

Magellan Behavioral Health  
of Nebraska, Inc.

# Member Handbook



**Contact us:**  
1-800-424-0333  
[MagellanofNebraska.com](http://MagellanofNebraska.com)

**Magellan**  
HEALTHCARE<sup>SM</sup>

If you have problems with seeing, please call Magellan at 1-800-424-0333. Our Consumer and Family Advocate will read this handbook to you.

Si tiene alguna pregunta o le gustaria obtener una copia gratuita de este manual en espanol, comuniquese con Magellan al 1-800-424-0333.

At times, changes need to be made to the information in this handbook. If any changes are needed, Magellan will do its best to give 30-day written notice.

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# Welcome to Magellan

Magellan Behavioral Health of Nebraska, Inc. (Magellan) is part of one of the country's leading behavioral health companies. "Behavioral health" services are mental health and substance use disorder care. "Substance" means drugs or alcohol.

In Nebraska, Magellan works with the Department of Health and Human Services, Division of Medicaid and Long-Term Care. Together, we manage behavioral health services for members of the Medicaid program. (We refer to you as a member if you are signed up for the program.)

Magellan has been helping people with mental health and substance use problems in Nebraska for many years. Magellan is a manager of your benefits. Magellan does not provide direct care to you. We help arrange your care. This makes it easier for you to get help for mental health and drug or alcohol problems.

You should call your health plan (like Arbor Health, Aetna Better Health of Nebraska or UnitedHealthcare Community Plan, for example) or Medicaid if you have a problem with your physical health. An example of this would be an infection or a broken arm. Your health plan or Medicaid will make sure you get care for your physical health needs. You will use Magellan to get mental health and substance use disorder treatment services.

## Magellan will help you

Our goal is to make behavioral health services easier to get for:

- Children and teens.
- Adults.
- 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.

If you have problems, we can help you:

- Solve the problems.
- Make a complaint.
- Get a review of a decision made about your complaint or problem.

## How do I get help?

You can call us toll-free (no cost) any time. Call 1-800-424-0333. If you are deaf or have trouble hearing, please call our TDD/TTY line. Call 1-800-424-4045. If you need help reading this book, call Magellan at either of the toll-free numbers above.

Magellan's Member Services staff will help you learn about the services you can get. Magellan has staff members who speak different languages. We also have translators to work with you. We have information in Spanish. We also have a Consumer and Family Advocate. This person can read information to you.

## An advocate to help you

An advocate who works for Magellan is called a peer specialist. This person talks to consumers and family members about their situations. The peer specialist helps solve their problems. Anyone who is a member of Magellan's Medicaid program in Nebraska can get help from this person.

You might have concerns about your services. Or you may have an idea about how services can be better.

If so, contact the Magellan peer specialist. Call the number shown at the bottom of this handbook.



# Emergencies

## What do I do in an emergency?

What is an emergency? This is when the typical person thinks he or she must act quickly to prevent serious health problems.

You may have a mental health or substance use disorder emergency. For example, you fear you may hurt yourself. Or you think a family member may harm himself or herself. Or your family member may harm another person.

You must act quickly. Call 911 at once! You do not need to call Magellan first. Go to the closest hospital. You can use any hospital for emergency care. Even if you are in another city or state.

In an emergency, you might be thinking about hurting yourself or someone else. If so:

- Call 911 or go to the closest hospital. You can use any hospital for emergency care. Even if you are in another city or state.
- Tell the hospital that you are a Magellan member. Ask them to call Magellan at 1-800-424-0333.
- Contact your provider. Follow any crisis or safety plan you have with your provider.
- Or contact Magellan any time, day or night. Call 1-800-424-0333 (TDD/TTY line at 1-800-424-4045). We will help you find the right care.

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

You or a family member may be away from home and have a mental health emergency. You may be visiting a friend or relative outside Nebraska. There your illness may suddenly get worse. If so, go to the closest hospital emergency room. You can use any hospital for emergency care. Even if you are in another city or state. Show them your Medicaid card. Let them know you are in Magellan's program. The hospital should call us as soon as possible at 1-800-424-0333.

## Post-stabilization services

You may need to go to the hospital for a behavioral health emergency. If so, make sure you get care after you leave. This is called post-stabilization service. You can get these services after emergency care from any provider. This keeps your condition stable. And it keeps you from having another emergency. You can get help 24 hours a day, seven days a week. You do not need an okay.

If you need this kind of care:

- Tell Magellan as soon as possible. We can help you get the care you need. A family member or friend can call for you.
- Set up a visit for follow-up care. Get an appointment before you leave the hospital. We can help you do this.
- Call us at 1-800-424-0333 if you need help.

# About providers

## How do I choose a provider?

Qualified mental health and substance use disorder providers are part of the Nebraska network. Providers in the network are therapists or programs. There are many providers in the state. You can choose who you see. If you are unsure about providers in your area, or would like help finding one, call us at 1-800-424-0333. We will help. Or visit [www.MagellanofNebraska.com](http://www.MagellanofNebraska.com). Look under the tab “Find a Provider.”

We want you to choose providers you like near where you live. This includes:

- Getting your choice of a male or female provider.
- Special types of treatment.
- A provider who speaks your language.

You can go directly to a provider to get care. Your provider must get some services approved by Magellan. Services that need approval are listed on page 10. You do not need approval for services in an emergency.

## What if I need help but can't get to an office?

Using Telehealth is a way to get help if you can't get to regular office appointments. Telehealth is online video counseling. You choose your provider and talk to them in real time. So if you are homebound or live far away you can still get the care you need.

If you want more information about telehealth call 1-800-424-0333. Or, visit our website. It is [www.MagellanofNebraska.com](http://www.MagellanofNebraska.com). Look under the tab “Benefits and Services.”

## Is it possible to change providers?

You have the right to get treatment from a provider you choose. Discuss your concerns with the provider you have now. If you still want another provider, we can help you choose a new one. Be sure to call your provider to cancel any visits.

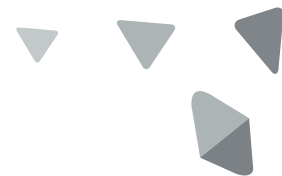
If you say it's okay, the provider you have been seeing may call your new provider. They may share information about your behavioral health care. Magellan can help guide you through this process.

## What if I need a ride to my provider visit?

Nebraska Medicaid members can get rides to non-emergency mental health and substance use disorder care. IntelliRide arranges the rides. Medicaid members anywhere in the state can get rides. You can arrange a ride to your provider visit. Call IntelliRide at 1-844-531-3783.

## What if I miss my provider visit?

Your provider is working with you to help you get better. It is very important to get the treatment you need. If you miss a visit time, please call your provider as soon as you can. Schedule a visit for another day.



## What happens if I move?

If you move, tell your provider and Magellan right away. We want to be sure you keep getting your needed services and medicine. You may need to change to a new provider.

Your provider will ask you to sign a release of information. This lets the new provider transfer your services. Your records may be given to the new provider if you give a written “okay.” Magellan or your provider can help you find a new provider.

## Getting more information

If you would like a complete listing of all the service providers, call us toll-free.

Call 1-800-424-0333. Or, visit our website. It is [www.MagellanofNebraska.com](http://www.MagellanofNebraska.com). Look under the tab “Find a Provider.” If you are deaf or have trouble hearing, contact our toll-free TDD/TTY line. It is 1-800-424-4045.

# About your services

## Do I have to pay for the behavioral health services I get?

In most cases, Medicaid members have to help pay for the cost of services they get. This is a small amount. It is called a “copayment.”

In behavioral health care, the copayment (or “copay”) pays for mental health/substance use disorder treatment services. There is also a copay for prescriptions (medicine). Your provider can contact Medicaid to find out if you need to make a copayment.

Copayments are required for:

- First diagnostic interviews.
- Outpatient therapy.
  - Individual.
  - Family.
  - Group.
- Medication management.

Copays for outpatient services are \$2.

There is a copay of \$15 when you are admitted to the hospital.

## What if I am already getting treatment?

Ask your provider if he or she is part of Magellan’s network. If he or she is in the network, you do not need to do anything. Just tell your provider you are enrolled with Medicaid.

If your provider is not in the Magellan network, we will try to add him or her to our network. We want to make sure your treatment continues smoothly. If we know about your treatment, we will tell you if your provider does not join the Magellan network. You would then have to make payments to the provider. Or we can help you find a new provider.

Your service provider may leave Magellan’s network. Or he or she may move away from your area. Magellan will work with you to find another provider who can meet your needs.

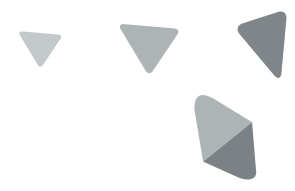
You may be unhappy with your provider. Tell your provider about your concerns. Try to work out the problem. If you are still unhappy, call Magellan. We will help you find another provider.

## What if I’m still not sure how to get services?

Magellan wants to make services as easy to get as possible. We also want families and caregivers to be involved.

Please call for help any time. Call us at the phone number at the bottom of this handbook. Or use our TDD/TTY line. This is 1-800-424-4045.





# Available services

## Mental health services

There is a wide range of treatment and services you can get for mental health and substance use disorder treatment 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. The list below describes the services that are covered (paid for) in the Nebraska Behavioral Health Managed Care Program.

### Crisis services

Members and families can get assessment and outpatient services (not in a hospital) when there is a crisis. (A crisis is like an emergency.) This helps people get treatment when and where they need it. Members already in treatment should contact their current provider for help in a crisis. But you may be away from home in another part of the state. If so, you can call a local Magellan provider there for crisis services. If you are not already working with a provider, you may go to any Magellan provider for crisis services. Magellan can help with follow-up care after a crisis.

### Mental health services

These services are available to adults, adolescents and children.

- **Assessments/Diagnostic Interviews/ Psychological Testing.** These services help your provider learn more about your symptoms. The information helps your provider plan the best treatment.
- **Outpatient Therapy for Mental Illness.** You and your therapist meet regularly. You discuss and work on your mental health problems.
- **Medication Management.** You meet with a psychiatrist (medical doctor) in his or her office. The psychiatrist may prescribe medicine to help you feel better. Some people will see

a psychiatrist or other medical doctor for medication.

- **Injectable Medications.** These treatments are ordered by a doctor and given by doctors or medical staff. They make your symptoms less strong and help you stay well.
- **Electroconvulsive Therapy (ECT).** A doctor can give this treatment in a hospital. A current is given to the brain to improve symptoms. Medications are usually tried first.
- **Partial Hospital Care/Day Treatment/ Intensive Outpatient Therapy for Mental Illness.** You may need more treatment than an outpatient visit provides. Your therapist may suggest you go to treatment for a few hours a day. You do not spend the night.
- **Hospital Observation Services.** This is a short time in a hospital (less than one day). The medical staff observe you to learn about your needs. They make a plan for the treatments you need.
- **Inpatient Service (Acute or Sub-Acute Care in the Hospital) for Mental Health Problems.** This treatment program takes place in a hospital. The staff will provide therapy to help you feel better. Doctors will work with you to find out which medications may help you feel better once you leave the hospital. You should attend follow-up therapy or medication management sessions after a hospital stay. The first follow-up visit should be within seven days of when you leave the hospital, if not sooner.
- **Psychiatric Nursing (in Home).** These services are provided where you live if it is very hard for you to get to an office. A nurse may give medicine and watch for side effects. The nurse can teach you more about your medicine and check if you are taking it right.

- **Adult Rehabilitative Services.** These are services for members age 19 years and older. They are mental health services to treat severe and lasting mental illness. These community-based services include:
  - Community support.
  - Day Rehabilitation.
  - Residential Rehabilitation.
  - Assertive Community Treatment.

## Substance use disorder treatment services

- **Outpatient Therapy for Substance Use Disorder.** You and your therapist meet regularly. You discuss and work on your substance use problems.
- **Social Detox.** This is an outpatient treatment program to help get drugs or alcohol out of your body.
- **Residential Treatment /Halfway House/ Therapeutic Community.** This is a 24-hour community treatment program. It is not located at a hospital. The staff will give you treatment to help you stay drug-free or alcohol-free.
- **Substance Use Intensive Outpatient Services.** You and your treatment team meet at least several times a week to help you stay drug-free or alcohol-free. You do not spend the night.

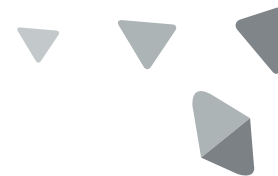
## Special services for children

- **Parent Child Interaction Therapy (PCIT).** PCIT focuses on children age 2-12. It helps to improve the quality of the parent-child relationship. PCIT treats disruptive behaviors.
- **Child-Parent Psychotherapy (CPP).** CPP focuses on children from birth to age 5 who have lived through at least one traumatic event. CPP works with the child and his or her parent

(or caregiver) to restore the child's sense of safety and attachment.

- **In-Home Family-Based Mental Health Treatment.** Providers offer treatment services in the home for children, adolescents and their families.
- **Community Treatment Aide.** Therapists direct these services, but they assist the child or adolescent outside of therapy. They can be provided at home, school or another community setting.
- **Conference.** This is a meeting to discuss current treatment of a youth. The conference can include treatment staff, family and others.
- **Intensive Outpatient.** Providers offer individual, family and group therapy in the home or in the office. This is to treat mental health or substance use problems. The therapy typically ranges from six to 12 or more hours per week.
- **Psychiatric Residential Treatment Facilities.** This is a place where children and adolescents live while they get treatment. They usually have serious mental health and/or substance use disorder issues.
- **Therapeutic Group Home.** This means that youth can live in a small group home-like setting to learn how to help them feel better, find new friends and do better at home, school and work.
- **Professional Resource Family Care.** Children and adolescents live in a home with someone who is not their parent or legal guardian. They get individual and family treatment for mental health and substance use issues.

You may need mental health or substance use disorder treatment services that are not covered by the Nebraska Plan. If you don't know who to call, you can call us toll-free. Call 1-800-424-0333. We will refer you to someone who can help.



It is our job to see that you get medically needed services. Magellan covers treatments for mental health and substance use disorders only. The Nebraska Medicaid Plan has guidelines that say which services meet medical needs. We follow these guidelines for our decisions about your care.

Nebraska providers follow the same guidelines unless you have an emergency. They are called medical necessity guidelines.

## What is medical necessity?

*According to the law:* Medical necessity is the need for treatment services to diagnose, treat, or cure major functional impairments. These problems result from symptoms of a mental health or substance use disorder diagnosis. Treatment services shall:

1. Be provided in the least restrictive level of care that is appropriate to meet the needs of the client.
2. Be supported by evidence that the treatment improves symptoms and functioning for the client's mental health or substance use disorder diagnosis.
3. Be reasonably expected to improve the individual's condition or prevent further regression so the services will no longer be necessary.
4. Be required for reasons other than primarily for the convenience of the client or the provider.

## Other services from the state

If you are eligible for Medicaid, you can get other services. Magellan does not cover these services.

We do not cover hospital services other than mental health care. Contact your health plan or Medicaid if you need the following covered services:

- Medical care.
- Hospital care.
- Vision care.
- Hearing care.
- Chiropractic care.
- Dental care.
- Pharmacy.
- Transportation—IntelliRide.
- Family planning services. Birth control, pregnancy testing and family health services are available to all members, including minors. Your medical care will be kept private. You can receive these services from your primary care physician (PCP) who is a doctor. Or from a family planning clinic that accepts Nebraska Medicaid. You do not need a referral to go to a family planning clinic.

## Prescription drugs

Sometimes medication (medicine) is part of treatment. If you need medication, your doctor or psychiatrist will write a prescription. Ask your doctor or health plan to find out which pharmacy to use.

Most of the cost of your prescriptions drugs is paid by Medicaid. You can get a list of all medications that Medicaid pays for. Most common medications are on the list. Some medications will require special approval.

## Specialty care

Some providers offer specialty care. This includes substance use disorder treatment or parent-child interaction therapy. You can see a Magellan provider without a referral. You do not need to call your PCP for a referral for behavioral health appointments.

Some services require an okay from us. Your provider will request an okay when it is needed. You need an okay for the services listed below.

## Services needing approval

### Acute care

- Inpatient Psychiatric (Acute and Adult Sub Acute)
- 23-Hour Crisis Observation
- Residential Crisis Stabilization

### Residential psychiatric treatment for children and adolescents

- Psychiatric Residential Treatment Facility
- Professional Resource Family Care
- Therapeutic Group Home

### Non-routine outpatient

- Community Treatment Aide
- Intensive Outpatient
- Day Treatment
- Partial Hospitalization

### Outpatient

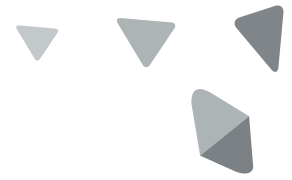
- Injectable Medication Request
- ECT
- Psychological Testing
- In-Home Nursing Services

### Medicaid rehabilitation option services for adults

- Assertive Community Treatment
- Secure Residential Rehabilitation
- Psychiatric Residential Rehabilitation
- Community Support
- Day Rehabilitation

### Adult substance use disorder services

- Community Support Adult Substance Use Disorder
- Intensive Outpatient Adult Substance Use Disorder
- Short-Term Residential Treatment Adult Substance Use Disorder
- Therapeutic Community Adult Substance Use Disorder
- Halfway House Adult Substance Use Disorder
- Dual Disorder Residential
- Intermediate Residential



# Privacy

## Is my behavioral health information private?

There are laws about who can see your behavioral health information. It may help you to share this information with others.

- With your permission, it can be given to other agencies, such as schools.
- You may need to give a written “okay.”
- You can sign a release form. This form states that your medical records, or parts of them, may be given to the person you name on the form.
- For more information about the release form, contact Magellan. Call 1-800-424-0333 or TDD/TTY 1-800-424-4045.

At times, your permission is not needed to share your information. This could include sharing information with:

- Providers and others who deliver services.
- Your medical primary care doctor.
- Some state agencies helping with your treatment.
- Your health plan.

You can see the behavioral health information in your medical record.

- You can ask to have the record changed.
- You can get one free copy per year of your medical record.
- Contact your provider to get a copy of your medical record.

## When information can't be kept private

There are times when we cannot keep information private. It is not protected by law at these times:

- You commit a crime or threaten to commit a crime. We must call the police.
- You are going to hurt another person. We must let the person know so the person can protect himself or herself. We must also call the police.
- Possible child abuse. We must report this to local officials.
- You might hurt yourself. We must try to protect you. We may need to talk to other people in your life or other service providers. We only share the information needed to keep you safe.

# Member rights and responsibilities

As a member, you have rights and responsibilities. Your rights are important. Providers must explain your rights at your first visit.

## Your rights

As a member, you have the right to:

- Be treated carefully, with respect and privacy.
- Be treated fairly, whatever your:
  - Race.
  - Religion.
  - Gender.
  - Ethnic background.
  - Ability or disability.
  - Sexual orientation.
  - Gender identity.
  - 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.
  - Business structure and operations.
  - Doctors' incentive plans, if applicable.
- 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.

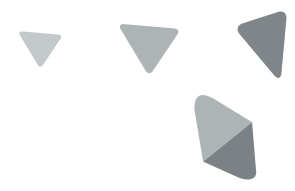
- Ask for a certain type of provider.
- Have your provider make care decisions based on the treatment you need.
- Get healthcare services that obey state and federal laws about your rights.
- Help make decisions about your healthcare. This includes the right:
  - To get a second medical opinion. This can be done at no cost to you.
  - To say no to treatment. This is your right unless the court says otherwise.
- File a complaint 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 a decision by Magellan not to approve a treatment service.
- Get help from Magellan and your healthcare provider to file a complaint, grievance or appeal.
- 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 does not affect this.

## Your right to information

You have the right to get information at any time from Magellan. This includes, but is not limited to:

- A member handbook from Magellan as requested by you.





- Information about providers.
- Any limits on your choice of Magellan providers
- Your rights and protections.
- The amount and type of your benefits.
- The process for getting services. This includes getting approvals.
- A description of after-hours and emergency coverage and how to get these services.
- A description of emergency medical conditions.
- A description of “post-stabilization” services.
- How to get a ride to services.
- Grievance, appeal and state fair hearing procedures. This includes their timeframes.

### **Your responsibilities**

You have the responsibility to:

- Get treatment you need from a 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 and 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 copayments.

- Share your worries about the quality of your care.
- Tell someone if you suspect abuse and fraud. (This is someone not being honest.)

Call the Corporate Compliance Hotline. You can reach this number 24 hours a day and seven days a week. This hotline is run by an outside company. You do not have to give your name when you call. All calls will be looked into and will stay private.

You can report fraud, waste and abuse using one of the following.

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

## What is consent to treatment?

You have the right to accept or refuse services.

- If you want the services, you or your legal guardian must sign a “consent to treatment” form.
- This signed form will give the needed permission.

Your provider needs your permission to give you some services.

- You may need to sign a form or give a spoken “okay.”
- You can decide if you want the service or not.
- For example, your provider will tell you about the benefits and risks of taking medicine.
- He or she will also ask you to sign a consent form.
- Or you may give verbal (spoken) permission if you want to take the medicine.

# Advance directives

The state of Nebraska allows you to make an “advance directive” for mental health decision-making.

An advance directive is a legal form. It talks about how you want to be treated if you are not able to speak for yourself. You complete the form ahead of time. Providers look at this form if you are too sick to decide about your care.

You can use an advance directive to:

- Tell a doctor, hospital or judge what types of treatment you want or do not want.
- Name a friend or family member who can make mental health care decisions for you. They can do this if you are not able to make decisions for yourself.

Some groups have sample advance directives you can complete and sign. You can get more information and sample forms from the National Resource Center on Psychiatric Advance Directives, [www.nrc-pad.org](http://www.nrc-pad.org).

Tell your family and providers if you have an advance directive. Give copies to:

- All providers caring for you. This includes your primary care doctor.
- People you name as a medical or mental health power of attorney. (This is someone who is allowed to speak for you.)
- Family members or trusted friends. They can help your providers make choices for you.

Even after you make an advance directive, a provider may not want to follow it “as a matter of conscience.” This is when the provider does not agree with the directive. This does not happen often. If it does happen, the provider must give you written policies that:

- State why the facility and/or providers object to the directive.
- State the law that allows the objections.
- Describe the medical conditions involved





# Complaints and grievances

## What if I have a complaint or grievance about my care?

You may not be happy with the care you are getting. If not, try to solve problems by talking with your provider first.

You can also make a formal complaint with Magellan at any time. We will work with you to fix the problem. The way we handle your complaint is called our “grievance process.” You will hear the words “filing a grievance.” You can file a grievance with Magellan at any time. This is what we call it when you make a complaint or voice your concern.

Reasons for complaints or grievances include:

- You are unhappy with the quality of care or services.
- You believe a provider did not respect your rights.
- You believe a provider has been rude.
- You have been abused or mistreated by a provider.
- You have been put in a dangerous treatment setting.

You can tell us about a complaint or grievance by calling us. Or you can tell us in writing. You can also use our website, [www.MagellanofNebraska.com](http://www.MagellanofNebraska.com).

### **Call to make a complaint or grievance:**

Call Magellan at 1-800-424-0333 or TDD/TTY line at 1-800-424-4045.

In most cases, we will be able to solve your problem on the telephone. You may also send your complaint or grievance in writing.

### **Written complaint or grievance:**

Please write to:

Magellan Health Services  
Attention Grievances  
1221 N Street, Suite 325  
Lincoln, NE 68508

### **Online (website) complaint or grievance:**

You also can file a grievance online at [www.MagellanHealth.com/member](http://www.MagellanHealth.com/member).

1. Click on the link labeled ‘Help’ in the upper right-hand corner of the screen.
2. Click on the link labeled ‘Complaints’ (or ‘Compliments’) located in the list labeled ‘Feedback.’
3. Click on the link labeled ‘Contact Us.’
4. Type and submit your message.

There are rules about how soon Magellan must give you a decision about your complaint or grievance. Magellan has 90 days to respond to you.

## What is an appeal?

An appeal is a formal request. When you make an appeal, you are asking someone to review a decision that Magellan made about your behavioral health services. Also, if you disagree with a decision to deny (to not approve) a service, you may ask for a State Fair Hearing. Call 402-471-7237. Or you can send a written request to the State Hearing Officer. Send it to:

Legal Services Hearing Section  
P.O. Box 98914  
Lincoln, NE 68509-8914

You must ask for the State Fair Hearing within 90 days after you receive Magellan's notice (letter) to deny the service. The State Hearing Officer will send you a letter when your appeal is received.

At the hearing (like a court), you can be represented by:

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

#### **Requirements (or rules) for filing an appeal**

- Your provider or other involved person may file an appeal for you.
- The appeal must be filed within 90 days of the date on the notice of action (denial).
- You may present evidence or other information related to your appeal. You can do this in person or in writing. Or your provider or another involved person can do this for you.
- You may review any documents Magellan may have related to your appeal. Or your provider or other involved person can do this for you.

You will receive a written decision on your appeal within 45 calendar days.

Ask for a speedy appeal if taking the time for a standard appeal could seriously harm you. You will receive a decision within three working days. This is unless extending the decision time for 14 working days would benefit you.

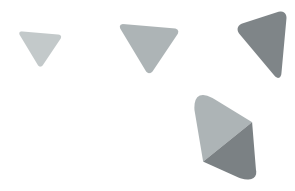
#### **Continuation of benefits**

You can ask to have your benefits continue during an appeal or State Fair Hearing. All of the following must apply:

- The appeal involves a change in an existing approval.
- The services are ordered by an approved provider.
- The approval period has not expired.
- You must make the request on or before the later of the following:
  - Within 10 days of the notice date.
  - Before the effective date of the proposed (planned) action.

If the State Fair Hearing decision agrees with your request, Medicaid will pay for the continued services. If the hearing does not support your request, you may be responsible for payment.

If you have questions about appeals, please call Magellan at the phone number at the bottom of this handbook.



# Recovery, resiliency, wellness and peer support

The values of recovery and resiliency guide us as we work with providers in Nebraska to deliver quality care to each member.

## Your wellness and recovery

You can live well and still have mental health challenges. Taking care of yourself includes living a healthy lifestyle. This involves:

- Eating the right foods.
- Getting regular exercise.
- Getting a good night’s rest.

You may choose to replace unhealthy lifestyle habits with new ones that will help you be well.

Taking steps toward recovery and living with day-to-day challenges in life includes:

- Building your skills to continue healthy living even when you are feeling stress.
- Having safe and supportive relationships.

Many things can help. Below are a few questions and answers to help you understand the ideas of:

- Recovery.
- Resiliency.
- Wellness.
- Peer support.

## What is recovery?

There are many definitions for recovery. It is important to remember that your recovery may not be like someone else’s. There are many pathways to recovery. Each person has his or her own path. Some things apply to everyone:

- Positive changes in your life are possible.
- Recovery builds on your strengths, talents and coping skills.
- Coping skills improve during the recovery process.

Recovery includes having choices about your services and supports. This helps you gain control over your life. Your recovery plan is developed just for you. It includes goals built on your needs, ideas, experiences.

Another important part of recovery is respect for your rights. You should not be stigmatized or discriminated against. (See page 12 in this handbook for your rights and responsibilities.)

Recovery involves accepting yourself and believing in yourself. Spend time with people who respect you and support you. Take responsibility for your own recovery. Set your own health goals. Make choices that help you take care of yourself.

Get help from others with similar experiences who are living well with their mental health challenges. This is called mutual support. Or peer support. It means helping other people who have similar life experiences (peers). You will read more about peer support later.

Finally, having hope is important for recovery. It is important to believe your life will get better. And you will have a better future. Pay attention to situations of people that support your dreams and goals. Spend time with family, friends and providers who also have hope for your future.

## What is resiliency?

Resilience is the ability to bounce back and adapt to challenges. Even if you feel stress. Building resiliency includes learning new skills. This helps you feel more confident. You have a sense of hope in your life. Resiliency means you are able to grow. You learn new ways to face challenges and stress in a way that helps you move into the future.

## How can I be more resilient?

People have different pathways to recovery. They have many ways to become more resilient. One way is to be aware when you have bad feelings about yourself or your situation. Being aware of how you feel is important. This is called being mindful. It is important to remember that you have overcome difficulties in the past.

Spirituality or connection to life also helps people become more resilient. You must have hope in your life from yourself and from others. You need to believe in your own value.

Finally, you need meaning and purpose in your life. Find ways to do healthy and enjoyable things. For some, this means working or volunteering. Or learning new things. Or doing something creative. For others, it means helping others. Some people discover that being of service to others can help them be more healthy and well.

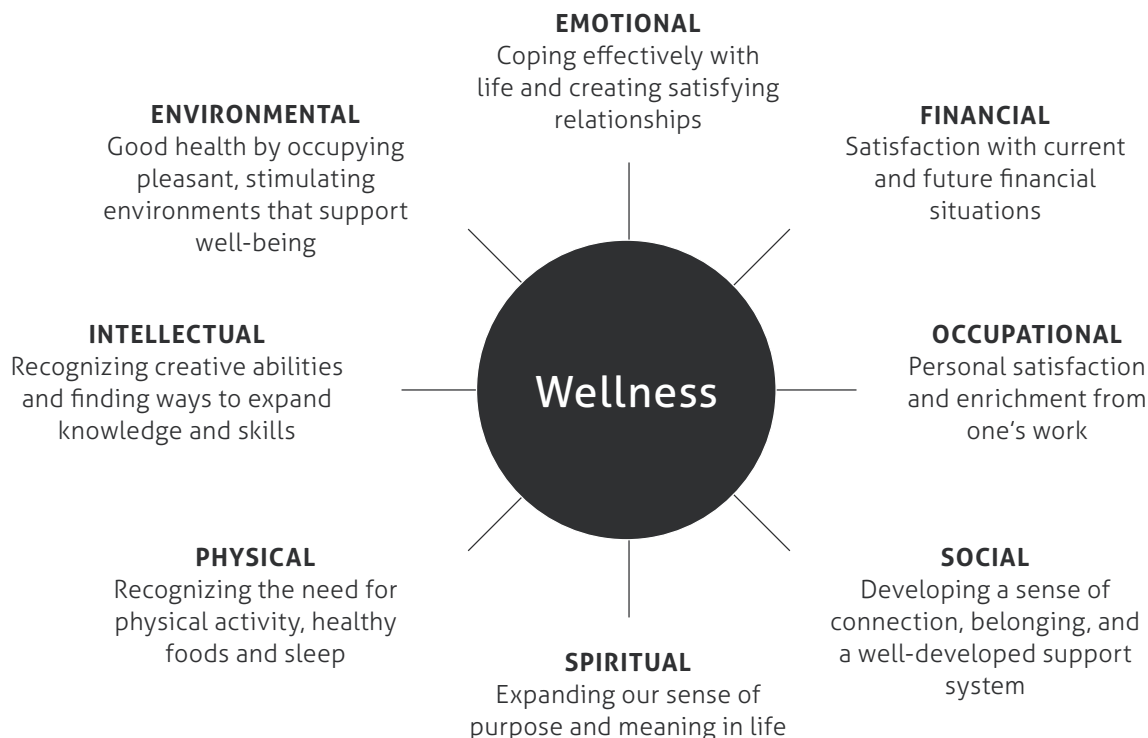
## What does it mean to be well?

Our health includes mental and physical health. It also includes other areas of our lives, such as:

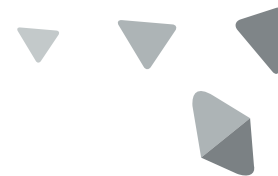
- Having your own money to do things you like to do.
- Being able to do creative things like paint, play music and work in a garden.

Wellness also includes helping others. This is very important. Helping other people move along their pathways to recovery and wellness also helps you. This is called the “helper’s principle.” We get better by supporting and encouraging others to get better.

The picture below shows eight areas of wellness. Look at each area. See how it applies to your life.



*Used with permission of the Substance Abuse and Mental Health Services Administration (SAMHSA).  
See SAMHSA's Wellness Initiative: <http://www.promoteacceptance.samhsa.gov/10by10/dimensions.aspx>.*



## What is peer support?

Peer support happens when people with experiences like yours help you. They share their experiences of living with mental health issues. Peer support comes from people who want to help you find your pathway to recovery and being well. This can mean helping you learn how to build a circle of support you can count on. Getting peer support helps people living with mental health issues and physical health problems live better, healthier lives in the community.

Family members and parents with similar experiences also give peer support. They are trained to help other families and parents. Sometimes family members and parents of adults who live with mental health issues need to talk with someone who understands them. Family and parent peer support can help people who have a child living with emotional issues.

## How can I get peer support?

Peer support may be provided through:

- A self-help group.
- A peer-run organization.
- A family/parent-run organization.
- Your mental health provider.

**A self-help group** is made up of other people living with issues like yours. One example of a self-help group is Alcoholics Anonymous. Another example is Peer Support Whole Health and Resiliency groups. In these groups you can join others in learning how to create healthy lifestyle choices based on your own goals and hopes. Family members and parents can connect with self-help groups run by:

- National Alliance on Mental Illness.
- National Federation of Families for Children’s Mental Health.

**Peer-run organizations** are more formal. They may have a variety of services and supports to offer you. This includes self-help groups. They are run by people living with mental health issues themselves. They are moving along in their own recovery and want to help others. Some peer-run organizations have programs to help you:

- Find a job.
- Find a safe place to live.
- Create your own recovery and wellness plan based on your strengths, needs and goals.

Some operate a “warm line.” This is a telephone number. You can call to talk with a peer supporter when you feel alone. Or if you just need to talk with someone who knows what it means to live with mental health issues.

**Family/parent-run organizations** also are more formal. They include many services and supports. They are run by people who have a family member who lives with mental health or emotional issues. These groups are similar to peer-run organizations. They are run by family members and parents who can help by sharing their own experiences.

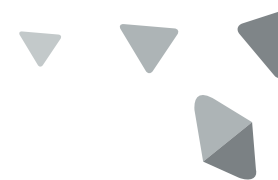
Your mental health provider may offer peer support services. The peers who provide this support are trained to be certified peer specialists. They have special skills, information and ways to help you on your recovery journey.

Call Magellan at 1-800-424-0333 to learn what peer support is available to you.

## How can I learn more about recovery, resiliency, wellness and peer support?

A good way is to connect with people who offer peer support. You also can:

- Ask your mental health provider for more information.
- Use a computer and connect to the Internet.
- Call Magellan at 1-800-424-0333.



# Fraud, waste, abuse and overpayments

## What are fraud, waste, abuse and overpayments?

- Fraud is a false action that is used to get something of value.
- Waste is the misuse of services.
- Abuse refers to overused or unneeded services.
- Overpayments refer to any amount that is not authorized to be paid by the Medicaid program. This could be paid as a result of wrong or improper cost reporting, improper claiming, unacceptable practices, fraud, abuse, waste or mistake.

Magellan always does business in a legal way. We want to prevent, find and report fraud, waste, abuse and overpayments.

An agency called Nebraska Medicaid Program Integrity also wants to stop these things from happening. They check on anyone who may be trying to commit fraud, waste or abuse against the Medicaid program. This can include people receiving Medicaid services, providers or vendors. They also:

- Get overpayments back.
- Give warnings.
- Send possible fraud cases to be looked into.

## Examples of fraud, waste and abuse

- Giving medical services that are not needed.
- Billing for services that were not provided.
- Billing for services that are not covered by Medicaid.
- Billing two times for the same service.
- Using a wrong billing code (number) to get extra payments.
- Using the identity of another person to get Medicaid services.
- Making false documents by changing:
  - The date of service for a claim.
  - Prescriptions.
  - Medical records.
  - Referral forms.
- Paying or taking a bribe.

## What you can do

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 for. Magellan will look into it if you tell us that you did not get the services we paid your provider to give you. We will also report it to Nebraska Medicaid Program Integrity.



## Reporting Medicaid fraud, waste, abuse and overpayments

If you think an individual, company or provider is committing fraud, waste, and abuse or keeping overpayments, please report it. You can report it to Magellan. Or directly to state agencies.

### Report fraud, waste, abuse and overpayments to Magellan

Report fraud, waste, abuse and overpayments to Magellan's Special Investigations Unit (SIU).

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

Report fraud, waste, abuse and overpayments through the Magellan Corporate Compliance hotline. This is available 24 hours a day, seven days a week. It is handled by an outside company. Callers do not have to give their names. All calls will be investigated and will remain confidential.

- Corporate Compliance Hotline: 1-800- 915-2108
- Compliance Unit email: Compliance@magellanhealth.com

### Report fraud, waste, abuse and overpayments to state agencies

You can report suspected cases of fraud, waste, abuse and overpayments directly to the agencies listed below.

Medicaid fraud or possible abuse, neglect or financial exploitation of patients in Medicaid facilities can be reported directly to the Nebraska state government. Visit the Nebraska Medicaid Reform: Program Integrity website for more instructions. Go to [http://dhhs.ne.gov/medicaid/Pages/med\\_pi\\_fraud.aspx](http://dhhs.ne.gov/medicaid/Pages/med_pi_fraud.aspx).

To report suspected **Medicaid Provider Fraud** or possible abuse, neglect or financial exploitation of patients in Medicaid facilities, contact:

Attorney General's Office  
Medicaid Fraud and Patient Abuse Unit  
2115 State Capital  
Lincoln, NE 68509  
Phone: 402-471-3549  
Toll free: 1-800-727-6432  
Email: ago.medicaid.fraud@nebraska.gov

To report **Nebraska Medicaid provider self-disclosure**, contact:

Nebraska Medicaid Program Integrity  
P.O. Box 95026  
Lincoln, NE 68509  
Toll free: 1-877-255-3092.  
Email: DHHS.MedicaidProgramIntegrity@nebraska.gov

To report suspected **Medicaid Client Fraud**, contact:

Special Investigation Unit  
Department of Health and Human Services  
Division of Public Health  
Phone for Lincoln and all of Nebraska:  
402-471-9407  
Or in Omaha: 402-595-3789  
Email: Investigations.SIU@dhhs.ne.gov

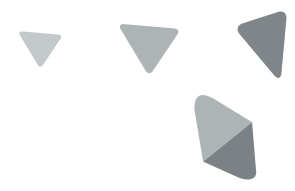
*Written complaints may be submitted in Lincoln to:*

DHHS Division of Public Health Investigations  
1033 O Street, Suite 500  
Lincoln, NE 68508

*Written complaints may be submitted in Omaha to:*

DHHS Division of Public Health Investigations  
1215 S 42nd Street  
Omaha, NE 68105





For general help with **Medicaid Fraud**, contact:

Nebraska Medicaid Fraud and Patient Abuse  
Unit  
2155 State Capital  
Lincoln, NE 68509  
Phone: 402-471-3549  
Fax: 402-471-2957  
Toll Free: 1-800-727-6432  
Email: [agomedi@nebraska.gov](mailto:agomedi@nebraska.gov)

Nebraska Department of Insurance Insurance  
Fraud Prevention Division  
941 O Street, Suite 400  
Lincoln, NE 68508  
Phone: 402-471-2201  
Fax: 402-471-8335  
Email: [DOI.FraudPrevention@nebraska.gov](mailto:DOI.FraudPrevention@nebraska.gov)

U.S. Department of Health & Human Services  
Office of Inspector General  
ATTN: OIG HOTLINE OPERATIONS  
P.O. Box 23489  
Washington, DC 20026  
Toll-free: 1-800-447-8477  
Email: [HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)

## Additional information about fraud, waste, abuse and overpayments

More information about fraud, waste, abuse and  
overpayments is available on our website at  
[www.MagellanofNebraska.com](http://www.MagellanofNebraska.com)

You can get more information about fraud, waste,  
abuse and overpayments from the Nebraska  
Medicaid Program Integrity website:  
[http://dhhs.ne.gov/medicaid/Pages/  
med\\_pi\\_index.aspx](http://dhhs.ne.gov/medicaid/Pages/med_pi_index.aspx)

# Other helpful resources

Many groups in Nebraska can help you if you have a problem with services. They may give you information or advice. Or they may offer to be with you or speak for you. Some of these resources are listed below.

You can also check our website for other types of help at [www.MagellanofNebraska.com](http://www.MagellanofNebraska.com).

## **NAMI Nebraska**

415 S. 25th Avenue  
Omaha, NE 68131  
1-877-463-6264

This is a self-help/advocacy group of consumer and family members. They work to increase public education and help people understand mental illness.

## **Mental Health Association of Nebraska**

P.O. Box 23001  
Lincoln, NE 68504  
1-800-422-6691

This group brings together members, families, professionals, advocates and concerned citizens. They address all aspects of mental health and mental illness.

## **Voices for Children—Nebraska**

7521 Main Street, Suite 103  
Omaha, NE 68127  
402-597-3100  
[voicesforchildren.com](http://voicesforchildren.com)

Voices for Children in Nebraska educates and motivates Nebraskans to take action to better the lives of Nebraska's vulnerable children in the areas of health, safety, economic stability and education.

## **Nebraska 2-1-1**

Dial 2-1-1 or 402-444-6666

Nebraska 2-1-1 helps you find health and human services to meet your needs. You can find hundreds of services online or by phone.

## **Answers 4 Families**

[www.answers4families.org](http://www.answers4families.org)

Answers4Families.org is Nebraska's support and information connection for families seeking many kinds of assistance.

## **Nebraska Foster & Adoptive Parent Association**

315 South 9th Street, Suite 10  
Lincoln, NE 68508  
1-877-257-0176

The mission of this group is to support and help Nebraska families. They promote safety, stability and well-being for all children.

## **Nebraska Family Helpline**

1-888-866-8660

This is a free and confidential resource for parents who have questions regarding their child's behavior. Trained counselors are available any time to help in a crisis.

## **The Kim Foundation**

13609 California Street  
Omaha, NE 68154  
402-891-6960

[www.thekimfoundation.org](http://www.thekimfoundation.org)

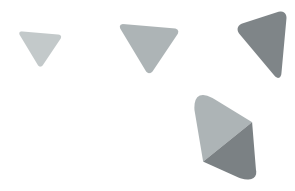
The Kim Foundation links individuals, families and groups. The foundation works to help people understand the need for mental health services.

## **Safe Harbor**

415 South 25th Avenue  
Annex Building  
Omaha, NE 68131  
402-884-9044

Warm Line Number: 402-715-4226

Safe Harbor offers assistance to adults with mental illness who are experiencing a crisis in their lives that is causing significant stress, yet does not require immediate psychiatric care or hospitalization.



**PTI Nebraska**

2564 Leavenworth Street  
Suite 202  
Omaha, NE 68105  
Located in the Alliance Group Building  
402-346-0525  
info@pti-nebraska.org

PTI Nebraska is a statewide resource for families of children with disabilities or special healthcare needs, enabling parents to have the capacity to improve the education and healthcare outcomes for their children.

**The Boys Town National Hotline**

1-800-448-3000  
The Boys Town National Hotline is a 24-hour crisis, resource and referral line.

**Project Everlast**

7101 Mercy Road  
Omaha, NE  
402-384-4670  
www.projecteverlast.org/get\_help.html  
Project Everlast is a statewide, youth-led initiative committed to providing resources, connections and support to young adults as they age out of foster care.

**The Orchard**

300 S. 13th Street  
Lincoln, NE 68508  
402-477-0152  
<https://www.facebook.com/pages/The-Wellbeing-Initiative/1598859237043190>

This organization is a peer run organization. It is created by individuals who have challenges and experience with mental health who provide support to others with similar challenges. The volunteers use attentive listening, communication and authenticity to offer hope and encouragement to others.

# Definitions

The meanings of some of the words in this Member Handbook are provided below.

**Advance Directive**—A legal document that talks about how you want to be treated if you are not able to speak for yourself.

**Advocate**—A person who can help you when you have a problem getting the care you need. Or when you are working with Magellan.

**Appeal**—Working with Magellan or the state to get a final answer when you disagree with a Magellan action.

**Behavioral Health Services**—Mental health or substance use disorder treatment.

**Benefits**—Services and support covered by your managed Medicaid program.

**Client Assistance Program (CAP)**—A program that offers up to five outpatient therapy sessions. There are no referral or approval requirements.

**Clinical Guidelines**—The standards used by a managed care company to decide what types of services are needed.

**Community**—The local area or neighborhood and the people who live in the area.

**Consumers**—People who use mental health or substance use disorder treatment services.

**Department of Health and Human Services (DHHS)**—The department in the Nebraska state government that runs your Medicaid program.

**Emergency**—A physical or mental health/substance use problem or situation that cannot wait.

**Evaluation**—Tests and studies that help a doctor find out what is going on and what treatment will be best.

**Complaint**—Telling somebody verbally or in writing that you are not satisfied with services.

**Grievance**—The way we handle your complaint is called our “grievance process.” You will hear the words “filing a grievance.” This is what we call it when you make a complaint or voice your concern.

**Health Plan**—A company that manages medical or surgical (physical health) benefits.

**Life-threatening Situation**—Any situation that could result in death or serious harm to you or someone else.

**Medicaid**—A program through the Nebraska Department of Health and Human Services. It provides medical/surgical and mental health/substance use disorder treatment services. If you are eligible for Medicaid, you may be enrolled in the Nebraska Behavioral Health Managed Care Program. If not, you receive the same services through the regular Medicaid program.

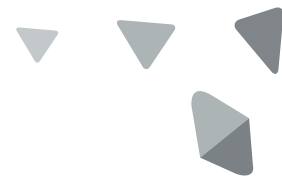
**Medication**—Drugs prescribed to you by your doctor to help you get better.

**Member**—An adult, youth or child who is enrolled with Magellan to receive behavioral health services.

**Member Services**—Magellan’s department that helps members get information about services. The department also answers members’ questions about rules or benefits.

**Nebraska Behavioral Health Managed Care Program**—A Nebraska program providing healthcare for people who are eligible for Medicaid.

**Power of Attorney**—A written statement naming a person you choose. This person can make healthcare or mental health decisions for you if you cannot do it.



**Prescription**—A medicine your doctor tells you to take. It also refers to the paper the doctor uses to write out what medicine is to be used, how much and how often.

**Primary Care Physician (PCP)**—Your medical doctor.

**Provider Network**—The large group of therapists or counselors offering behavioral health services to Magellan members.

**Referral**—The process your provider or Magellan uses to send you to another provider for special types of care.

**Service Providers**—The people or agencies providing treatment and services to Magellan members.

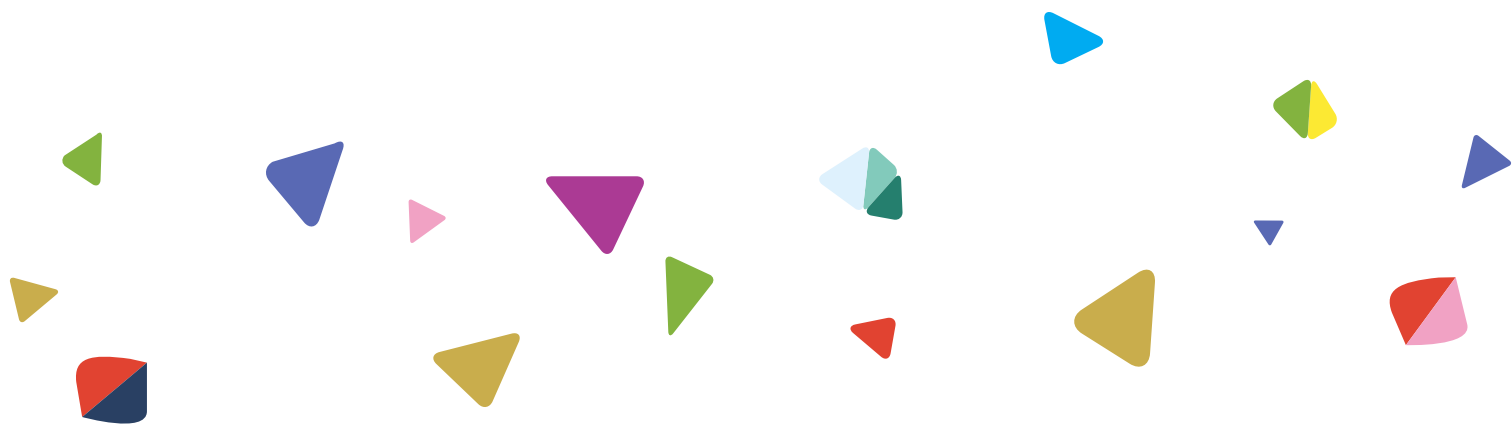
**Severe and Persistent Mental Illness (SPMI)**—People living with this condition may have long-term mental health challenges. The condition is serious. It can limit a person's success in handling the activities of daily living. It can also limit his or her success in socializing with others. And the ability to keep a job or to stay in school. But people may be able to get a lot of support in the community to help them live on their own.

**Substance Use Disorder**—An alcohol or drug problem.

**Treatment**—Medication or therapy given by professionals to treat or cure an illness.







1-800-424-0333  
MagellanofNebraska.com

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