

**If you
need
us...**

***THE
IOWA
PLAN
IS HERE***

Si nos necesita...AQUÍ ESTÁ EL PLAN IOWA

If You Need Us

For many of us, it's hard to imagine ever needing help for mental health or substance abuse problems. For others, those needs are real but it's hard to know where to turn for help.

While you may never have mental health or substance abuse problems, ***it is your right to know what services are available to you. That is why you received this booklet.***

The Iowa Plan

The Iowa Plan makes sure mental health and substance abuse services are available for eligible Medicaid recipients. Substance abuse treatment is also available through Department of Public Health funding for people with limited incomes who are not enrolled through Medicaid.

Who We Are

Magellan Behavioral Care of Iowa (Magellan), an affiliate of Magellan Health Services, works with the Iowa Department of Human Services (DHS) and the Iowa Department of Public Health (DPH) to administer the Iowa Plan.

Magellan has an experienced staff of mental health and substance abuse professionals who understand the effect mental health and substance abuse problems can have on people's lives and who are familiar with the services available in Iowa.

The Iowa Plan is here, 24 hours a day, 365 days a year -- ***if you need us.***

Si usted nos necesita

Para muchas personas, es difícil imaginar que algún día pudieran necesitar ayuda para problemas de salud mental o de abuso de sustancias. Para otros, esas necesidades son muy reales y es difícil saber dónde solicitar ayuda.

Tal vez usted nunca tenga problemas de salud mental o de abuso de sustancias, sin embargo **es su derecho saber qué servicios están disponibles para usted**, si usted necesitara ayuda. Es por eso que ha recibido este librito.

El Plan Iowa

El Plan Iowa asegura que los servicios de salud mental y abuso de sustancias estén disponibles para los subscriptores elegibles de Medicaid. El tratamiento para abuso de sustancias también está disponible a través de fondos del Departamento de Salud Pública para personas con ingresos limitados que no estén inscritos a través de Medicaid.

Quiénes somos

Magellan Health Services trabaja con el Departamento de Servicios Humanos de Iowa (DHS) y el Departamento de Salud Pública de Iowa (DPH) para administrar el Plan Iowa.

Magellan cuenta con una experimentada plantilla de personal profesional de salud mental y abuso de sustancias que comprenden el efecto que los problemas de salud mental y abuso de sustancias pueden tener en su vida, y quien está familiarizada con los servicios disponibles aquí en Iowa para ayudarle a solucionar esos problemas.

Nosotros queremos que usted sepa que el Plan Iowa está disponible aquí, las 24 horas del día, los 365 días del año -- ***si usted nos necesita.***

Using This Booklet

This booklet explains Iowa Plan services, your rights and responsibilities, and how to ask questions or make a complaint about the Iowa Plan. It also answers some general questions people often ask.

Parts of the Iowa Plan apply only to mental health and substance abuse services for Medicaid recipients. These are marked as follows:

Medicaid Medicaid Mental Health and Substance Abuse Services

Some parts of the Iowa Plan apply only to substance abuse services funded through the Iowa Department of Public Health. These are marked as follows:

DPH DPH Substance Abuse Services

Take a moment to read this booklet.
Keep it in a handy place to use later – *if you need us.*

If you have any questions, call the Iowa Plan toll-free, 24 hours a day, at:

1-800-317-3738
For TTY users: 1-800-787-1730 (extension 5025)

Dése un momento para leer este librito.
Manténgalo a la mano para uso posterior – *si usted nos necesita.*

1-800-317-3738
Por TTY: 1-800-787-1730 (extensión 5025)

Si usted tiene alguna duda, llame sin costo, las 24 horas del día.

If it is necessary to make any changes in the information contained in this booklet, we will do our best to give you 30 days' written notice.

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*You can call us for help -- toll-free --
when you need mental health or substance abuse services --
near your home, somewhere else in Iowa, or even out-of-state -- 24 hours a day.*

Iowa Plan Services

How do I know if I can use Iowa Plan Services?

Medicaid Medicaid Mental Health and Substance Abuse Services

If you are a Medicaid recipient, age 64 or younger, chances are you can use Iowa Plan services. To make sure, look at your Medicaid identification card. If you see “For mental health or substance abuse services, call 1-800-317-3738”, you can use the Iowa Plan. You do not need to do anything to join the Iowa Plan. That is done through your application for Medicaid benefits. *As a Medicaid recipient enrolled in the Iowa Plan, services are provided at no cost to you.*

DPH DPH Substance Abuse Services

If you have a limited income but are not enrolled in the Iowa Plan through Medicaid, you may be able to use Iowa Plan DPH substance abuse services. Go directly to a substance abuse program and the staff there will help you determine if you are eligible. *Depending on your income and your family size, you may have to pay something for the Iowa Plan DPH substance abuse services you receive.*

Who can I go to for Iowa Plan services?

In this booklet, we use the word “provider” to describe professionals who provide mental health and substance abuse services. There are many different providers available to you, including counselors, nurses, psychiatrists, psychologists, social workers and therapists. These professionals may work for an agency, a clinic, a community mental health center, a hospital, a licensed substance abuse program, or a private office.

Services Covered by the Iowa Plan

Medicaid Medicaid Mental Health and Substance Abuse Services

- 24 hour crisis and emergency services
- 24 hour mental health and substance abuse services provided in a hospital
- residential substance abuse services by a licensed program
- outpatient services, including certain mental health services provided by non-psychiatric physicians
- Intensive Outpatient services
- consumer-run services, warm line and peer support
- mental health services through a Community Mental Health Center
- substance abuse services provided by a licensed substance abuse program
- in-home mental health services
- Targeted Case Management for individuals with a chronic mental illness
- integrated mental health services and supports
- assessment and evaluation

DPH DPH Substance Abuse Services

- residential services
- Intensive Outpatient services
- outpatient services
- Halfway House
- assessment (except related to drinking and driving)

It is the Iowa Plan's job to see that you get necessary services. That means that any mental health or substance abuse services you get through the Iowa Plan must fit your needs. Except in an emergency, we will follow necessity guidelines for our decisions about your care, including the type of service and how long the service should last. Iowa Plan providers follow the same guidelines.

Services NOT Covered by the Iowa Plan

***Certain services are not covered by the Iowa Plan.
Some are covered by other plans.***

Medicaid Medicaid Mental Health and Substance Abuse Services

- on-going, live-in care for a long period of time in a place such as a mental health residential program or halfway house or in a nursing home.
- health care for medical (physical) needs, including dental and eye care.
- medication (unless it is part of an Iowa Plan hospitalization), x-rays, and most laboratory services.
- mental health and substance abuse services the Iowa Plan determines are not necessary.

DPH DPH Substance Abuse Services

- detoxification
- inpatient hospitalization
- assessment related to drinking and driving
- emergency room care

If you need mental health, substance abuse, or related services that are not covered by the Iowa Plan and you are not sure who to call, call us toll-free at 1-800-317-3738.

We will refer you to someone who can help you.

Questions & Answers

How do I know if I should call the Iowa Plan?

If you wonder whether you or someone you know has a mental health or substance abuse problem, we can help you find answers. Call the Iowa Plan at 1-800-317-3738.

How do I get care or choose a provider?

Call 1-800-317-3738. When you call, an Iowa Plan mental health or substance abuse professional will help you get the care you need. We can also tell you if you are eligible to receive services.

Qualified mental health and substance abuse providers are eligible to be part of the Iowa Plan network, and there are many Iowa Plan providers throughout the state. This means you can choose who you see and where you receive services. If you are unsure about providers in your area or would like a referral to a provider, call us at 1-800-317-3738 and we will help.

You can also go directly to a provider to get care. Except in an emergency, in order to be paid, Iowa Plan services must be provided by a contracted Iowa Plan provider or by another provider we refer you to. If you are a Medicaid recipient enrolled in the Iowa Plan, you received a list of contracted providers in the mailing that included this booklet. DPH-funded individuals can get a provider list by calling 1-800-317-3738. *Contracted providers know the steps to follow to coordinate your Iowa Plan services with Magellan.*

Medicaid Medicaid Mental Health and Substance Abuse Services

Some services, such as admission to a hospital, require authorization from Magellan. It is the provider's responsibility to call us for services that must be authorized. *Again, contracted Iowa Plan providers know the steps they must follow. That's why it's important to let the provider know when you are enrolled in Medicaid.*

If you need special services that are not available through any Iowa Plan provider, call us and we will help you get the care you need.

We encourage you to call the Iowa Plan, so we can help you choose a provider who is right for you. We will give you provider phone numbers so you can call and schedule an appointment for a time that's good for you. If you need special assistance, we can make the appointment for you.

Is it possible to change providers?

Yes, you have the right to get treatment from a provider of your choice. But first, discuss your concerns with the provider you have now. If you still want another provider, call the Iowa Plan. We can give you information that can help you choose a new provider.

What do I do in an emergency or after normal business hours?

If you have a mental health or substance abuse condition that you or your family believes may be life threatening or needs emergency care, ***don't delay, get help immediately! Go to any hospital or emergency room*** or call your doctor or a provider. This helps protect your health and safety. You do not need to call the Iowa Plan first, but you are welcome to if you would like our help.

If you have a mental health or substance abuse problem that is not an emergency, but you feel you need immediate help, call 1-800-317-3738. The same is true if you are looking for services after normal business hours. Iowa Plan clinicians are available 24 hours a day, every day of the year, to help you. The clinician will help you decide what to do.

Remember, you do not have to wait for an emergency to use Iowa Plan services. It's a good idea to get help when mental health and substance abuse problems first start to affect you and your family and friends.

Medicaid Medicaid Mental Health and Substance Abuse Services

Tell your provider if you are a Medicaid recipient, so that services can be coordinated with Iowa Plan clinicians. The following is specific Medicaid information:

Emergency Medical Condition: means a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in placing the health of the individual (or, for a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, serious impairment to bodily function, or serious dysfunction of any bodily organ or part.

Emergency Services: means inpatient and outpatient covered services, furnished by a provider qualified to furnish these services, that are needed to evaluate or stabilize an emergency medical condition.

Post-Stabilization Services: means covered services, related to an emergency medical condition, that are provided after an enrollee is stabilized in order to maintain the stabilized condition or to improve or resolve the enrollee's condition.

DPH DPH Substance Abuse Services

The Iowa Plan does not cover emergency room services for DPH-funded substance abuse services. You should still seek the emergency care you need, however the Iowa Plan will not be able to pay for it.

What if I prefer a male or female provider or someone of a certain cultural background or who speaks a specific language?

We work with male and female providers from many different cultural backgrounds. We can also help you find providers who communicate in other languages besides English. We will help you try to find a provider who best fits your needs.

How long do I have to wait for an appointment?

We want to help you get care quickly and easily. Our goal is to set up your first appointment within one week (five working days) of your call. *In an emergency, we will make sure you get immediate help.*

How can I prepare for my appointment?

1. Think about what mental health or substance abuse issues you want help with.
2. Be open to suggestions from your provider.
3. Ask questions.
4. Keep your appointment.
5. Participate in treatment planning.
6. Follow the treatment plan you make.

What if I need transportation to my appointment?

First, ask a family member or a friend to help you or see if you can take public transportation. If you can't find transportation, call us. We may be able to arrange transportation for you.

What if I need an interpreter or want written information in an alternative format?

Medicaid Medicaid Mental Health and Substance Abuse Services

Oral interpretation is available free of charge for most languages. Written information is available in Spanish and in alternative formats. Call us at 1-800-317-3738.

What do I do if I get a bill?

Medicaid Medicaid Mental Health and Substance Abuse Services

As a Medicaid client enrolled in the Iowa Plan, you don't have to pay for mental health or substance abuse services that are covered and provided through a contracted Iowa Plan provider. All bills are sent directly to us by your provider. If you receive a bill for Iowa Plan services, call us at 1-800-317-3738. We will correct the problem.

If Magellan authorizes a service and later changes the authorization, you can appeal that decision. You can also ask that your benefits continue – that is, request that the Iowa Plan pay for services – during the appeal process, including the State Fair Hearing. If the appeal resolution is not in your favor, you may be responsible for all or part of the bill.

DPH DPH Substance Abuse Services

Depending on your income and family size, you may have to pay something for Iowa Plan substance abuse services you receive. If you have a question about how much you have to pay, ask your provider.

What are Advance Directives?

Medicaid Medicaid Mental Health and Substance Abuse Services

A psychiatric advance directive is a legal document that gives specific instructions to providers about your wishes regarding mental health care in case you become too ill to tell the provider your preferences.

If laws change that affect advance directives, we'll do our best to let you know within 90 days of the effective date of the change.

Your Rights and Responsibilities

Getting mental health and substance abuse services is a private matter.

We respect your right to privacy.

You have, at the very least, the rights and responsibilities listed below.

Your Rights

As an Iowa Plan client, you have certain rights, including the right to:

- be treated with respect and consideration for your dignity and privacy by Magellan and by all Iowa Plan providers and staff
- participate in health care decisions
- receive information on available treatment options and alternatives
- receive information about the Iowa Plan and Magellan
- have treatment information and records of your services kept private
- request and receive copies of your records and request that the records be amended or corrected
- file a grievance or make a complaint about the Iowa Plan or Magellan or a provider or the care you receive and get an answer
- allow or refuse the release of information about yourself outside the Iowa Plan. The only exception is when the release of information is required by law.
- receive counseling or treatment without regard to race, color, religion, sex, sexual orientation, age, or cultural background
- refuse counseling or treatment. *You should understand that refusing treatment may be against your best interest.* You can't refuse treatment ordered by a court.

Medicaid Medicaid Mental Health and Substance Abuse Services

Iowa Plan Medicaid enrollees have the following additional rights:

- to freely exercise your rights without affecting how you are treated
- to get a second opinion when appropriate
- to be free from restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- to file an appeal about a Magellan action or decision
 - You can request a fair hearing from DHS if you are not satisfied with the outcome of your appeal.

Your Responsibilities

You also have responsibilities under the Iowa Plan. Accepting these responsibilities supports your recovery and helps you get the most from your mental health or substance abuse services. It also helps us work with you better. You have the responsibility to:

- **seek care before you are in a crisis situation.**
- treat those providing you with mental health or substance abuse services with the same respect and kindness you expect to receive.
- talk openly and honestly with the provider you choose.
- tell your provider if you are eligible for Medicaid or the State Payment Program or if you have recently applied for or intend to apply for Medicaid or the State Payment Program.
- ask your provider questions, so you better understand the care and the instructions you are given.
- take the lead in developing your recovery plan.
- listen to the input of your provider and others who care about you and include that in the treatment plan that supports your recovery.
- keep your appointments and be on time. Call ahead if you must cancel a visit.
- follow the Iowa Plan Grievance System steps if you are unhappy with your care, your provider, Magellan, or the Iowa Plan.
- call us if you have any questions at 1-800-317-3738.

Appeals, Grievances, and Complaints

If you are dissatisfied with the Iowa Plan, Magellan, a provider or with the services you received, there is something you can do.

How to Request an Appeal, File a Grievance or Make a Complaint

Call us at 1-800-638-8820 or write us with any questions or for help with any Appeals, Grievances, or Complaints. You can reach us by mail at:

Magellan Behavioral Care of Iowa
Attn: Iowa Plan Grievance System
P.O. Box 71129
Des Moines, Iowa 50325

Medicaid Medicaid Mental Health and Substance Abuse Services

Iowa Plan Grievance System: Through the Grievance System, you can express dissatisfaction with any aspect of the Iowa Plan and get a response by requesting an Appeal, including a State Fair-Hearing, or by filing a Grievance. *If you need any assistance with the Grievance System, call us toll-free at 1-800-317-3738.*

Appeal: You can request an Appeal about a Magellan action, including:

- the denial or limited authorization of a requested service
- reduction, suspension, or termination of a previously authorized service
- denial of payment for a service
- failure to provide services in a timely manner
- failure to act within the appeals/grievances timeframes

Requirements and timeframes for filing an Appeal include the following:

- Send Magellan a written, signed Appeal or call us and then follow-up with a written, signed Appeal.
- Your provider or other representative may file an Appeal on your behalf.
- An Appeal must be filed within 30 days of the date on the notice of action.

- You or your provider or other representative may present evidence or other information related to your Appeal in person or in writing.
- You or your provider or other representative may review any documents Magellan may have related to your Appeal

We will let you know when we receive your written Appeal. We will give you a written resolution decision on your Appeal within 14 calendar days.

- Ask for an expedited appeal if taking the time for a standard Appeal could seriously jeopardize you. We will get back to you with a decision in three working days, unless extending the decision time an additional 14 working days would benefit you.

State Fair-Hearing: If you are unhappy with Magellan’s resolution of an Appeal, you can request a Fair Hearing by writing to:

Iowa Department of Human Services
Attn: Iowa Medicaid Appeals Liaison
1305 E. Walnut, 5th Floor
Des Moines, Iowa 50319

You must request the Fair Hearing within 30 days of notification of Magellan’s resolution of your Appeal. At the hearing, you can be represented by yourself; by a friend, a relative, or a spokesperson; or by legal counsel.

Continuation of Benefits: You can request that your benefits continue during the Appeal and Fair Hearing processes, if all of the following apply:

- the Appeal involves a change in an existing authorization
- the services are ordered by an authorized provider
- the authorization period has not expired
- you make the request on or before the later of the following:
 - within 10 days of the notice date, or
 - before the effective date of Magellan’s proposed action

If the Fair Hearing decision supports your request, Magellan will pay for the services that you asked to be continued. However, *if the hearing does not support your request, you may be responsible for payment.*

Grievance: You can file a Grievance -- which is a complaint about the Iowa Plan, Magellan, a provider or the services you received -- by calling us toll-free at 1-800-317-3738 or by writing us at the address below. Your provider or another designated representative can file a Grievance, in writing, on your behalf. We will resolve your Grievance and get back to you in writing within 14 days of receiving your grievance.

Appeals Section, Bureau of Policy Analysis
Iowa Department of Human Services
Hoover State Office Building
Des Moines, Iowa 50319

DHS will forward your letter to us for the Iowa Plan Grievance System.

DPH DPH Substance Abuse Services

DPH-funded clients should follow the policies and procedures of the provider where they are receiving services.

DPH-funded clients can also make a complaint about a provider to the Department of Public Health at:

Division of Health Promotion, Prevention and Addictive Behaviors
Iowa Department of Public Health
Lucas State Office Building
Des Moines, Iowa 50319

Fraud and Abuse

Medicaid Medicaid Mental Health and Substance Abuse Services

The 2005 Medicaid Deficit Reduction Act helps maintain Medicaid's commitment to helping people get the services they need. Part of that commitment is to keep fraud and abuse out of the Medicaid service system. Fraud means making a false statement or misrepresentation in order to get a benefit or a payment to which the person is not entitled. Abuse means actions that result in unnecessary costs or payment for services that were not medically necessary or that did not meet professionally recognized standards for health care.

If you have any questions or concerns about fraud or abuse, follow the Iowa Plan Grievance process and call us toll-free at 1-800-317-3738.

If You Need Us...

Remember:

Mental health and substance abuse services can help you stay healthy!

**If you or someone you love
is coping with mental illness or with a substance abuse problem and wants help,
call the Iowa Plan.**

It takes only one call and you can start getting the care you need.

**We're here to help -- if you need us.
1-800-317-3738**

Si usted nos necesita...

**Recuerde, los servicios de salud mental y abuso de sustancias
pueden ayudarle a mantenerse sano.**

**Si usted o alguien a quien usted ama
está enfrentando problemas de enfermedad mental o abuso de sustancias y desea
ayuda, llame al Plan Iowa.**

Sólo necesita una llamada y usted puede empezar a recibir la atención que requiere.

**Estamos aquí para ayudarle -- si usted nos necesita.
1-800-317-3738**

Our thanks to the
Iowa Plan Consumer/Family Member/Advocate Roundtable
and the Quality Improvement Committee
for their input on this booklet.



Notice of Privacy Practices Effective Date: April 14, 2003

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND RELEASED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION

PLEASE READ THIS NOTICE CAREFULLY.

Uses and Releases of Protected Health information

Magellan Behavioral Care of Iowa, Inc. (Magellan) manages care for the Iowa Plan for Behavioral Health. We believe in keeping your health information private. We can only use or release your health information for certain reasons. Your protected health information is any information related to your health that also identifies you. The types of releases are listed and explained below. Note: An example is not listed for every use or release reason.

We will use the least amount of information necessary when giving or using your information. We may need to use or release information in a way that is not listed in this notice. If so, we will ask for your written OK before we use or release your information.

Types of Uses or Releases of Information

Payment

We may use and release your health information for payment activities. An example is we may have to share information with another health plan. We will do this to find out who is responsible for paying for your care.

Treatment

We may use your health information to assist in providing treatment or services. Treatment means the provision, coordination, or management of your health care. An example of this is that we may use the information you give us when conducting an assessment or providing clinical consultation.

Health Care Operations

We use your information to run our program and to make sure that you get quality care. We may use your information for the following:

- Quality Assurance
- Case Management and coordination of health care
- Contacting providers and members with information about other forms of treatment.
- Activities to look at trends to improve and lower the cost of health care.
- A look at how often you use your treatment. This includes review by companies not connected with Magellan. This is done when the review is requested by the member or the provider.

Here is an example. To make sure you are getting the right kind of care, our care managers look at your health information. This helps them to know if the kind of care your provider asks for is medically necessary. It also helps them to decide if care requested is the right kind to treat your condition.

Health Oversight Activities

We may share your information with health oversight agencies. We do this for activities authorized by law. These activities are needed for the government to oversee the following:

- Health care systems
- Compliance of government benefit programs
- Compliance with civil rights laws.

Disclosures may happen through one or more of the following:

- Audits
- Investigations

- Licensure or disciplinary actions
- Civil, administrative or criminal proceedings

We will provide the least amount of information required by law.

Disclosures to the State of Iowa

We may release your health information to the State of Iowa. They must follow the HIPAA Privacy regulation guidelines. Only the least amount of information will be released.

Information Relating to the Treatment of Minors

We will follow state and federal laws for keeping information regarding the treatment of minors private. Many states allow minors to get treatment without an OK from their parents. They do this for minors who are of a certain age. We follow all laws that apply to the confidentiality of treatment for minors.

Health Related Benefits or Services

Magellan may use or release your health care information for preventive treatment reasons. Here is an example. A family who has a child with Attention Deficit Disorder may be mailed a notice. This notice will tell parents about services available to screen other children in the family for Attention Deficit Disorder.

Lawsuits and Disputes

We share your information with the court when the law says we can or we must. For example, a court might order us to give your information.

Appointment Reminders

We may use or release your health information to remind you of an appointment for treatment or medical care.

Treatment Alternatives

There are other types of treatment that may interest you. We may use or release your health information to let you know about them. All ways in which we use your information are handled in a way that protects your privacy.

Release of Information to Family Members

We may give a limited amount of your information to someone involved in your care in an emergency or if you cannot give us an OK. We will only give them the information connected to their involvement in your care.

Release of Information to the Armed Forces

We will release your health information to the armed forces if you are or were a member of the armed forces as required by law. We will release the least amount of information need to carry out the purpose of the release.

To comply with workers' compensation.

We will not give out your health information to workers' compensation programs without your OK.

As Required or Permitted by Law for Public Safety

If we have to or are permitted to by law, we will release your health information for public safety. A release may be made to protect you from serious danger to your health or safety. It can also be made to protect the health or safety of another person. We will release just the amount of information needed to follow the law.

Government Security Clearances

We may share your information where required by law for government security clearances. We will release just the amount of information needed for the clearance.

Public Health Risks

We may share your information for public health reasons. Here is an example. If necessary we may share your information to report child abuse or neglect.

Inmates

If you are an inmate or in the custody of law enforcement, we may release your health information without your OK. We will do this for your health care. We will also do this for the care and safety of others. We may also release it to the facility where you are being held for further law enforcement or safety reasons.

Psychotherapy Notes

Magellan rarely asks for psychotherapy notes. We do not release psychotherapy notes to outside parties. Psychotherapy notes are notes written by mental health providers. They include a written record or assessment of the contents of the discussion during a

private treatment session. They may also include group, joint or family treatment. The notes must be kept separately from the rest of your mental health medical record. In the rare event we request your psychotherapy notes, it will only be with your written OK.

Other Uses and Disclosures

Other uses and releases will be made only with your written OK. You are allowed to stop your OK at any time in writing. Requests to cancel your prior OK to release information will be honored except where we have already taken action.

Rights Related to Protected Health information

Right to Request Restrictions on Uses and Disclosures

You have a right to ask for limits on some use and releases of your health information. Those uses can be for treatment, payment or health care operations. We will consider each request. However, we do not have to agree to them. In some cases, limits set on the release of your information may make it difficult for us to pay for your services. Call or write Magellan if you would like to request limits to the uses or release of your health information. The address and telephone number are listed on the last page of this notice.

Right to Receive Confidential Communications

All information will be sent in a private manner for your protection. Information will be sent to the most current address in our files. You have the right to ask to receive notices about your health information in another way or at a different address. If possible, we will change how and where we send your information if our usual way puts you in danger. All reasonable requests will be granted. You must tell us that you would be put in danger if we kept writing or talking to you about your health in the same way or place. You must ask us in writing. Contact us at the address and telephone number listed on the last page of this notice.

Right to Inspect and Copy Protected Health information

You have a right to look over and ask for a copy of your health information that is part of our records. This right does not apply to the following:

- Psychotherapy notes
- Information gathered to prepare for civil, criminal or administrative actions or proceedings
- When the law does not permit the release.

Here is an example. A licensed health care professional may decide the release could harm you or another person. In these cases, we will not release the information. However, we may be able to release some information in our records. We will not release information created by your provider. This includes medical records. Call your provider to get this kind of information. To get a copy of your health information, you must send your request in writing to Magellan. The address and telephone number are listed on the last page of this notice.

Cost for copies of records

We may charge you for the cost of copying and mailing. You cannot get a copy of certain information. If we deny your request, we will send you a letter that tells you why within 30 days.

Right to Change Protected Health information

You may ask us to change health information if something is missing or is wrong. You must ask us in writing. You must give us a reason why we need to change it. We may not be able to agree to the change. We may deny your request if we believe our information is correct. All requests must be sent to Magellan at the address listed on the last page of this notice.

Right to ask us for a list of who got your health information

You have a right to ask us for a list of who got your health information. You must ask us in writing. The law says that we do not have to include on the list releases where:

- We had your written OK to release your health information
- We released your information for treatment, payment or health care operations
- We released information for law enforcement or national security purposes
- The information was released before April 14, 2003

The list will tell you who got your information after April 14, 2003. To request a list of releases, you must contact Magellan at the address listed on the last page of this notice. We will answer your request within 60 days of receiving the request.

Right to Get a Paper Copy of this Notice

You have a right to receive a paper copy of this notice. Even if you received this notice by electronic means, you have this right. Call or write Magellan to ask for a paper copy of this notice. The address and telephone number are listed on the last page of this notice.

Our Responsibilities under this Notice

The law requires us to maintain the privacy of your health information. The law also requires us to give you this notice. This information includes our legal duties and privacy practices with respect to your health information.

We are required to follow the terms of the privacy notice that is now in effect.

We have the right to change the terms of this notice. We can also make the new notice requirements effective for all your health information that we keep.

The terms of this notice could change in ways that would change your rights. If this happens, we will send you a notice of this change within 60 days.

Questions and Comments

How you feel about our services is very important to us. We want to make sure that you fully understand your privacy rights. If you want more information about Protected Health information go to:

- The Department of Health and Human Services Administrative Simplification website. The address is, www.aspe.hhs.gov/admsimp/.

You may have questions or comments about this notice or your rights. If so, you may call or write Magellan. The address and telephone number are listed on the last page of this notice.

Complaints

You may file a complaint with us if you feel your privacy rights have been violated. All complaints must be given to us in writing. To file a complaint, write Magellan at the address listed on the last page of this notice. You may also complain to the US Secretary of Health and Human Services. You will not receive a negative reaction from us because you file a complaint.

Magellan Behavioral Care of Iowa, Inc. contact information:

Magellan Behavioral Care of Iowa, Inc.
Attn: Privacy Official
P.O. Box 71129
Des Moines, Iowa 50325

Telephone: 1-800-317-3738

