

# SECTION I:

## GETTING AND CHOOSING SERVICES

We provide services that are best for you. We talk with you to determine what services might work for you. To get services, call any of the Centers listed in the enclosed insert.

When you call to make an appointment, we will schedule a time with you based on your need for services. We will figure out the importance of your need and schedule your appointment based on the following:

- If you are calling with an emergency, you will be seen within 1 hour in cities and within 2 hours in rural areas.
- If your problem is urgent, we can give you an appointment within 24 hours.
- If you are calling for a regular appointment, you will be able to get an appointment within 7 days.

NBH encourages involvement of your family members (guardian) or advocates in service planning.

### ***What happens at my first appointment?***

At your first appointment you will meet with a staff member to register. Bring your Medicaid card with you. You can choose the services you need with the help of a mental health worker. You will need to tell us about your problems and symptoms. We will talk about which Care Coordinator would be best for you. You will need to tell us your choice of provider, the location and time for appointments, language, transportation, or any other thing important to you. You will be asked to sign a Release of Information so members of your family can better help you. You do not have to sign a release to get services.

### ***What is a Care Coordinator?***

This person will:

- Help you make your service plan for treatment.
- Provide supportive therapy.
- Keep track of your records.
- Coordinate your services, including medical health provider services
- Provide monitoring, follow-up, and crisis management.
- Help you get other services such as
  - Medical.
  - Housing.
  - Financial assistance.

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

This is a plan that will guide your treatment. This plan includes your goals for your treatment and for your life; including housing, job, and relationships you want.

*We want you involved in writing your plan.* Your Care Coordinator will work with you to help you reach your goals.

You can include other people, family members or advocates who support you, when making your plan if it would help you.

### ***Can I choose my Care Coordinator?***

Yes, you can choose a Care Coordinator if he/she is accepting new clients. You can choose one of the Care Coordinators at a Center. You may also choose from a list of Care Coordinators who do not work for a Mental Health Center.

You may request that a Care Coordinator be added to the NBH Network. He/she must choose to become part of the NBH Network. However, the Care Coordinator must meet all standards of our Network.

Spanish speaking Care Coordinators are available at most of our Centers. Please call for information regarding Spanish speaking Care Coordinators in your area or to find someone who speaks your language.

Some Care Coordinators are not employees of our Mental Health Centers but are part of the NBH Network. We have included a list of our Network Care Coordinators in the enclosed insert. To the best of our knowledge, these Care Coordinators are accepting new clients. To get the latest list go to our website at [www.northeastbho.org](http://www.northeastbho.org).

When you first get Medicaid, and you already are working with someone not in the NBH network, you can call and ask for that person to become part of the NBH network. You need to contact NBH before NBH will pay for services with your current provider. You can stay with your current provider for 60 calendar days from the date of enrollment with NBH if your provider agrees.



### ***How can my Care Coordinator get an authorization for my services?***

When you make an appointment for your first visit, give your care coordinator: your Medicaid ID number, date of birth, the NBH telephone number.

Your Care Coordinator can call us and we will give him/her authorization for your services.

### ***Are there any limits on the services I receive?***

Yes. Medicaid does limit the number of services you may receive. You may not go over 35 individual therapy sessions in one year. You may not go over 45 days per year for inpatient hospital stays. There are some exceptions to these limits and your Care Coordinator will be glad to answer your questions about them. You may also call NBH to get help. Youth, who have had an EPSDT screen done by their primary doctor showing the need for more individual sessions or more inpatient hospital days, are not limited. Please see page 20 for details about the EPSDT screens.

Remember there are many other types of services which will help your recovery that are not limited.

### ***Who pays for my mental health services?***

Medicaid has rules about paying for services. If you have only Medicaid, then you do not have to pay for the services you receive. You can call NBH if you have questions about payment for services.

### ***What if I Have Insurance plus Medicaid?***

If you have health insurance in addition to Medicaid, you must use that insurance first,

before using Medicaid. You have to follow the rules of the insurance company. If not, you may have to pay for the cost of any service that the insurance would have paid for. NBH will provide any medically necessary Medicaid mental health services that your insurance does not cover. If you file a lawsuit, NBH must be informed about the lawsuit.

If you have Medicare and Medicaid, NBH will help you find a Medicare provider to provide Medicare-covered services. NBH will provide needed mental health services that your Medicare policy does not cover but that are covered by Medicaid. If you cannot find a Medicare provider, NBH will provide your Medicaid-covered mental health services.

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

Your Care Coordinator will work with you, your family, or others to find a ride when necessary. The type of ride depends on your need. Taxis or ambulances are used only when needed. NBH does not pay for the ride.

#### ***If you live in a nursing home,***

NBH will provide your mental health services in the nursing home if:

- You cannot reasonably travel to a service site.
- NBH cannot find a ride for you.

In all cases, NBH may arrange a ride to the service, but will not pay for it.

### ***What if I have a special need?***



At any time, you can ask for help for any special needs. Special needs are things you need help with because of physical, hearing, vision or other problems. You can also ask for translation of any language you speak. NBH provides translation services for any language through the language line, and has Spanish-speaking staff. NBH provides signing if you cannot hear.

### ***How will I know if there is a change in my services?***

We will tell you of any changes in or place of your services as soon as possible. We will tell you about a change in your Care Coordinator. We will try to write to you within 15 days if your Care Coordinator gives notice to leave NBH or if NBH terminates your Care Coordinator's contract.

If the type of a service changes or if your service is stopped, you and your Care Coordinator will receive a Notice of Action letter. You will have the right to appeal (see page 14).

### ***What services can I choose?***

There are many kinds of services that you can choose. Your Care Coordinator will work

with you to choose the best for you. These services will be written into your treatment plan. You can start some services right away, and add others later. The services you choose must be shown to be helpful for your condition.

### **Outpatient services:**

Outpatient services are provided at a Care Coordinator's office or other space. These services are:

- › Individual therapy.
- › Working in groups with a Care Coordinator and other people or family members
- › Psychosocial rehabilitation; services to help you to get skills to live in the community.
- › Day treatment, a whole day or part of a day.
- › Case management
- › School based services

### **Alternative Services:**

Alternative services are not available at all service locations of the Centers. Ask your Care-Coordinator for specific details. Services include:

- › Home-Based services: provided in the homes of children and their family members;
- › Intensive Case Management: includes mentoring, multi-systemic therapy, wraparound, and supportive living services for children;
- › Assertive Community Treatment: for adults with serious mental illnesses, often with co-occurring problems, highly individualized, provided by a multidisciplinary treatment team, and available 24 hours a day, 7 days a week, 365 days a year;
- › Respite Care: temporary or short term care which give caregivers time to emotionally recharge and become better prepared to handle day-to-day problems;
- › Vocational services: skill development and finding support, educational services, vocational assessment, and job coaching;
- › Clubhouses and Drop-in Centers: where you can go to rebuild your life while working side-by-side with staff and peers, learning or relearning life, vocational and friendship skills;
- › Recovery Services: services help you manage symptoms, prevent relapse choose treatment that helps you, find support, enrichment and rights protection through peer mentoring and support, recovery groups and advocacy services;
- › Prevention and Early Intervention: services to educate, support, and help empower you to choose and have a healthy life;

### **Medication Management Services:**

These services can help you to understand your medications and how to take them. Doctors, nurses, and other clinical staff will meet with you to evaluate what medications you need, and to see how well the medication is working.

It is important for you and family members to report any symptoms or side effects so that changes can be made if needed.

## Psychological Testing

### Residential Services for Adults

NBH has a variety of settings where people can live and get support. Some are short-term and some are long-term. These places include:

- › HUD apartments.
- › Halfway apartments or houses.
- › Houses that are staffed 24-hours a day.

Assisted living facilities may also be arranged.

### Residential Services for Children

NBH will authorize residential placement for children who need 24-hour care for mental health treatment. Parents or guardians need to work closely with their child's Care Coordinator to decide the best place.

### Inpatient Services

Inpatient services are provided in a hospital or approved place with 24-hour care when there is an emergency or when there is a need to stabilize a hard problem.

### *What if I need a hospital?*

Inpatient services are available in many local hospitals and the State hospital. If you need this level of care, you can see doctors and get 24-hour care in a safe and secure setting until you are stabilized.

NBH has an Acute Residential Treatment unit which is an option to hospitals. These services are used to stabilize short-term problems. NBH has these services for adults in the Acute Treatment Unit (ATU) in Greeley. Staying at the ATU means that you want to work with staff as well as you can to get better. The ATU may not be the best place in all cases. The ATU provides 24-hour, overnight and daytime respite care.

#### **What does stabilized mean?**

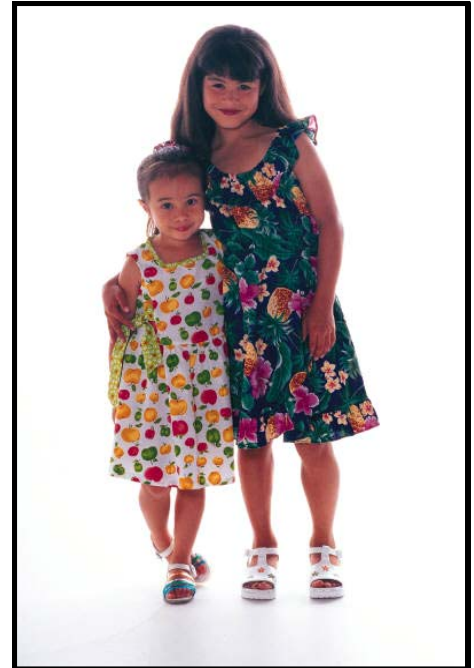
Stabilized means that the severe symptoms have gone away and you are not a danger to yourself or others anymore.

### *What if I have an emergency?*

When a crisis happens, you can reach a trained mental health professional by telephone 24-hours a day, 7-days a week by calling any NBH Center. You can also call NBH.

During regular office hours, on-call workers can handle your problem and take action locally. You may also walk-in at any Center.

At other times, all telephone calls are switched to the ATU in Greeley. Crisis workers are there to talk to you. They can decide how much help you need and tell you what to do. If you need to see someone, the local on-call worker will come to you. If the emergency is life threatening, call 911.



What is an emergency? Emergency medical conditions are those conditions, which are so severe and with such difficult symptoms that an average person would realize that you need medical help. If you don't get medical help,

- 1) Your health would be seriously threatened.
- 2) There would be serious harm to your bodily functions.
- 3) There would be serious harm to your bodily organs or parts.

Emergency services are those services that are given by a provider qualified to provide the services and which are needed to stabilize the crisis. You do not need our approval to get these services.

### ***Where do I go in an emergency?***

You can go the hospital nearest you. The hospitals in the NBH area are listed below.

### ***What happens if I have an emergency and I am not close to these hospitals?***

You may get emergency services from any emergency room without charge. Just go to the nearest place.

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

You may need services after the emergency is over to maintain, improve, or put an end to your condition. The person giving your emergency treatment must get our approval for services after the emergency is over. The provider must call NBH for approval before giving those services in most circumstances. The approval is not needed when:

- NBH does not answer a call for authorization within one hour.
- NBH cannot be contacted at all.
- NBH and the treating doctor cannot reach an agreement about your care.

## Area Hospitals

### **CENTENNIAL AREA:**

#### **Cheyenne Wells:**

Keefe Memorial Hospital  
602 North 6<sup>th</sup> West

#### **Brush:**

East Morgan County Hospital  
2400 Edison

#### **Burlington:**

Kit Carson Memorial Hospital  
286 16<sup>th</sup> Street

#### **Ft. Morgan:**

Colorado Plains Medical Ctr  
1000 Lincoln

#### **Haxtun:**

Haxtun Community Hospital  
235 West Fletcher

#### **Holyoke:**

Melissa Memorial Hospital  
505 S Baxter

#### **Hugo:**

Lincoln Community Hospital  
111 6<sup>th</sup> Street

#### **Julesburg:**

Sedgwick County Memorial Hospital  
900 Cedar

**Limon:**

Plains Medical Center  
820 1<sup>st</sup> Street

**Sterling:**

Sterling Regional MedCenter  
615 Fairhurst

**Wray:**

Wray Community District Hospital  
1017 W 7<sup>th</sup> Street

**Yuma:**

Yuma Hospital  
910 S Main

**Larimer County:****Estes Park:**

Estes Park Medical Center  
555 Prospect Avenue

**Ft. Collins:**

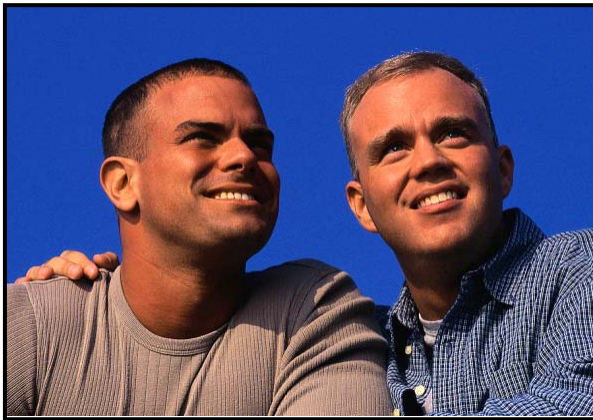
Poudre Valley Hospital  
1024 S Lemay Avenue

**Loveland:**

McKee Medical Center  
2000 N Boise Avenue

**Weld County:****Greeley:**

North Colorado Medical Center  
1801 16th Street

***What if I have questions?***

NBH staff are here between 8:00 am and 5:00 pm Monday – Friday except holidays. You can call 888-296-5827 at anytime. You can also email us at [northeastbho@northeastbho.org](mailto:northeastbho@northeastbho.org). You can fax us at 970-392-1354. We will contact you no later than the next business day if you email or fax us after hours.

Our emergency team is here 24 hours a day, 7 days a week, including holidays. They can help you get services that you need, but some of your questions may need to be answered by other staff the next business day.

We made need to call you back after we find out more information for you. At all times we will tell you our name and how best to call us if you need more information.

You can find a lot of information on the NBH Website at [www.northeastbho.org](http://www.northeastbho.org).