



## About Your Medicaid Behavioral Health Program

If you have problems seeing, please call Magellan at 1-800-424-0333. Our consumer and family advocate will read this paper to you.

Magellan Behavioral Health of Nebraska, Inc. works with the Department of Health and Human Services, Division of Medicaid and Long-Term Care. Together, we manage mental health and substance use disorder treatment services for members of the Medicaid program.

Magellan has been helping people in Nebraska for many years. We do not provide direct care to you. We manage your benefits and help arrange your care. This makes it easier for you to get help for mental health and drug or alcohol problems. Our goal is to make these services easier to get for children, teens, adults and families. We will help you:

- Get the services you need.
- Find a provider or therapist.
- Find out more about all the services covered by the program.
- Get answers to your questions.
- Get a referral for care.

### Getting help

You will use this plan to get mental health and substance use disorder treatment services. You can call us at 1-800-424-0333 any time. We are available 24 hours a day and seven days a week. This includes weekends and holidays. You can also call or go to one of our network providers without calling us. Your provider will call us if your services need to be authorized.

You should call your health plan if you have a problem with your physical health. An example of this would be an infection or a broken arm. Your health plan will make sure you get care for your physical health needs. Your health plan could be Arbor Health, CoventryCares or United Healthcare Community Plan.

### What kind of help is included?

It is our job to see that you get medically needed services. The Nebraska Plan has guidelines that say what types of services meet medical needs. They include how long services should last. Except in an emergency situation, we will follow these guidelines for our decisions about your care. Nebraska providers have to follow the same guidelines.

There is a wide range of treatment and services you can get for mental health and substance use disorder needs. You can get services in many places across Nebraska. When children and adolescents get services, the family should be involved most of the time. Below are the services that are paid for in this program.

- Crisis.
- Mental health.
  - Client Assistance Program (CAP)
  - Outpatient therapy for mental illness
  - Medication management
  - Partial hospital care/day treatment/intensive outpatient therapy
  - Inpatient (care in the hospital)
  - Adult rehab services
- Substance use disorder.
  - Non-hospital residential drug or alcohol treatment
  - Drug or alcohol intensive outpatient services
- Special services for children.
  - In-home family-based mental health treatment
  - Community treatment aide
  - Intensive outpatient
  - Residential treatment facilities
  - Parent-Child Interaction Therapy (PCIT)
  - Child-Parent Psychotherapy (CPP)

You may need services that are not covered by the Nebraska Plan. If you do not know who to call, you can call us toll-free. Call 1-800-424-0333. We will refer you to someone who can help.

### Getting help in an emergency

What is an emergency? This is when a person thinks they must act quickly to prevent serious health problems. You may have a mental health emergency or substance use treatment emergency. For example, you fear you may hurt yourself. Or you think a family member may harm themselves. Or your family member may harm another person.

If you think there is an emergency:

- You must act quickly. Call 911 at once! Or go to the closest hospital. You can use any hospital for emergency care. Even if you are in another city or state. You do not need to call us first.
- Tell the hospital that you are a Magellan member. Ask them to call us at 1-800-424-0333.
- Contact your provider. Or contact us any time, day or night. Call 1-800-424-0333. We will help you find the right care.

### Cost of services

Medicaid members have to help pay for the cost of services they get most of the time. This is a small amount. It is called a “copayment.” In the Nebraska Plan, this pays for mental health and substance use disorder treatment services. There is also a copay for your medications. Your provider can contact Medicaid to find out if you need to make a copayment.

### We are here to help

Call us any time at 1-800-424-0333. Our TDD/TTY number is 1-800-424-4045. Or visit us at [www.MagellanofNebraska.com](http://www.MagellanofNebraska.com).