

# *Iowa Plan for Behavioral Health Client Handbook*

Magellan Behavioral Care of Iowa

Si tiene alguna pregunta o le gustaría obtener una copia gratuita de este manual en español, comuníquese con Magellan al 1-800-317-3738.

*Sometimes we need to make changes to this handbook. If so, we will do our best to tell you in writing 30 days before the changes happen.*





# Table of Contents

<b>Welcome to Magellan</b> .....	2	<b>Member Rights and Responsibilities</b> .....	14
If You Need Us .....	2	Your Rights.....	14
The Iowa Plan .....	2	Your Responsibilities .....	14
Using This Handbook .....	2	Advance Directives .....	15
Who We Are.....	3	Quality Improvement .....	15
How Do I Know If I Should Call the Iowa Plan? ..	3	Experience of Care Survey .....	15
<b>Emergencies</b> .....	4	<b>Appeals, Grievances and Complaints</b> .....	16
What Do I Do in an Emergency? .....	4	How to Ask for an Appeal, File a Grievance or Make a Complaint.....	16
What If I Need Emergency Services When I Am Not in Iowa?.....	4	What Is an Appeal?.....	16
I Am Not in Iowa?.....	4	What Is a Grievance?.....	17
<b>About Providers</b> .....	5	<b>Recovery and Resiliency</b> .....	18
How Do I Get Care or Choose a Provider? .....	5	What Is Recovery? .....	18
Who Are the Providers in the Iowa Plan? .....	5	What Is Resiliency? .....	18
Is It Possible to Change Providers? .....	6	<b>Fraud, Waste, Abuse and Overpayments</b> .....	19
What If I Prefer a Certain Type of Provider? ....	6	Definitions.....	19
How Long Do I Have to Wait for a Provider Visit? .....	6	Examples of Fraud, Waste, Abuse and Overpayments .....	19
How Can I Get Ready for My Provider Visit?.....	6	Reporting Medicaid Fraud, Waste, Abuse and Overpayments.....	20
What If I Need Help Getting to My Provider Visit? .....	6		
<b>Available Services</b> .....	7		
How Do I Know If I Can Use Iowa Plan Services?.....	7		
What Services Are Covered by the Iowa Plan? ..	7		
What Services Are NOT Covered by the Iowa Plan? .....	8		
Joint Treatment Planning .....	9		
What Should I Do if I Get a Bill? .....	9		
<b>Privacy Practices</b> .....	10		
Uses and Releases of Protected Health Information .....	10		
Types of Uses or Releases of Information.....	11		
Rights Related to Protected Health Information .....	12		
Privacy Complaints .....	13		
Contact Information .....	13		

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

# Welcome to Magellan

## If You Need Us

For many of us, it is hard to think we will ever need help for mental health or substance abuse problems. (“Substance” means drugs or alcohol.) For others, those needs are real. But it can be hard to know where to turn for help.

You may never have mental health or substance abuse problems. But you have the right to know what services you can get. That is why you got this handbook.

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

Call the Iowa Plan if you or someone you love has a mental illness or a substance abuse problem and wants help. It takes only one call. You can start getting the care you need.

We are here to help—*if you need us*.  
1-800-317-3738

## The Iowa Plan

The Iowa Plan is for people with Medicaid. It helps them get mental health and substance abuse care. Substance abuse treatment also is offered through the Iowa Department of Public Health (IDPH). This is for people who do not have Medicaid. Or they do not have insurance to pay for treatment.

The Iowa Plan also covers those who are in the Iowa Health and Wellness Plan. (This is also called the Iowa Wellness Plan.) The covered services in this plan may be different than regular Medicaid coverage.

## Using This Handbook

This handbook explains the following.

- Iowa Plan services.
- Your rights and what you need to do.
- How to ask questions or make a complaint about the Iowa Plan.

It also answers some questions people often ask. The handbook refers to people who use the program as “clients.”

Parts of the Iowa Plan apply to different groups. You may not be covered by all the services listed in this book. This will be noted in the text.

Some parts of the Iowa Plan apply only to mental health and substance abuse services for people with Medicaid. This is called:

### **Medicaid Mental Health and Substance Abuse Services**

Some parts of this plan do not apply to certain mental health and substance abuse services. This would be for people with Medicaid through the Iowa Wellness Plan. These services are called:

### **Medicaid Iowa Wellness Plan Mental Health and Substance Abuse Services**

Some parts of the Iowa Plan apply only to substance abuse services from the Iowa Department of Public Health (IDPH). These services are called:

### **IDPH Substance Abuse Services**

Please take a few moments to read this handbook. Keep it in a handy place to use later—if you need us.

## Who We Are

These groups manage the Iowa Plan together.

- Magellan Behavioral Care of Iowa (Magellan).
- The Iowa Department of Human Services (DHS).
- IDPH.

Magellan has a staff of mental health and substance abuse experts. They know what mental health and substance abuse problems can do to people's lives. They know about the services you can get in Iowa. They can help you get the right service.

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

## How Do I Know If I Should Call the Iowa Plan?

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

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Do you have questions? You can call the Iowa Plan toll-free, 24 hours a day. The phone number to use is 1-800-317-3738. TTY users can call us at 1-800-787-1730 (extension 5025).

You might need this information in some other way, such as in Spanish, Braille, etc. If so, please contact us. The phone number to use is 1-800-317-3738. For TTY, call us at 1-800-787-1730 (extension 5025). You can get a spoken translation at no cost for most languages.

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*Our thanks to the Iowa Plan Consumer/Family Advisory Committee for their input on this handbook.*

# Emergencies

## What Do I Do in an Emergency?

You can ask your current provider to help you make a crisis (or emergency) plan. Do your best to follow the plan if you have a crisis. *Do not delay if:*

- *You have a mental health or substance abuse illness. And you or your family thinks your life is at risk.*
- *Your illness needs emergency care.*

### Get help right away!

- Call your doctor or provider.
- Or go to any hospital or emergency room.
- Or call 911.

This protects your health and safety. You do not need to call the Iowa Plan first. But you are welcome to call if you would like our help.

You may have a serious mental health or substance abuse problem that is not an emergency. You may want help right away. Call us at 1-800-317-3738. Also do this if you are looking for services after normal business hours. Iowa Plan staff can help you 24 hours a day, every day of the year. Our staff will help you decide what to do.

Remember, you do not have to wait for an emergency to use Iowa Plan services. You can get help any time. This could be when mental health and substance abuse problems first start to affect you and your family and friends.

## Medicaid Mental Health and Substance Abuse Services

Tell your provider if you get Medicaid. Also tell the provider if you are covered through the Iowa Wellness Plan. Your services can be managed by Iowa Plan staff. The Iowa Plan can help you with emergency needs. These are described below.

1. **An Emergency Medical Condition.** This means you have a very serious illness or problem. This can include severe pain. Most people think you need help right away. Or your health could be in danger.

2. **Emergency Services.** You may get this help when you have an emergency medical condition (described on this page). This means inpatient and outpatient covered services. Qualified providers give the care. The providers will assess the emergency condition. They will work to make it more stable.

3. **Post-Stabilization Services.** You may get this help after you have an emergency medical condition (described on this page). The services are provided after you are stable. The services help keep the condition stable. Or they will make it better or resolve it. They make sure you are all right.

## IDPH Substance Abuse Services

The Iowa Plan does not cover emergency room (ER) services for substance abuse through IDPH. You should seek the emergency care you need. But the Iowa Plan will not be able to pay for it.

## What If I Need Emergency Services When I Am Not in Iowa?

### Medicaid Mental Health and Substance Abuse Services

You might have a behavioral health emergency while you are out of the state. If so, your services are covered. Tell the hospital that you are an Iowa Plan client. Ask the hospital to call us.

# About Providers

## How Do I Get Care or Choose a Provider?

Call us at 1-800-317-3738. An Iowa Plan mental health or substance abuse expert will help you get the care you need. This person will know if you can get Iowa Plan services.

The Iowa Plan network has qualified mental health and substance abuse providers. (A network is a group of therapists or counselors across the area. These providers work with the Iowa Plan.) There are many Iowa Plan providers in the state. You can choose who to see and where to get services. Call us at 1-800-317-3738 if you are unsure about providers in your area. Or call us if you would like us to find a provider for you. We will help.

You can go right to a provider to get care. Iowa Plan services must be given by an Iowa Plan provider. Except in an emergency, your services will not be covered if you go to someone who is not an Iowa Plan provider. We can refer you to a provider. Then your services will be covered.

Call us at 1-800-317-3738 if you are out of the state. Or if you wish to see a different provider. If you get Medicaid and are in the Iowa Plan, you got a list of providers in the mailing with this handbook. (It is called a Provider Directory.) People getting care through IDPH can get a provider list. Call us at 1-800-317-3738. *Iowa Plan providers know how to work with Magellan. They can set up your Iowa Plan services.*

## Medicaid Mental Health and Substance Abuse Services

Some services need approval from Magellan. These include going into a hospital. The provider must call us for approval. *Iowa Plan providers know the steps they must follow. That is why it is important to let the provider know that you are getting Medicaid.*

You may need special services that no Iowa Plan providers can offer. Call us. We will help you get the care you need.

We hope you will call the Iowa Plan. We can help you choose a provider who is right for you. We will give you provider phone numbers. You can call and set up a time that is good for you. We can set up the visit for you if you need help.

## Who Are the Providers in the Iowa Plan?

We use the word “provider” in this handbook. This describes health care experts who offer mental health and substance abuse services. There are many different providers you can see. These include the following.

- Counselors.
- Nurses.
- Peer specialists (providers who have been clients before). This does not apply to the Iowa Wellness Plan.
- Psychiatrists (medical doctors providing mental health care).
- Psychologists (highly trained mental health specialists).
- Social workers.
- Therapists.
- And others.

These providers may work for any of the following.

- An agency.
- A clinic.
- A community mental health center.
- A hospital.
- A substance abuse treatment program.
- A private office.

You can find a provider near you by using our Provider Search. This tool is on our website. The address is [www.MagellanofIowa.com](http://www.MagellanofIowa.com). Or you can call us. The phone number to use is 1-800-317-3738.

### **Is It Possible to Change Providers?**

Yes. You have the right to get treatment from an Iowa Plan provider you choose. Talk about your concerns with your current provider first. If you still want another provider, call the Iowa Plan. We can help you choose a new provider.

### **What If I Prefer a Certain Type of Provider?**

You may prefer to work only with a male provider. Or a female provider. Or you may prefer someone of a certain culture. Or you may prefer a provider who speaks a certain language.

We work with male and female providers. They are from many cultures. We can help you find providers who speak languages besides English. We will help you find a provider who fits your needs.

### **How Long Do I Have to Wait for a Provider Visit?**

We want to help you get care quickly and easily. Our goal is to set up your first provider visit within one week (five working days) of your call. We will make sure you get help right away in an emergency.

### **How Can I Get Ready for My Provider Visit?**

Here are things you can do.

1. Think about what mental health or substance abuse problems you want help with.
2. Be open to what your provider says will help.
3. Ask questions.
4. Show up on time.
5. Help plan your treatment.
6. Follow the treatment plan you make.

### **What If I Need Help Getting to My Provider Visit?**

Ask a family member or a friend to help you. Or take a public bus or van. If you cannot find a way to get there, call us. We may be able to set up a ride for you. If you are a member through the Iowa Wellness Plan, transportation is not available.

# Available Services

## How Do I Know If I Can Use Iowa Plan Services?

### Medicaid Mental Health and Substance Abuse Services

If you get Medicaid, you can probably use Iowa Plan services. You do not need to do anything to join the Iowa Plan. That happens when you apply for Medicaid benefits. If you have questions, contact the Iowa Medicaid Enterprise (IME).

- Call IME. The phone number is 1-800-338-8366. (Call 725-1003 in the Des Moines area.)
- Or, go to this website: [www.ime.state.ia.us](http://www.ime.state.ia.us).
- Or, write to this email address: [IMEMemberServices@DHS.state.ia.us](mailto:IMEMemberServices@DHS.state.ia.us).

You can also talk with your local DHS office. Or call Magellan at 1-800-317-3738. *You get services at no cost as a person with Medicaid in the Iowa Plan.*

### IDPH Substance Abuse Services

You may have a low income but are not signed up for the Iowa Plan through Medicaid. You may be able to use Iowa Plan IDPH substance abuse services. Call us to find an IDPH substance abuse provider. (This is a doctor, therapist or program.) Or visit our website at [www.MagellanofIowa.com](http://www.MagellanofIowa.com).

Or call us. Then you can go directly to a substance abuse program. The staff will help you find out if you can get services. *You may have to pay to get Iowa Plan IDPH substance abuse services. This depends on your income and your family size.*

## What Services Are Covered by the Iowa Plan?

### Medicaid Mental Health and Substance Abuse Services

- 24-hour crisis and emergency services (for a serious illness or problem). You may have to pay part of the emergency room cost if it is not an emergency.
- 24-hour mental health and substance abuse services in a hospital.
- Residential (live-in) substance abuse services by a licensed (approved) program.\*
- Psychiatric Medical Institutes for Children (PMIC)\*
- Outpatient services (not in a hospital or facility). These include some mental health services provided by non-psychiatric doctors.
- Intensive outpatient services. (There are more hours of service provided than regular outpatient care.)
- Consumer-run services, warm line and peer support (clients run these).\*
- 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 (setting up special care plans). This is for individuals with a chronic mental illness (possibly a life-long mental illness).
- Integrated (combined) mental health services and supports.\*
- Assessment and evaluation. (This means finding out exactly what a client needs.)
- Behavioral Health Intervention Services (BHIS).\*
- Habilitation services.\*

*\*Some of the services above have an asterisk (\*). These are not covered services under the Iowa Wellness Plan through the Iowa Plan for Behavioral Health.*

### **IDPH Substance Abuse Services**

- Residential (live-in) services.
- Intensive outpatient services (more hours of service than regular outpatient care).
- Outpatient services.
- Halfway house (helping clients recover from substance use).
- Assessment (finding out what a client needs, but not related to drinking and driving).

The Iowa Plan wants to make sure you get the services you need. Any Iowa Plan mental health or substance abuse care you get must fit your needs. We follow specific rules for our decisions about your care. Except in an emergency. This includes the kind of service you get. It also includes how long the service should last. Iowa Plan providers follow the same rules.

Iowa Plan staff and providers do not get a reward if they deny your benefits or services.

The Iowa Plan may not be able to pay for new services. Or for services not yet proven to be helpful. But the Iowa Plan works with the state to decide when new services should become covered (or paid for).

### **What Services Are NOT Covered by the Iowa Plan?**

Some services are not covered by the Iowa Plan. These are listed below. Some services are covered by other plans.

#### **Medicaid Mental Health and Substance Abuse Services That Are Not Covered**

- Live-in care for a long period of time. This could take place in the following.
  - A mental health residential program.
  - A halfway house.
  - A nursing home.
- Health care for medical (physical) needs. This could include the following.
  - Dental and eye care.
  - Medicine (unless it is part of an Iowa Plan hospitalization).
  - X-rays.
  - Most laboratory (testing) services. These may be covered by IME. Please see below.
- Mental health and substance abuse services the Iowa Plan decides are not needed.

#### **Medicaid Iowa Wellness Plan Mental Health and Substance Abuse Services That Are Not Covered**

- There are services listed in the above section that are not listed under the Medicaid Mental Health and Substance Abuse Services. These services are not covered. The following are also not covered.
  - Behavioral Health Intervention Services (BHIS)
  - Assertive Community Treatment (ACT)
  - Intensive Psychiatric Rehabilitation (IPR)
  - Peer Support Services
  - Psychiatric Medical Institutes for Children (PMIC)
  - Residential Substance Abuse Treatment
  - Habilitation Services

## **IDPH Substance Abuse Services That Are Not Covered**

- Detoxification (treatment to remove substances from the body).
- Inpatient hospital care (in a facility).
- Assessment related to drinking and driving.
- Emergency room care.

*For help with needed services:*

- A provider will not give services because of moral or religious reasons. Call us toll-free. The phone number to use is 1-800-317-3738.
- Pharmacy services (medicine). Or transportation (getting a ride to services). Call IME Member Services. The phone number to use is 1-800-338-8366. (Call 725-1003 in the Des Moines area.)
- Mental health, substance abuse or related services not covered by the Iowa Plan. You may not know who to call. Call us toll-free at 1-800-317-3738. We will refer you to someone who can help.

## **Joint Treatment Planning**

Magellan offers Joint Treatment Planning. This helps you take part in your own treatment. You may want to invite other team members to join the process.

You may be interested in joint treatment planning if:

- You have more than one provider. You may need help making sure everyone knows what is going on.
- You wonder if your providers hear what you want in your treatment plan.

*You can ask for Joint Treatment Planning. Call us at 1-800-317-3738.*

## **What Should I Do if I Get a Bill?**

### **Medicaid Mental Health and Substance Abuse Services**

You are a client with regular Medicaid. You do not have to pay for covered services from Iowa Plan providers. Your provider sends all bills to us. Call us at 1-800-317-3738 if you get a bill for Iowa Plan services. We will correct the problem.

You can appeal (ask for a review of) the decision if Magellan approves a service and changes it later. You can ask to keep your benefits going. The Iowa Plan may pay for services during the appeal process. This includes State Fair Hearings. You may have to pay all or part of the bill if the result of the appeal is not in your favor.

### **Medicaid Iowa Wellness Plan Mental Health and Substance Abuse Services**

You are a Medicaid client served through the Iowa Wellness Plan. You do not have to pay for covered services from Iowa Plan providers. But you may have to pay part of the cost if you use the emergency room when it is not an emergency. Your provider sends bills to us for covered services. Call us at 1-800-317-3738 if you get a bill and have questions about what it means.

You can appeal (ask for a review of) the decision if Magellan approves a service and changes it later. You can ask to keep your benefits going. The Iowa Plan may pay for services during the appeal process. This includes State Fair Hearings. You may have to pay all or part of the bill if the result of the appeal is not in your favor.

### **IDPH Substance Abuse Services**

You may have to pay for Iowa Plan substance abuse services from IDPH. This is based on your income and family size. Ask your provider how much you will have to pay.

# Privacy Practices

*Notice of Privacy Practices*  
*Effective Date: April 14, 2003*

This notice describes how medical information about you may be used and given out. It shows how you can get the information if you need it. 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 use or release your health information only for certain reasons.

Your protected health information (PHI) is any information related to your health that says who you are. The types of releases are listed and explained on the next page. Note: An example is not listed for every use or release reason.

We will use the least amount of information needed when giving or using your information. We may need to use or give out information in a way that is not listed in this notice. We will ask for your written okay to do this.

Magellan takes steps to protect your personal health information.

A. Magellan will not share your PHI unless business needs call for it. Then the staff will talk in private places. They will give out the least amount of information needed.

No one talks about client PHI in the following places.

- Elevators.
- Hallways.
- Restrooms.
- Cafeterias.
- Coffee areas.
- Other common areas within the workplace.

B. When calling you, Magellan staff will make sure they are talking to the right person before giving out any PHI.

C. When leaving a message on your phone, Magellan staff members leave their first and last name. They also leave a telephone number. They do not leave information saying they are Magellan employees. They do not say the client is getting benefits or services from Magellan.

D. Safeguards protect the sending of PHI and other such information by fax. (This is sending documents electronically.)

### *Receiving Faxes*

1. Magellan places fax machines (where documents come in) in secure rooms. Only Magellan staff can go there. This is on a need-to-know basis.
2. A fax with PHI may not be picked up by Magellan staff right away. We send it to the right person before the close of business on the day it comes in.
3. A specific employee in the Magellan office checks fax machines at the end of each day. They check in the morning for faxes that came in overnight. This makes sure faxes with PHI are not left in the area.
4. We do not leave faxes with PHI in open bins in mail and fax rooms. They are placed in private envelopes.

E. Most emails with PHI sent to an outside email address are coded so they cannot be read. Magellan employees take other steps to protect the information in the email. When sending an external email with PHI, the sender puts a special term in the email subject line. This forces coding.

F. Magellan uses "inter-office" mailing of papers. They may send PHI or other private information to Magellan employees this way. Or to another Magellan department. Senders carefully seal these envelopes. They stamp them with "Personal," "Private" or "Confidential." The name of the person getting the envelope is clearly labeled on the front.

G. Magellan staff members place materials with PHI in onsite shredding bins to be destroyed.

## **Types of Uses or Releases of Information**

### ***Payment***

We may use and give out your health information for payment actions. For example, we may have to share information with another health plan. We will do this to find out which plan needs to pay for your care.

### ***Treatment***

We may use your health information to help in providing treatment or services. Treatment means providing or managing your health care. For example, we may use the information you give us when finding out what services you need. Or we may share the information with providers who are working together for you.

### ***Health Care Operations***

We use your information to run our program. We may use your information to:

- Make sure you get quality care.
- Manage your case.
- Contact providers and clients about other forms of treatment.
- Look at many things going on in health care. Also to improve and lower the cost of health care.
- Look at how often you use your treatment. This includes review by companies not connected with Magellan. We do this when the client or the provider asks for the review.

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 know if the kind of care your provider asks for is medically needed. It also helps them decide if the care is the right kind to treat your illness.

### ***Health Oversight Activities***

We may share your information with agencies that review health care. We do this for actions the law allows. These actions are needed for the government to:

- Oversee health care systems.
- Follow the rules of government benefit programs.
- Follow the civil rights laws.

Giving out information may happen in the following ways.

- Audits (reviews of records and other information).
- Investigations (studies of what has been done).
- License or discipline actions (making sure health providers follow rules).
- Civil, administrative or criminal proceedings (actions in the courts).

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

### ***Disclosures to the State of Iowa***

We may give your health information to the state of Iowa. They must follow the HIPAA privacy regulations (a health care privacy law). We will give only the least amount of information.

### ***Information about the Treatment of Minors***

We will follow state and federal laws for keeping information private when it has to do with the treatment of minors (usually people under age 18). Many states allow minors to get treatment without an okay from their parents. They do this for minors who are of a certain age. We follow all laws that apply to the privacy of treatment for minors.

### ***Health-Related Benefits or Services***

Magellan may use your health care information to help keep others well. Here is an example. A family with a child with a certain illness may be mailed a notice. This notice tells parents about services they can get to see if other children in the family have the same illness.

### ***Lawsuits and Disputes***

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

### ***Visit Reminders***

We may use or release your health information to remind you of a provider visit for treatment or medical care.

### ***Other Treatments You Can Get***

Other types of treatment may interest you. We may use or release your health information to let you know about them. We handle your information in ways to protect your privacy.

### ***Release of Information to Family Members***

We may give a small amount of your information to someone helping in your care in an emergency if you cannot give us an okay. We will only give the information needed for their role in your care.

### ***Release of Information to the Armed Forces***

We may release your health information to the armed forces (the military) as required by law. This would be if you are or were a member of the armed forces. We will release the least amount of information needed to carry out the purpose of the release.

### ***To Comply with Workers' Compensation***

We will not give out your health information to workers' compensation (payment) programs without your okay.

### ***As Required or Allowed by Law for Public Safety***

We will release your health information for public safety if we have to or are allowed to by law. This may protect you from serious danger to your health or safety. It can also protect the health or safety of another person. We will release only the information needed to follow the law.

### ***Government Security Clearances***

We may share your information if required by law for security clearances. (These allow people to get into certain government places or information.) We will release only the amount of information needed.

### ***Public Health Risks***

We may share your information for public health reasons. We may share your information to report child abuse or neglect if needed.

### ***Inmates***

We may release your health information without your okay if you are an inmate or in the custody of police. We will do this to help in your health care. We will do this for the care and safety of others. We may also release it to the place where you are being held for other legal or safety reasons.

### ***Psychotherapy Notes***

Mental health providers write these notes. They often include a written record of what is said during a private treatment session. They may include group, joint or family treatment. The notes must be kept apart from the rest of your mental health medical record.

Magellan rarely asks for these notes. We do not release these notes to outside parties. In the rare event we ask for them, we will get your written okay.

### ***Other Uses and Disclosures***

You are allowed to stop your okay at any time in writing. When you cancel your prior okay to release information, we will follow it unless we have taken action.

## **Rights Related to Protected Health Information**

### ***Right to Ask for Limits on Uses and Releases***

You have a right to ask for limits on some uses of your health information. They can be for treatment, payment or health care operations. We will consider each request. We do not have to agree with them. Limits set on the release of your information may make it hard for us to pay for your services. Call or write Magellan to ask for limits on 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 Private Information***

All information will be sent privately. We will use the most current address in our files. You have the right to get notices about your health information in another way or at a different address. If it is possible, we will change how and where we send your information if our usual way puts you in danger. Most requests will be granted.

You must tell us you will be in danger if we write or talk 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 in our records. This right does not apply to the following.

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

Here is an example. A licensed health care provider may decide the release could harm you or another

person. We will not release the information. But we may be able to release some of the 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. Send your request in writing to Magellan to get a copy of your health information. The address and telephone number are listed at the bottom of this page.

### **Cost for Copies of Records**

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

### **Right to Change Protected Health Information**

You may ask us to change health information if something is missing or 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 at the bottom of this page.

### **Right to Ask 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 releases on the list when:

- We had your written okay to release your health information.
- We released your information for treatment, payment or health care operations.
- We released information for legal 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 ask for a list of releases, write to Magellan at the address listed at the bottom of this page. We will answer your request within 60 days of getting it.

### **Right to Get a Paper Copy of This Notice**

You have a right to get a paper copy of this notice. Even if you received this notice by electronic means.

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.

### **What We Must Do Under This Notice**

The law says we must protect the privacy of your health information. The law tells us we must give you this notice. This information includes our legal duties and privacy practices.

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 make the new notice apply to all your health information that we keep.

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

### **Questions and Comments**

How you feel about our services is important to us. We want to be sure you know what your privacy rights are. Go to the Department of Health and Human Services Administrative Simplification website if you want more information about Protected Health Information.

The address is [www.aspe.hhs.gov/admsimp/](http://www.aspe.hhs.gov/admsimp/).

You may have questions or comments about this notice or your rights. You may call or write Magellan if you do. The address and telephone number are listed below.

### **Privacy Complaints**

You may file a complaint with us if you feel your privacy rights have not been upheld. All complaints must be given to us in writing. Write to us at the address listed below. You may also complain to the U.S. Secretary of Health and Human Services. You will not receive a negative reaction from us if you file a complaint.

### **Contact Information**

Magellan Behavioral Care of Iowa  
Attn: Privacy Official  
P.O. Box 71129  
Des Moines, Iowa 50325  
Telephone: 1-800-317-3738

# Member Rights and Responsibilities

Getting mental health and substance abuse services is a private matter. We respect your right to privacy. You have the rights and duties listed below.

## Your Rights

You have rights if you get services through the Iowa Plan. You have the right to:

- Be treated carefully, with respect and privacy.
  - Be treated fairly, whatever your:
    - Race.
    - Religion.
    - Gender.
    - Ethnic background.
    - Disability.
    - Source of payment.
  - Have your treatment and other information kept private. We share treatment records without your okay only when the law allows it.
  - Get care easily and when you need it.
  - Learn about treatment in a way that:
    - Respects your culture.
    - You can understand.
    - Fits your needs.
  - Take part in making your plan of care.
  - Get information in a language you can understand. And get things translated for free.
  - Get information in other ways if you ask for it.
  - Get information about Magellan and its:
    - Providers.
    - Programs.
    - Services.
  - Role in the treatment process.
  - Get information about clinical rules followed in your care.
  - Ask your providers about their work history and training.
  - Not be kept alone or forced to do something you do not want to do. This is based on a federal law.
  - Give your thoughts on the Rights and Responsibilities policy.
- Ask for a certain type of provider.
  - Have your provider make care decisions based on the treatment you need.
  - Get health care services that obey state and federal laws about your rights.
  - Help make decisions about your health care. This includes the right:
    - To get a second medical opinion.
    - To say no to treatment. This is your right unless the court says otherwise.
  - File a complaint or grievance about:
    - Magellan.
    - A provider.
    - The care you receive.
  - File an appeal about a Magellan action or decision. You can ask for a State Fair Hearing if you are not happy with the result of the appeal. This applies for Medicaid only. It does not apply for Iowa DPH.
  - Sign a form saying that you know your health information may be shared in a public way during the State Fair Hearing process. This applies if your provider asks for a State Fair Hearing for you. Your provider will need you to sign this form. This started in April 2013.
  - Get a copy of your medical records. You can ask that they be changed or corrected.
  - Use your rights. This will not affect the way Magellan and its providers treat you.
  - Get written information on advance directives and your rights under state law. (An advance directive tells doctors the kind of care you would want if you become too sick to decide.)
  - Talk with your provider about the types of treatment that are right for you. The cost or benefit coverage do not affect this.

## Your Responsibilities

There are things you need to do as an Iowa Plan member. Agreeing to them helps you get better. It can help you get the most out of your mental health or substance abuse services. It also helps us work with you better.

You should:

- Get treatment you need from an Iowa Plan provider.
- Treat with respect anyone giving you care.
- Give providers and Magellan the information they need. This helps providers give you quality care. It helps us give you the right service.
- Ask questions about your care. This helps you and your providers understand your health problems. It helps create treatment goals. It helps create plans you agree on.
- Follow your treatment plan. You and your provider should agree on this plan.
- Follow the plan for taking your medicine. You and your provider should agree on the plan.
- Tell your providers and primary care doctor about changes in your medicine. This includes medicines other doctors give you.
- Come to all your provider visits. You should call your provider as soon as you know you need to cancel a visit.
- Tell your provider when you think the treatment plan is not working.
- Tell your provider if you have problems paying copays. This is for IDPH substance abuse services only.
- Share your worries about the quality of your care.

## **Advance Directives**

### **Medicaid Mental Health and Substance Abuse Services**

A mental health advance directive is a legal form. The form tells providers what your wishes are for mental health care. It is used if you become too ill to tell the provider what you want to do.

There are two advance directives under Iowa law:

- A “living will” tells providers when to stop or not give certain treatments.
- A “health care power of attorney” lets you choose someone to act for you. This person acts when you are unable to make your own health care decisions.

Please ask your provider to help you with advance directives. Call us at 1-800-317-3738 if you have questions.

Sometimes the laws change. We will do our best to let you know within 90 days of the date of the change.

## **Quality Improvement**

Quality care for Iowa Plan clients and their families is important to us. We always measure the quality of our services for clients. We are proud of the care that Magellan clients get today. And we are always looking for ways to get better.

Please visit our website to learn more about our quality program. Go to [www.MagellanofIowa.com](http://www.MagellanofIowa.com). You can learn about our programs that help keep people well.

## **Experience of Care Survey**

The Iowa Plan sends out “Experience of Care” surveys twice each year. The surveys ask people how happy they are with their services. Filling out these surveys is very important. The survey results are important to us. Please help us improve the Iowa Plan. Complete the survey if you get one.

# Appeals, Grievances and Complaints

You can take action if you are not happy with:

- The Iowa Plan.
- Magellan.
- A provider.
- The services you received.

## How to Ask for an Appeal, File a Grievance or Make a Complaint

Call us at 1-800-638-8820. Or write to us with any questions you may have. Or call us to ask for help with appeals, grievances or complaints. You can reach us by mail at the following address.

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

## Medicaid Mental Health and Substance Abuse Services

*Iowa Plan Grievance System.* You can tell us that you are not happy about any part of the Iowa Plan. You will get an answer if you ask for an appeal. This can include a State Fair Hearing. Or by filing a grievance. Call us toll-free at 1-800-317-3738 if you need help with the Grievance System.

## What Is an Appeal?

You can request an Appeal (a review) about a Magellan health care action. This can include the following.

- Denial of services. Or where we only approve part of a service.
- Limiting or stopping services that had been approved.
- Denial of payment for a service.
- Not providing services fast enough.
- Not acting within time limits for appeals and grievances.

Below are some things to do when you file an appeal.

- File within 30 days of the date on your notice of action letter.
- Send us a written and signed appeal. Or call us. Then follow up with a written and signed appeal.
- A provider or someone else helping you may file an appeal for you.
- You or a provider or other person helping may:
  - Present information about the appeal.
  - Review our appeal documents.

We tell members when we get their written appeals. Then we send a written decision within 14 calendar days.

You can ask for a faster appeal. Do this if taking the time for a regular appeal could harm you. We will return a decision in three working days. This will happen unless making the decision time longer would be better for you. This would be 14 working days.

**State Fair Hearing.** Ask for a State Fair Hearing if you are not happy with our appeal decision. Do this within 30 days of the decision. Write to the following address.

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

You must ask for the fair hearing within 30 days after you are told about Magellan's decision. You can speak for yourself or have someone else speak for you. This could be:

- A friend.
- A relative.
- A spokesperson.
- A lawyer.

A new rule was put in place for April 2013. Your provider may ask for a State Fair Hearing for you. You need to give your okay in writing first. You will sign a form. It says you know your health information may be shared publicly during the State Fair Hearing process.

**Continuing Your Benefits.** You can ask to have your benefits cover you during the appeal and fair hearing processes. All of the following must apply.

- The appeal includes a change in a care approval already in place.
- The services are ordered by an approved provider.
- The allowed time of service has not expired.
- The request is made on or before:
  - 10 days from the notice date.
  - The date of the action we decide to take.

Magellan will pay for the services you asked to be continued if the State Fair Hearing decision is in your favor. You may have to pay all or part of the bill if the result of the appeal is not in your favor.

## What Is a Grievance?

A grievance is a complaint about:

- The Iowa Plan.
- Magellan.
- A provider.
- Services you received.

You can file a grievance if you:

- Call us toll-free at 1-800-317-3738.
- Write to us.
- Send an email.
- Send a fax.

Use the address below.

Magellan Behavioral Care of Iowa  
Attn: Iowa Plan Grievance System  
P.O. Box 71129  
Des Moines, Iowa 50325  
Email: [dsmappeals@MagellanHealth.com](mailto:dsmappeals@MagellanHealth.com)  
Fax: 1-888-656-2658

You can file a grievance by writing to Iowa DHS at the address above. DHS will send your letter to us for the Iowa Plan Grievance System.

A provider or other person helping you can file a written grievance for you. We resolve these and respond in writing within 14 days.

## IDPH Substance Abuse Services

IDPH clients should follow their providers' grievance rules.

You can file a grievance if you call us toll-free at 1-800-317-3738. Or you can write to us. You can also send an email or fax to the address above. A grievance is a complaint about:

- The Iowa Plan.
- Magellan.
- A provider.
- The services you received.

Your provider or another person helping you can file a written grievance for you. We resolve these and respond in writing within 14 days.

IDPH clients can file a complaint about a provider to the Department of Public Health. Send the complaint to:

Iowa Department of Public Health  
Division of Behavioral Health  
Lucas State Office Building  
Des Moines, Iowa 50319

# Recovery and Resiliency

## What Is Recovery?

Recovery is a way of living a good and hopeful life. Recovery means finding new meaning and purpose in life. This is even if you have problems with mental illness or substance abuse.

The Iowa Plan believes people can recover. A few important parts of recovery are:

- Hope.
- Choice.
- Empowerment. (This means you feel like you are in control of your recovery.)
- Education.

## What Is Resiliency?

Resiliency is being able to bounce back from things. It also means being able to do well in hard times.

People who are resilient:

- Are helpful.
- Are positive.
- Have good problem-solving skills.
- Do well with others.
- Are part of their communities.
- Feel good about themselves.

*Services you get from Iowa Plan providers will focus on recovery and resiliency.*

# Fraud, Waste, Abuse and Overpayments

Magellan Behavioral Care of Iowa, Inc. (Magellan) is dedicated to conducting business in an ethical and legal manner. We are committed to preventing, detecting and reporting:

- Fraud.
- Abuse.
- Waste.
- Overpayments.

If you suspect fraud, you need to report it. We pursue claims of health care fraud, waste, abuse and overpayments.

You may get a form asking if you received the services your provider was paid to give you. There will be an envelope you should use to return your answers. An address will already be written on the envelope. The postage on the envelope will already be paid. We will look into it if you tell us that you did not get the services we paid your provider to give you.

## Definitions

- **Abuse** refers to overused or unneeded services. Abuse also includes member actions that result in unneeded costs to the Medicaid program.
- **Fraud** is a false action used to get something of value.
- **Waste** is the misuse of services.
- **Overpayments** refer to any amount that is not approved to be paid by the Medicaid program. This may be the result of:
  - Wrong or improper cost reporting.
  - Improper claims.
  - Unacceptable practices.
  - Fraud.
  - Abuse.
  - Waste.
  - A mistake.

## Examples of Fraud, Waste, Abuse and Overpayments

- Billing for health care services that are not needed.
- Billing twice for the same service.
- Using the wrong billing code to get extra payments.
- Using another person's identity to get Medicaid services.
- Making false documents by changing:
  - The date of service for a claim.
  - Medical records.
  - Referral forms.
- Paying or taking a bribe.
- Billing for services that have not been performed.
- Billing for services performed by others.
- Giving false or misleading information about services.
- Misrepresenting the services performed. Such as changing a code to get extra payments.
- Keeping overpayments. Or not reporting overpayments.
  - You are required to report an overpaid claim.
  - Providers can be sanctioned for unpaid overpayments.
- Giving or ordering medically unnecessary services and tests for financial gain.
- Submitting claims for services ordered by a certain provider. And this provider was excluded from federal and/or state-funded health care programs.
- Lying about degrees and licenses.

## Reporting Medicaid Fraud, Waste, Abuse and Overpayments

You may think a person, company or provider is committing fraud, waste or abuse. Or they are keeping overpayments. If so, please report it. You can report it to Magellan. Or directly to a state agency.

### **Report Fraud, Waste, Abuse and Overpayments to Magellan.**

Report fraud, waste and abuse to the Special Investigations Unit (SIU).

- Special Investigations Unit hotline:  
1-800-755-0850
- Special Investigations Unit email:  
SIU@MagellanHealth.com

Report fraud, waste, abuse and overpayments to the Corporate Compliance hotline. Call 24 hours a day, seven days a week. An outside company handles the calls. Callers do not have to give their names. We investigate all calls. Calls stay private.

- Corporate Compliance hotline: 1-800-915-2108
- Compliance Unit email:  
Compliance@MagellanHealth.com

### **Report Fraud, Waste, Abuse and Overpayments to State Agencies.**

Report these to the agencies below.

- *Contact the Iowa Medicaid Enterprise (IME).* The phone number you can use is 1-800-831-1394.
- *IME Program Integrity Office:*  
Iowa Department of Human Services  
Iowa Medicaid Enterprise  
Program Integrity Unit  
Toll-free: 1-877-446-3787  
Des Moines area: 515-256-4615  
Call the hotline 8 a.m. – 5 p.m., Monday – Friday.  
Email: SURS@dhs.state.ia.us

- *Iowa Medicaid Fraud Control Unit:*  
Department of Inspections and Appeals  
Medicaid Fraud Control Unit  
515-281-5714
- *Iowa Insurance Division—Insurance Fraud Bureau:*
  - Call the Insurance Fraud Bureau at 1-877-955-1212.
  - *Use the Online Fraud Reporting System for Consumers.*  
Use the public referral form. Or report online to the Insurance Fraud Bureau. Here's how you can report online, including reports where you don't give your name. Go to the National Association of Insurance Commissioners' website. The address is [www.iid.state.ia.us/file\\_a\\_complaint/online\\_form](http://www.iid.state.ia.us/file_a_complaint/online_form).
  - *Use the Insurance Fraud Complaint Form (for public use).*  
Go to [www.iid.state.ia.us/insurance\\_fraud](http://www.iid.state.ia.us/insurance_fraud). Download a reporting form. Send it to the Insurance Fraud Bureau.
  - *Mail or fax the form to:*  
Insurance Fraud Bureau  
Iowa Insurance Division  
601 Locust, 4th Floor  
Des Moines, IA 50309-3738  
Phone: 515-242-5304  
Fax: 515-242-5303

### **Report Fraud, Waste, Abuse and Overpayments to the Federal Government.**

Contact the U.S. Department of Health and Human Services, Office of the Inspector General. Contact the Office of the Inspector General by phone, fax, email or mail.

U.S. Department of Health and Human Services  
Office of Inspector General  
ATTN: OIG HOTLINE OPERATIONS  
P.O. Box 23489  
Washington, D.C. 20026  
Phone: 1-800-HHS-TIPS (1-800-447-8477)  
Fax: 1-800-223-8164  
TTY: 1-800-377-4950  
Email: HHSTips@oig.hhs.gov



