient services for a substance use disorder, talk with your substance use disorder provider to see if they can recommend other community resources.

## **How do I get my medications?**

### **Colorado Prescription Drug Program**

Medicaid has a Preferred Drug List (PDL) for people who need prescription medication. The PDL is a list of drugs that do not need prior approval by the state. Drugs that are not on this list **do** need approval from the state. This means that some drug choices are limited.

Medicaid members get their mental health medications in one of two ways:

- If you have Medicaid only, you get medications through the state fee for service prescription program. The PDL currently includes some medications for Attention Deficit Hyperactive Disorder

(ADHD), depression, and psychotic disorders. People with serious mental illness can still get the medications they need, even if their medications are not on the PDL. The state has a process for this.

- If you have Medicare and Medicaid (dual eligible), you must enroll in a Medicare Part D plan. Medicare Part D covers certain medications you may need. If your Part D plan will not pay for certain types of drugs that you need, then Medicaid will pay. Benzodiazepines are an example of mental health drugs not covered by Medicare Part D.

To get more information about the PDL and any future changes:

- Go to [www.colorado.gov/cs/Satellite/HCPF/HCPF/1197969485609](http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1197969485609).
- Call the state Pharmacy Liaison at 303-866-3588.
- Call your Office of Member and Family Affairs at 303-432-5951 or 1-866-245-1959 (toll free).

If you have Medicare and need help signing up for a Part D plan, call Medicare at 1-800-633-4227. You can also call the State Health Insurance Assistance Program at 1-888-696-7213 (toll free).

## **How much does it cost to get behavioral health services?**

As a Medicaid Member, you have a right to get **covered** mental health and substance use disorder services at no cost to you. Remember that inpatient and residential services for substance use are not covered. If you need inpatient or residential substance use services, talk with your substance use provider about other payment options.

There are **no co-pays** for your covered mental health or substance use services. If you get a bill for a covered service, contact FBHPartners at 1-866-245-1959. See the section “What if I have other Insurance in addition to Medicaid?” for special situations.

## What if I want a second opinion about my treatment or diagnosis?

You may have questions about your treatment or services. You have the right to get a second opinion about your mental health and substance use disorder care or diagnoses. To get a second opinion:

- Call FBHPartners at 1-866-245-1959 (toll free).
- Call the FBHPartners Office of Member and Family Affairs at 303-432-5951.

## What if I have other insurance in addition to Medicaid?

To make sure you don't get bills for your care, you **must** follow the rules of your primary insurance. For example, you must use providers in their network. You must follow their rules to get services approved. If you don't, you may have to pay for your services. For help to find a provider, you can call your primary insurance company. They can tell you how to get services approved. If you have Medicare, you can go to the Medicare web site. You can also call Medicare and ask for a member handbook.

You should let both your primary insurance and FBHPartners know that you have other insurance. You may ask for help finding a provider who is in **both** networks. If your provider is in **both** networks, you do not pay for Medicaid covered services.

If you choose a provider with your primary insurance that is **not** in FBHPartners' network, you may have copays and deductibles. If your primary insurance does not cover a Medicaid mental health or substance use service you need, call us. FBHPartners will help you find a network provider for those services.

If you have Medicare, we will help you find a provider who takes Medicare. If we cannot find a Medicare provider for you, we will help you find a provider in our network. You may need a mental health or substance use service that Medicare does not cover. If Medicaid covers the service, we will help you get that service from one of our providers.

We understand that this can be confusing. If you have questions, please call FBHPartners at 1-866-245-1959 or the Office of Member and Family Affairs at 303-432-5951.

## **What is Medicaid Fraud and Abuse?**

Your Medicaid benefits are provided to keep you or your family members healthy. FBHPartners expects that you, in partnership with your provider, will use your benefits in a responsible and legal way. Health care fraud and abuse are serious issues. “Fraud” is when a member or provider is dishonest in order to get benefits or payments that they are not entitled to. “Abuse” is when a member or provider adds needless costs to the system, on purpose. Examples of fraud and abuse can include:

- A member or provider lies so that the member can get a service that the member is not entitled to.
- A member loans or sells his or her Medicaid card or the information on the card to someone else.
- A member changes or fakes an order or prescription.
- A provider bills for a service that did not occur.

Member fraud or abuse could result in your losing Medicaid and other state and federal benefits. Fraud and abuse by a provider can result in legal action against the provider, among other actions. Please help us prevent fraud and abuse. If you think someone is committing fraud or abuse, please call:

**FBHPartners’ Corporate Compliance Hotline at 303-432-5985**

## **Dental Benefits**

Adult Medicaid members can get dental care starting July 1, 2014. The benefit covers dental services needed to maintain good oral health. Services include checkups, cleanings, x-rays, fillings, root canals, crowns, and partial dentures. Other services are also covered, but need to be approved by the state. Cosmetic procedures are not covered.

Medicaid members can call the dentist themselves to make the appointment. To find a dentist in your area, go to

**<http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1251567070354>.**

### **How can I get transportation to appointments?**

If you need help getting to your appointments, call your care coordinator. They can help you find a ride to appointments if you are very sick or cannot walk or drive. They can also help if you are not sick, but don't have a car or another way to get there. If you live in the Denver metro area, call First Transit at 1 855 264-6368. If you live in Clear Creek County, call 303-679-2552.

For help with transportation, you can also call:

- Your mental health center.

Or

- FBHPartners Office of Member and Family Affairs at 303-432-5951.

Or

- FBHPartners at 1-866-245-1959.

## **What if I or my family member has a brain injury or a developmental disability?**

The state has a list of diagnoses that are covered by FBHPartners. Traumatic brain injury (TBI) and DD (developmental disabilities) are covered by other Medicaid programs. If you have a mental health and/or substance use problem, you can get mental health and substance use care even if you have TBI or DD. The State has a list of guidelines for caring for persons with TBI or DD and mental illness. You can find the guidelines at

<http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1243601732847>

Or you can call FBHPartners at 303-432-5951 for a copy.

## **YOUR RIGHTS AS A MEDICAID MEMBER**

### **Member Rights and Responsibilities**

**Members** have the Right to:

- Be treated with dignity, respect and regard for your privacy.
- Get information about your behavioral health benefits and how to access them.
- Get medically necessary behavioral health services according to federal law.
- Get information about your treatment choices in a way that you can understand.
- Get services that are suitable to your culture.
- Have an interpreter if you have problems communicating or do not speak English.
- Help make decisions about your health care. You have the right to refuse treatment unless it is required by law.

- Have a service plan that you help write and get a copy of your plan.
- Get a second opinion from within our network at no cost.
- Not be secluded or restrained as punishment or to make things easier for your provider.
- Have a choice of providers within our network. Ask that a provider be included in our network.
- Be told quickly if your services have ended. Be told when there are changes to your services or providers.
- Get help understanding your rights and making a complaint or an appeal.
- Choose someone to represent your best interests if you need help.
- Get help from the Ombudsman for Medicaid Managed Care by calling 303-830-3560 or 1-877- 435-7123
- Be free to use all of your rights without it affecting how you are treated.
- Make a complaint about any part of your services.
- Ask for a state fair hearing if a service is denied or reduced.
- Tell others your opinion about our services. Sharing your opinion with others will not affect how we provide your covered services.
- Have your record and the information you give in therapy kept private. Know that federal and state laws permit your information to be shared if:
  - You are a danger to yourself or others
  - You are gravely disabled (unable to care for yourself)
  - In cases of child abuse or suspected child abuse
- Review or get a copy of your medical records; ask that they be changed or corrected.
- Be free from sexual closeness in any relationship with your providers. If this happens, you should report it to the board that regulates psychotherapy. In Colorado, that is the Department of Regulatory Agencies (DORA). You can reach them at 303-894-7755 or by writing to DORA at 1560 Broadway, Suite 110, Denver 80202.

As a Medicaid Member, you also have certain responsibilities:

**Members** have the responsibility to:

- Learn about your behavioral health benefits and how to use them.
- Be a partner in your care. This means:
  - Following the plan you and your care coordinator have agreed on.
  - Participating in your treatment and working toward the goals in your service plan.
  - Taking medications as you and your doctor agreed.
- Tell your therapist or doctor if you do not understand your service plan. You should tell him or her if you do not agree with your service plan, or want to change it.
- Give your therapist or doctor the information he or she needs to give you good care. This includes giving written permission so that your providers can coordinate your care. This may also be called a release of information.
  - Sign the state-approved Substance Use Disorder consent and authorization form so that FBHPartners can pay your provider to give you the care that you need.
- Come to your appointments on time. You should call the office if you will be late, or if you can't keep your appointment.
- Cooperate with FBHPartners when you choose a provider or see your provider. If you have questions about choosing a provider, or how to make an appointment, call FBHPartners at 1-866-245-1959. Let us know when you change your address or phone number.
- Treat others with the same courtesy and respect that you expect.

## **Confidentiality**

### **Confidentiality of mental health information**

Any information about your mental health is called ***protected health information*** or PHI. We will only use your PHI to make sure that you get

good mental health and/or substance use care and for activities of payment. For example, we can only use PHI:

- For treatment. We may share your health information with people involved in providing your health care.
- For coordinating your care between providers. For coordinating care between a provider and an insurance company.
- To communicate with providers who have given you services so we can pay claims.
- To look at how our members use services. This helps us to provide better care.
- When required by law. We will share PHI when federal, state or local law requires it. We will share PHI if we get a court order or if your records are subpoenaed.
- To collect information about disease or injury to report it to a public health authority.
- To avoid a serious threat to health or safety. We may share PHI with law enforcement or other persons if we think it will prevent or reduce the threat of harm.

## **Confidentiality of alcohol and drug treatment information**

The confidentiality of alcohol and drug abuse member records maintained by FBHPartners or our providers is protected by Federal law and regulations (42 CFR Part 2). Generally, FBHPartners may not say to anyone outside our program that a member attends the program or is an alcohol or drug and user, unless:

- The member consents in writing
- The disclosure is allowed by a court order, or
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

There are additional exceptions, where:

- A crime is committed by a member either at FBHPartners or against any person who works for FBHPartners or about any threat to commit a crime, or
- Suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

## **Advance Directives**

You have the right to provide advance written instructions to health care workers. These instructions talk about the type of care you want or don't want. They are used when you become so ill or injured that you cannot speak for yourself. These decisions are called Advance Directives. Advance Directives are legal papers you prepare while you are healthy. In Colorado, medical Advance Directives include:

- A Medical Durable Power of Attorney. This names a person you trust to make decisions for you if you cannot speak for yourself.
- A Living Will. This tells your doctor what type of life sustaining procedures you want and do not want.
- A Cardiopulmonary Resuscitation (CPR) Directive. This is also known as a "Do Not Resuscitate" Order. It tells medical persons not to revive you if your heart and/or lungs stop working.

For more information about this, talk with your Primary Care Physician (PCP). Your PCP will have an Advance Directives form that you can fill out. The FBHPartners Office of Member and Family Affairs (OMFA) can also help you find out how to make an Advance Directive.

Your behavioral health provider will ask you if you have an Advance Directive. You may have a copy placed in your record if you wish. But you do **not** need to have an Advance Directive to get behavioral health

care. For a copy of our policy on Advance Directives, please contact us at 303-432-5951 or 1-866-245-1959.

If you think your providers are not following your Advance Directive, you can file a complaint. Call or write the Colorado Department of Public Health and Environment at:

**Colorado Department of Public Health and Environment**  
**4300 Cherry Creek Drive South**  
**Denver, Colorado 80246-1530**  
**303-692-2000**

Mental health directives are not required by law. It is a good idea for you to have a ***crisis plan***. A crisis plan will help you have more control over decisions if you do have a behavioral health crisis. Talk with your provider about writing a crisis plan. A crisis plan can be used to help you stay healthy and can tell your family and providers what you want to happen in an emergency. Your provider can put a copy of your crisis plan in your record.

## **WHAT IF I HAVE PROBLEMS WITH SERVICES OR MY RIGHTS ARE NOT RESPECTED?**

FBHPartners cares about you and the quality of your behavioral health services. We work hard to give you the best care. We always try to improve the way we serve you and want your feedback about how we are doing.

We also know that problems happen. If you are unhappy with any part of your service, you have the right to file a grievance (complaint). You also have the right to appeal any action (decision) that you disagree with. The Office of Member and Family Affairs (OMFA) can help you with this.

## Definitions

**Action:** An Action is when FBHPartners:

1. Denies or limits all or part of a requested service, including the type or level of service.
2. Reduces, changes or ends treatment that was already approved.
3. Denies payment, in whole or in part, for a service.
4. Does not provide services in a timely manner.
5. Does not act within approved time frames for grievances and appeals.

**Appeal:** When you disagree with an Action by FBHPartners and ask for a review of the Action. You may make your Appeal orally but must follow up in writing.

**Designated Client Representative (DCR):** A person you choose to file a grievance or appeal for you. You must put this choice in writing. This person can be one of your providers like a doctor or therapist. It can also be a friend or a family member.

**Grievance:** A complaint about your mental health or substance use services, your provider or staff. You can file a grievance if you are unhappy about any service or staff person. This includes things like the quality of your care or failure to respect your rights. It could also include a provider or staff being rude to you. A Grievance can be oral (in person or by telephone) or in writing.

**Notice of Action:** This is a letter that FBHPartners sends you explaining the action it is taking and your Appeal rights.

**State Fair Hearing Process:** This is a hearing before a state administrative law judge. It is available for Appeals only.

## **How do I file a grievance (Complaint)?**

First, try talking with your provider or a supervisor so that problems can be fixed quickly. If you don't want to do that, or if you have tried and it didn't help, here are other ways you can file a grievance:

- For mental health services, contact:
  - the FBHPartners Client and Family Advocate at your mental health center:
    - At Jefferson Center for Mental Health, call 303-432-5047.
    - At Mental Health Partners, call 303-413-6204 ,or
  - The FBHPartners Grievance Coordinator at. at 303-432-5951, 1-866-245-1959 or TTY: 1-800-659-2656.
- For substance use services, contact the FBHPartners Grievance Coordinator at 303 432-5951. Or call 1-866-245-1959 or TTY TTY: 1-800-659-2656.
- For both mental health and substance use service grievances, you can also contact the Ombudsman for Medicaid Managed Care at 303-830-3560, 1-877-435-7123 or TTY 1-888-876-8864. They will help you file a grievance with FBHPartners.

You can ask someone else to file a grievance for you. However, you must make that person your “Designated Client Representative,” or DCR. This means that you sign a form naming that person as your DCR. You also sign a Release of Information for FBHPartners to share information with that person.

You can file your grievance in person, on the phone, or by email. You can also file by letter or on a form that you can get from the OMFA. You must file your grievance within thirty (30) calendar days from when the event happened. The FBHPartners Client and Family Advocate at your mental health center or the FBHPartners Grievance Coordinator at 303 432 5951 can help you with this. If you want, they can help you put your complaint in writing. They can also arrange for interpreter services if you do not speak English, are Deaf or hard of hearing.

The FBHPartners OMFA Client or Family Advocate or Grievance Coordinator helping you with your grievance will ask you to sign a Release of Information for the provider—if you have not already done so. This will allow the OMFA Advocate or Coordinator to talk with your provider to get important information in order to respond to your complaint. If you choose not to sign a Release, the Advocate or Coordinator will respond to your complaint as best he/she can with limited information.

FBHPartners will send you a letter to let you know we received your grievance within two (2) working days. If you have signed a Release of information, we will look into your concerns and may call you for more information. The person who makes decisions on your grievance will not be the same person who worked on your issue before. If your case involves a clinical problem, and you have signed a Release of Information we will talk to a clinical person who was not involved in your case. This process is confidential. You will not lose your Medicaid benefits for filing a grievance.

Within fifteen (15) working days after we get your grievance, we will mail you a letter. The letter will tell you our decision about your grievance and the date it was made. If FBHPartners needs more time, or you do, we can extend the time for up to fourteen (14) more calendar

days. We will send you a letter telling you why we extended the time and how it is in your best interest.

If you do not agree with our decision, you can ask the Department of Health Care Policy and Financing (HCPF) for a review of our decision. The Department's decision will be final. To ask HCPF for a review, call:

**Medicaid Customer Service**  
**1-800-221-3943 (free call)**  
**TTY 303-866-7471**

## **How do I file an appeal (Appeal of an Action)?**

If you disagree with an Action that FBHPartners takes, you have the right to file an Appeal. You can file an appeal by phone, in person or in writing. If you appeal by phone or in person, FBHPartners will consider that date as the date of your appeal. However, you must follow-up in writing. The Office of Member and Family Affairs (OMFA) can help you with that. Also, the OMFA can arrange for an interpreter if you need one. The OMFA can be reached at 303-432-5951, 866-245-1959 or TTY: 1-800-659-2656.

**To file an appeal**, you can contact any of the following:

- The main FBHPartners Access number 1-866-245-1959 (press the "member" option)
- The OMFA Grievance Coordinator at 303 432-5951
- The Director of the OMFA at 303-432-5956, 1-866-245-1959 or TTY 303-432-5990
- The Ombudsman for Medicaid Managed Care at 303-830-3560, 1-877-435-7123 or TTY 1-888-876-8864

You can ask someone else to file an appeal for you. However, you must make that person your Designated Client Representative (DCR). This means that you sign a form naming that person as your DCR and also sign

a Release of Information for FBHPartners to share information with that person. You can also appeal directly to an Administrative Law Judge (ALJ) for a State fair hearing. If you appeal first to FBHPartners, you can still appeal to an ALJ. The contact information for the ALJ is:

**Office of Administrative Courts  
1525 Sherman St., 4<sup>th</sup> Floor  
Denver, Colorado 80202  
303 866 2000  
FAX 303 866 5909**

However, you must make **each** of these appeals within certain time frames. Appealing to FBHPartners could make you miss the time frame for the ALJ. You may want to appeal directly to the ALJ at the same time you file an appeal with FBHPartners. This will preserve your right to an ALJ hearing. You must make your request to the ALJ in writing.

If you have requested residential mental health treatment for your child and were denied, there is another process. The Colorado Child Mental Health Treatment Act (CMHTA) process is also available to families. You may use this process even if you decide to appeal to an ALJ. The CMHTA process allows you to appeal to the Colorado Department of Human Services. The FBHPartners OMFA can help you with both processes.

### **What are the time frames for filing an appeal?**

There are two different time frames to appeal. Your time frame depends on the type of action being appealed:

- If you appeal an action to lower, change or stop an authorized service, you must file your appeal on time. On time means on or before the later of the following:
  - 1) Within 10 days from the mailing date of the Notice of Action letter.

2) The date that the action will take effect.

For more information, please read “What if I want my services to continue during my appeal”.

- If you appeal any other type of action, you must file your appeal within thirty (30) calendar days of the mailing date of the Notice.

An expedited (quick) appeal process is also available. An expedited appeal is used if you or FBHPartners thinks the standard time would harm your health. The OMFA can explain how to get an expedited appeal.

### **What if I want my services to continue during my appeal?**

*This is a special situation.* If you get a Notice that FBHPartners plans to stop or reduce a service that was approved, you can ask that the service goes on.

For services to continue, several things must happen:

- You or your provider must file the appeal **on time** (see above).
- The services must have been ordered by an authorized provider.
- The time period for the authorized services is not over yet.
- You must ask FBHPartners to continue the services.

If the services are continued, it is for a limited time. The services will continue until one of the following things happen:

- You withdraw your appeal.
- Ten days pass after FBHPartners mails the resolution (decision) on your appeal. During these ten days, you may ask for a State fair hearing. You may also ask that services keep going until the hearing decision is reached.
- The decision of the State fair hearing is to stop your services.
- The time period of the original authorization has been met.

***Important Note:*** If your appeal is denied at the State fair hearing, you may have to pay for the cost of services you got while your appeal was being reviewed.

## **What other things do I need to know about appeals?**

If you file an appeal with FBHPartners, we will send you a letter telling you that we got it. We will do this within two working days. The letter will tell you more about the appeal process and when to expect a decision. We will then send you a letter with our decision and also try to call you on the phone.

We will make a decision within ten calendar days. You have the right to provide more information to the person reviewing your appeal. If you want to provide additional information and need more time, let us know. You can ask us to extend the time for the decision. FBHPartners can also extend the time of the decision for up to fourteen (14) more calendar days. We will send you a letter telling you why we need the extra time and when to expect the decision. We will also tell you why the delay is in your best interest.

If you think that waiting ten calendar days for our decision could be harmful to your health, you can ask for an expedited (quicker) appeal. Your provider can also ask for an expedited appeal for you. FBHPartners will not take any negative action against the provider for doing so. We do not have to agree with your request for an expedited appeal, but must send you a letter if we do not. If we agree that your appeal should be expedited, we will send you a decision letter within three working days of when we got your request. We will also try to call you on the phone.

## **What if I disagree with FBHPartners' decision on my appeal?**

- If you do not agree with our decision on your appeal, you may ask for a State fair hearing. This is a court hearing before an Administrative

Law Judge (ALJ). You do this by filing an appeal with the Office of Administrative Courts. The address is listed on page 29 of this handbook. Your appeal to the ALJ must be in writing. OMFA can help you with this.

You must file your appeal with the ALJ within the time frames explained. We encourage you to file with the ALJ at the same time that you file your appeal with FBHPartners. That way, you will not lose your right to a State fair hearing. You may represent yourself at the hearing or have someone else represent you. Also, you can provide more information to support your case at the hearing.

## **Ombudsman for Medicaid Managed Care**

The Ombudsman is independent of FBHPartners and Medicaid. They can help you resolve health or behavioral health care issues. They can help you file a grievance or appeal. They can help any Medicaid managed care member or BHO member. This is a free service. You can call the Ombudsman at:

**Ombudsman for Medicaid Managed Care**  
**1-877-435-7123 outside of Denver**  
**303-830-3560 in the Denver Metro area**  
**TTY 1-888-876-8864**

# **OTHER THINGS YOU SHOULD KNOW TO HELP YOU USE YOUR MEDICAID BEHAVIORAL HEALTH BENEFITS**

## **Office of Member and Family Affairs**

FBHPartners has an Office of Member and Family Affairs (OMFA) to help you. They can help with any problems or questions about your behavioral health services. The Office of Member and Family Affairs:

- Helps members with grievances (complaints) and appeals.
- Advocates for members and their families.
- Helps members and families understand the behavioral health services available and how to get them.
- Provides information about other supports in the community, such as self-help groups and advocacy groups.
- Helps members and families understand their rights and responsibilities.
- Works to protect members' rights.
- Helps members and their families have a voice in the behavioral health systems by getting involved in committees and advisory boards.
- Provides education about mental health and substance use disorders as well as other recovery issues.

To speak to someone in the OMFA, call:

- The OMFA Grievance Coordinator at 303 432-5951 or 1 866 245 1959
- The OMFA Director at 303-432-5956 or 1-866-245-1959
- The OMFA Advocate at Jefferson Center for Mental Health at 303-432-5047, or
- The OMFA Advocate at Mental Health Partners at 303-413-6204.

## **Quality Improvement Program**

FBHPartners has a Quality Improvement (QI) Program. This program helps us measure and improve the quality of our services. Our QI program provides information about things like:

- How our services help people get better
- How we are doing to help people meet their recovery goals
- How quickly and well we respond to complaints and appeals
- How quickly people get appointments
- How long people stay in the hospital
- How we are doing at keeping people from going back to the hospital too soon after discharge

To learn more about our Quality Improvement program or to get a free copy of our Quality Plan, call the FBHPartners Chief Quality Officer at 303-432-5952, or call 1-866-245-1959 and ask to speak to someone in the Quality Department.

## **Member Surveys**

We want to know your opinion about the services you get. To get your opinion, we do surveys over the phone or by mail. Our surveys ask you questions about your behavioral health services. They will also ask what you think we can do better. All information we get from the survey is confidential. We do not give out any names. If you have questions about the survey, please call the FBHPartners Chief Quality Officer at 303-432-5952 or call 1-866-245-1959 and ask to speak to someone in the Quality Department.

## **Member Advisory Committees**

FBHPartners has advisory groups that give us feedback about how we are doing. If you would like to learn more about any groups in your area, call the OMFA at one of these numbers:

- The OMFA Director at 303-432-5956 or 1-866-245-1959
- The OMFA Grievance Coordinator at 303 432-5951 or 1 866 245 1959
- The OMFA Advocate at Jefferson Center for Mental Health at 303-432-5047
- The OMFA Advocate at Mental Health Partners at 303-413-6204

## **Program Improvement Advisory Committee**

FBHPartners has a special Program Improvement Advisory Committee (PIAC) with representation from our stakeholder community as well as members. The PIAC meets quarterly to provide guidance and feedback to FBHPartners on service delivery and quality improvement issues.

Meetings are open to the public and minutes are posted on our website. For more information, call the FBHPartners Chief Quality Officer at 303-432-5952.

## **How do I get more information about Foothills Behavioral Health Partners?**

For more information about FBHPartners, please contact the Office of Member and Family Affairs at 303-432-5951 or 1-866-245-1959. We can give you information about FBHPartners' structure and the way we do business. We can also tell you about ways to get involved and help us improve services. For example, you can join one of our advisory groups.

Every year, FBHPartners will let you know, in writing, of your right to ask for all of the information in this handbook.

## **OTHER MEDICAID BENEFITS**

The next section tells you about some other Medicaid benefits you may be eligible for. For more information about any of your Medicaid health care benefits please call:

**Medicaid Customer Service**

**1-800-221-3943 (free call)**

**Or go to the state Medicaid Web site:**

**<http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1197364086675>**

### **How can I get care for physical health problems?**

If you need medical care, see your Primary Care Physician (PCP) or other doctor. If you do not have a PCP, call *HealthColorado*. *HealthColorado* is a state program that helps people on Medicaid join health plans.

**HealthColorado**

**Metro Denver 303-839-2120**

**All Other areas 1-888-367-6557**

**TTY: 1-888-876-8864**

**<http://www.healthcolorado.net/>**

Your behavioral health provider or FBHPartners can also help you find a doctor. Talk to your care coordinator or call the FBHPartners OMFA at 303-432-59511-866-245-1959. You may have to pay co-pay for medical care. A co-pay is your share of the cost of your health care. Call Medicaid Customer Service at 1-800-221-3943 to learn more about co-pays. Or go to the state Web site at:

**<http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1197364127331>**

## Coordinating your care

Your mental and physical health affect each another. It is important that you tell your mental health and substance use disorder providers about any other care you are getting. You should also tell your PCP about any mental health and substance use services you are getting. It is very important that all your providers know about any medications you are taking. If you have questions, or need help coordinating your care, talk to your care coordinator. You can also call the FBHPartners OMFA at 303-432-5951 or 1-866-245-1959.

### Early Periodic Screening, Diagnostic & Treatment (EPSDT)

Early Periodic Screening, Diagnostic and Treatment (EPSDT) is a health care program for all Medicaid enrolled children ages 20 and under and all pregnant women. A child who is eligible can get health checkups, nutrition checkups, dental checkups, baby shots and other tests. There is no fee for checkups or any services for children or youth. Pregnant women can access case management and outreach services as needed.

**To remember the elements of EPSDT, use the name of the program:**

<b>Early</b>	Identifying problems early, starting at birth
<b>Periodic</b>	Checking children's health at periodic, age-appropriate intervals
<b>Screening</b>	Doing physical, mental, developmental, dental, hearing, vision, and other screening tests to detect potential problems
<b>Diagnostic</b>	Performing diagnostic tests to follow up when a risk is identified, and
<b>Treatment</b>	Treating the problems found.

Regular check-ups are important. They will help keep your child healthy and find any health problems early. If the screening finds that your child

has health problems, EPSDT will also provide for the medical treatment. If your child has Medicaid and you want a checkup, call your Primary Care Medical Physician (PCMP) or local clinic.

**Healthy Communities is a program that helps Medicaid members 20 and under or pregnant women get the most out of EPSDT. Healthy Communities:**

- Provides or arranges for screening services for all children and youth,
- Arranges (through referral) for treatment when the EPSDT screening finds that the child needs treatment,
- Follows up with clients who miss appointments,
- Finds transportation for members to get to services.

To learn more about the EPSDT program, visit the EPSDT Web site at:

<http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1218622604254>

**Home and Community-Based Services (HCBS) waivers**

The State of Colorado has many waiver programs. Waiver programs help people with special health care needs remain in their home and community. To qualify, people must meet certain levels of financial, medical and care needs.

People who receive services under a waiver are eligible for all basic Medicaid services Long term hospital care and nursing facility services are not included. Some waivers may be applied for through a state agency. Others must be applied for through a Single Entry Point (SEP) agency. Appendix C of this handbook lists the Single Entry Point organizations for your county.

Each waiver has an enrollment limit and may have a waiting list. People can apply for more than one waiver, but can get services through one

waiver at a time. You have the right to appeal to the state if your waiver application is denied.

There are several different types of waiver programs. To get general information about a waiver, you can call:

**Department of Health Care Policy and Financing (HCPF)**  
**1-800-221-3943, or**  
**TTY 303-866-7471**

**<http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1223894303509>**

## **Waivers for children**

**Children's HCBS Waiver:** Provides Medicaid services in the home or community for disabled children through 17 years old. This is for children who are not eligible for regular Medicaid because their family income is too high. Children must be at risk of being placed in a nursing facility or hospital. Methods for applying for this waiver vary from area to area. To find out how to apply, call your county Single Entry Point, listed in Appendix C.

**Children with Autism Waiver:** Provides Medicaid services in the home or community for children through age 5 with Autism. A child must have high behavioral needs making him/her at risk of being placed in an institution. To apply for this waiver, contact the Community Centered Board in your area (Appendix D).

**Children's Extensive Support Waiver:** Provides Medicaid services in the home or community for children through 17 years old with developmental disabilities or delays. The child must be at risk of being placed in an institution. Children age 0-4 must have a developmental delay. Children age 5-17 must have a developmental disability. Children

must meet other conditions, too. To apply for the waiver, call the Community Centered Board in your area (Appendix D).

**Children's Habilitation Residential Program Waiver:** Provides residential services for children and youth in foster care who have a developmental disability and very high needs. Children must be at risk for being placed in an institution. This program helps children from birth to 21 years old to get, keep or improve skills needed to live in the community. To be eligible, children and youth must be placed through a County Department of Human Services. To apply call the Department of Human Services in your county.

**Children with Life Limiting Illness Waiver:** This program is for children up to age 19 with a serious medical illness that may shorten their life. The services help keep children from being placed in a hospital or institution. There are other requirements, as well. To apply, call the Single Entry Point agency for your county (see Appendix C).

## **Waivers for Adults**

**Waiver for Persons with Brain Injury:** Provides services in the home or community for people 16-64 years of age with a brain injury. These services help keep people from being placed in a hospital or institution. Qualified brain injuries are defined in the Colorado Code of Regulations. To apply for this waiver, call the Single Entry Point in your community (see Appendix C).

**Waiver for Persons Living with AIDS:** Provides services in the home or community for people of all ages with HIV/AIDS. These services help keep people from being placed in a hospital or institution. To apply for this waiver, call the Community Centered Board in your area (see Appendix D).

**Waiver Community Mental Health Services:** Provides services in the home or community for people age 18 or older with major mental illness. These services help people stay in the community instead of a nursing facility. To apply, call the Single Entry Point in your community (see Appendix C).

**Waiver for Persons who are Elderly, Blind, and Disabled:** Provides a home or community-based alternative to nursing facility care for elderly, blind, and disabled persons 18 years of age and older. To apply call the Single Entry Point in your community (see Appendix C).

**Waiver for Supported Living Services:** Provides supported living in the home or community to persons age 18 and older with developmental disabilities. For more information, call the Division of Developmental Disabilities, Colorado Department of Human Services, at 303-866-7462. To apply for this waiver, call the Community Centered Board in your area (see Appendix D).

**Waiver for Persons with Developmental Disabilities:** Provides services and supports out of the family home which allow people age 18 and older with developmental disability to continue to live in the community. To apply call the Community Centered Board in your area (see Appendix D).

**Waiver for Persons with Spinal Cord Injury:** Provides services for a person with spinal cord injuries to allow the person to continue living in the community; The Waiver is a pilot program and is only available to persons living in Adams, Arapahoe, Denver, Douglas or Jefferson Counties. For information call the Department of Health Care Policy and Financing at 303-866-2669.

# GLOSSARY

**Action:** An Action is when Foothills Behavioral Health Partners (FBHPartners) does any of the following:

1. Denies or limits all or part of a requested service, including the type or level of service.
2. Reduces, changes, or ends treatment that was already approved.
3. Denies payment, in whole or in part, for a service.
4. Does not provide services in a timely manner.
5. Does not act within approved time frames for grievances and appeals.

**Appeal:** When you disagree with an Action by FBHPartners and ask for a review of the Action.

**ACC (Accountable Care Collaborative)** – Colorado’s Medicaid program that connects Medicaid members with a primary care physician and coordinates member’s medical and behavioral health care. Members are enrolled in the ACC by the state. Members can choose to stay in the program, or they can opt out. There are 7 RCCO’s in the state. The RCCO serving the FBHP service area is Colorado Community Health Alliance.

**Care Coordinator:** A Care Coordinator can be your therapist or case manager. He or she is your primary mental health or substance use provider and responsible for coordinating your mental health services and keeping your records.

**Community Mental Health Center:** Community mental health centers offer mental health services. There are seventeen community mental health centers in Colorado. Each center serves from one to several counties. See Appendix A to find the center that serves your county.

**Covered Benefits:** The mental health and substance use services you can get if you are on Medicaid.

**Designated Client Representative (DCR):** A person you choose to file a grievance or appeal for you. You must put this choice in writing and you must sign a Release of Information for this person

**Early Periodic Screening, Diagnosis and Treatment (EPSDT):** A health care program for all Medicaid enrolled children ages 20 and under and all pregnant women. It covers children ages birth through 20. EPSDT provides health checkups, nutritional checkups, baby shots and other services.

**Grievance:** A Grievance is when you complain about your mental health or substance use disorder services, a provider or staff. You can file a Grievance about anything you are not satisfied with.

**Notice of Action:** A letter that the FBHPartners sends you explaining the Action it is taking. It also explains your Appeal rights.

**Out of Area Care:** The mental health or substance use services you get when you are outside of the counties covered by FBHPartners.

**Primary Care Physician (PCP):** The doctor you choose to provide your medical care.

**Program Improvement Advisory Committee (PIAC):** This committee is chaired by the FBHP Chief Quality Officer. It includes community stakeholder organizations and provides guidance and feedback to FBHPartners on service delivery and quality improvement issues. The PIAC meets quarterly; its minutes are posted on the FBHPartners website.

**Provider:** An organization or person who provides mental health or substance use services. A provider can be a mental health center, substance use facility, a clinic, hospital or individual provider.

**Regional Care Collaborative Organization:** One of seven statewide programs that are part of Colorado's Accountable Care Collaborative (ACC) program. The program connects Medicaid members with a primary care physician (PCP) and helps coordinate the Member's medical and behavioral healthcare. Also known as a RCCO (pronounced ree-ko). The RCCO serving the FBHPartners service area is Colorado Community Health Alliance. They can be reached at 303-260-2888 or 877-919-2888.

**State Fair Hearing Process:** This is a hearing before a state administrative law judge and is available for Appeals, only.

**Waiver Program:** These are special programs to help people with special health care needs stay in their home and community.

## APPENDIX — A

### MENTAL HEALTH CENTERS

<p><b>Jefferson Center for Mental Health</b>  (serves Clear Creek, Gilpin and Jefferson Counties)  Please note: Access to ALL treatment is through 303-425-0300</p>	
<p><b><u>Access, Emergency, Outpatient</u></b>  Union Square Health Plaza  12055 W. 2nd Place  Lakewood, CO 80228  303-425-0300  1-800-201-5264</p>	<p><b><u>Evergreen Office</u></b>  28577 Buffalo Park Road,  Suite 100  Evergreen, CO 80439  303-425-0300  1-800-201-5264</p>
<p><b><u>Centro Dones de Nuestra Comunidad</u></b>  1275 South Teller Street  Lakewood, CO 80228  303-432-0300  1 800-201- 5264</p>	<p><b><u>HAF House</u></b>  8640 West Jewell Avenue  Lakewood, CO 80226   303-425-0300  1-800-201-5264</p>
<p><b><u>Clear Creek Mental Health Services</u></b>  Clear Creek Community Service Center  1531 Colorado Boulevard,  PO Box 3669  Idaho Springs, CO 80452  303-425-0300  1-800-201-5264</p>	<p><b><u>Hilltop Residential Facility</u></b>  10527 West 6th Place  Lakewood, CO 80215  303-425-0300  1-800-201-5264</p>

<p><b><u>Gilpin Mental Health Services</u></b>  2960 Dory Hill Road, Suite 100  Blackhawk, CO 80403  303-425-0300  1-800-201-5264</p>	<p><b><u>Independence Office</u></b>  4851 Independence Street  Wheat Ridge, CO 80033  303-425-0300  1-800-201-5264</p>
<p><b><u>Independence Corner</u></b>  9595 West 49th Avenue  Wheat Ridge, CO 80033  303-425-0300  1-800-201-5264</p>	<p><b><u>Inn Between Residential Facility</u></b>  10295 West Keene Avenue  Denver, CO 80235  303-425-0300  1-800-201-5264</p>
<p><b><u>John Eachon Re-entry Program (JERP)</u></b>  1651 Kendall Street  Lakewood, CO 80214  303-425-0300  1-800-201-5264</p>	<p><b><u>Juvenile Assessment Center</u></b>  11011 West 6th Avenue,  Suite 120  Lakewood, CO 80215  303-425-0300  1-800-201-5264</p>
<p><b><u>Jeffco Family Health Services Clinic</u></b>  7495 W. 29<sup>th</sup> Ave.  Wheatridge, CO 80033  303-425-0300  1-800-201-5264</p>	<p><b><u>Karen's House Residential Facility</u></b>  12751 West 56th Place  Arvada, CO 80002  303-425-0300  1-800-201-5264</p>
<p><b><u>Mount View Youth Services Center</u></b>  7862 West Mansfield Parkway  Lakewood, CO 80235  303-425-0300  1-800-201-5264</p>	<p><b><u>North Wadsworth Office</u></b>  7878 Vance Drive  Arvada, CO 80003  303-425-0300  1-800-201-5264</p>

<p><b><u>The ROAD Adolescent Center</u></b>  5220 West Ohio Avenue  Lakewood, CO 80226  303-425-0300  1-800-201-5264</p>	<p><b><u>Summit Center Vocational Services</u></b>  3810 Pierce Street  Wheat Ridge, CO 80033  303-425-0300  1-800-201-5264</p>
<p><b><u>South Office</u></b>  9200 West Cross Drive,  Suite 421  Littleton, CO 80123  303-425-0300  1-800-201-5264</p>	<p><b><u>Teller Residential Facility</u></b>  7290 West 14th Avenue  Lakewood, CO 80215   303-425-0300  1-800-201-5264</p>
<p><b><u>Union Square Health Plaza</u></b>  12055 W. 2<sup>nd</sup> Place  Lakewood, CO 80228  303 425-0300  1-800-201-5264</p>	<p><b><u>Wellness Now!</u></b>  Union Square Health Plaza  12055 W. 2nd Place  Lakewood, CO 80228  303-425-0300  1-800-201-5264</p>
<p><b><u>West Colfax Office</u></b>  9485 West Colfax Avenue  Lakewood, CO 80215  303-425-0300  1-800-201-5264</p>	

**MENTAL HEALTH PARTNERS**

(Serves Boulder and Broomfield Counties)

Please note: Access to ALL treatment is through 303-413-6263

<p><b><u>Broomfield Office</u></b>  899 Hwy. 287, Suite 300  Broomfield, CO 80020  303-443-8500  1-866-245-1959</p>	<p><b><u>Chinook Clubhouse</u></b>  1000 Alpine Ave.  Boulder, CO 80304  303-443-8500  1-866-245-1959</p>
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<p><b><u>Community Infant Program</u></b>  1333 Iris Avenue  Boulder, CO 80304  303-443-8500  1-866-245-1959</p>	<p><b><u>Elementary Day Treatment Program</u></b>  Sanchez Elementary  655 Sir Galahad Drive  Lafayette, CO 80026  303-443-8500  1-866-245-1959</p>
<p><b><u>IMPACT</u></b>  1333 Iris Avenue  Boulder, CO 80304  303-443-8500  1-866-245-1959</p>	<p><b><u>Longmont Office</u></b>  529 Coffman Street Suite 300  Longmont, CO 80501  303-443-8500  1-866-245-1959</p>
<p><b><u>Main Office</u></b>  1333 Iris Avenue  Boulder, CO 80304  303-443-8500  1-866-245-1959</p>	<p><b><u>Moving to End Sexual Assault (MESA)</u></b>  1333 Iris Avenue  Boulder, CO 80304  303-443-0400  1-866-245-1959</p>
<p><b><u>Partnership for Active Community Engagement (PACE)</u></b>  2995 Baseline Suite 112  Boulder, CO 80303  303-443-8500  1-866-245-1959</p>	<p><b><u>Prevention/Intervention</u></b>  1333 Iris Avenue  Boulder, CO 80304  303-443-8500  1-866-245-1959</p>
<p><b><u>Soft Voices Drop-in Center</u></b>  501 5th Avenue  Longmont, CO 80501  303-776-0410  1-866-245-1959</p>	<p><b><u>Warner House</u></b>  1333 Iris Avenue  Boulder, CO 80304  303-443-8500  1-866-245-1959</p>

**Wellness Education Center**

834 S. Sherman St.

Longmont, CO 80501

303-247-8700

1-866-245-1959

## APPENDIX — B

### Hospitals

<p><b><u>Avista Adventist Hospital</u></b> 100 Health Park Drive Louisville, CO 80027 303-673-1000</p>	<p><b><u>Boulder Community Hospital</u></b> 1100 Balsam Boulder, Colorado 80304 303-440-2273</p>
<p><b><u>Centennial Peaks Hospital</u></b> 2255 South 88th Street Louisville, Colorado 80027 303-673-9990</p>	<p><b><u>Centura-Porter Adventist Hospital</u></b> 2525 South Downing Street Denver, Colorado 80210 303-778-1955</p>
<p><b><u>The Children’s Hospital</u></b> 13123 East 16th Avenue Aurora, CO 80045 720-777-1234</p>	<p><b><u>Denver Health &amp; Hospitals</u></b> 777 Bannock Street Denver, Colorado 80204 303-436-6000</p>
<p><b><u>Exempla West Pines</u></b> 3400 Lutheran Parkway Wheat Ridge, Colorado 80033 303-467-4000</p>	<p><b><u>HealthONE: Presbyterian St. Luke’s Medical Center</u></b> 1719 East 19th Avenue, Denver, Colorado 80218 303-839-6000 Toll Free: 1-866-775-6246</p>
<p><b><u>Longmont United Hospital</u></b> 1950 Mountain View Avenue Longmont, Colorado 80501 303-651-5111</p>	<p><b><u>North Valley Hospital/Vibra Healthcare</u></b> 8451 Pearl Street Thornton, Colorado 80229 303-288-3000</p>

<b><u>Swedish Medical Center</u></b> 501 East Hampden Avenue Englewood, Colorado 80113 303-788-5000	<b><u>St. Anthony Central Hospital</u></b> 11600 W. 2nd Place Lakewood, CO 80228 303-629-3511
<b><u>St. Anthony North Hospital</u></b> 2551 W. 84th Avenue Westminster, CO 80031 303-426-2151	

**APPENDIX — C**  
**Single Entry Point Agencies**

<p><b><u>Jefferson County:</u></b>  <i>Jefferson County Options for Long Term Care,</i>            900 Jefferson County Parkway,            Suite 1100            Human Services Building            Golden, Colorado 80401            Main Phone: 303-271-4216</p>	<p><b><u>Boulder, Broomfield, Gilpin and Clear Creek counties:</u></b>  <i>Adult Care Management, Inc. Tri-County Office</i>            1455 Dixon Avenue, Suite 200            Lafayette, Colorado 80026            Main Phone: 303-439-7011</p>
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**APPENDIX — D**  
**Community Centered Boards**

<p><b><u>Jefferson, Clear Creek and Gilpin counties:</u></b>   <i>Developmental Disabilities Resource Center</i>            11177 West 8th Avenue, Suite 300            Lakewood, Colorado 80215            303-233-3363</p>	<p><b><u>Boulder and Broomfield counties:</u></b>   <i>Imagine!</i>            1400 Dixon Avenue            Lafayette, Colorado 80026            303-665-7789</p>
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## IMPORTANT PHONE NUMBERS

24 hour toll free line.....1-866-245-1959  
TTY.....1-800-432-9553 or TTY: 1-800-659-2656  
FBHPartners Office (main number).....303-432-5950

### FBHPartners Office of Member and Family Affairs

Director.....303-432-5973  
Grievance Coordinator .....303-432 5951  
Client and Family Advocate at Mental Health Partners (MHP). .....303-413-6204  
Client and Family Advocate at Jefferson Center .....303-432-5047

### Grievances

Grievance Coordinator.....303-432-5951  
MHP.....303-413-6204  
Jefferson Center.....303-432-5047  
Appeals..... 303-432-5951, or 1-866-245-1959

### Mental Health Centers

Mental Health Partners.....303-443-8500  
Jefferson Center for Mental Health.....303-425-0300  
Jefferson Center Toll Free.....800-201-5264

### Ombudsman for Medicaid Managed Care - Denver area

303-830-3560  
Toll Free 1-877-435-7123  
TTY 1-888-876-8864

### Medicaid Customer Service, Denver area

Toll free 1-800-221-3943  
TTY: 1-800-659-2656

**IN AN EMERGENCY, CALL...1-866-245-1959**  
**Or call 1-844-493-TALK (8255)**

