



Oregon Health Plan Mental Health Services

Member Handbook

English

Accountable Behavioral Health Alliance
is the managed Mental Health Organization for
Oregon Health Plan members in
Benton, Crook, Deschutes, Jefferson, and Lincoln Counties

Accountable Behavioral Health Alliance
310 NW 5th Street, Suite 206
Corvallis, Oregon 97330

1-(541) 753-8997

Toll Free: 1-(866) 625-5755

TTY 1-(800) 221-2832

After Hours Crisis: 1-(888) 232-7192 (toll free)

Website: www.abhabho.org

Email: info@abhabho.org

Oregon Tobacco Quit Line 1-(877) 270-STOP

December 2007, Approved by CMS and AMH on December 4, 2008

Dear Oregon Health Plan Member:

**Welcome to
Accountable Behavioral Health Alliance (ABHA)**

If our name, “Accountable Behavioral Health Alliance”, or “ABHA”, appears in your Medical Care Identification Coverage Letter you received from the Division of Medical Assistance Programs (DMAP), then you are eligible for mental health services through ABHA.

This handbook will tell you what services are available and how to get those services. It also tells what to do in an emergency and explains your rights and responsibilities. If you have any questions about your mental health benefits, please call **1-(866) 625-5755**.

This handbook is provided to all Oregon Health Plan (OHP) members whose mental health services are covered by ABHA whether or not they use these services. This handbook is available in other languages and in alternate formats for members with vision or hearing impairments. Contact the ABHA Administrative Office if you need this handbook in a different language or alternate format.

You may receive information on plan structure operations and practitioner incentive plans upon request.

Confidentiality

All patient information is private. This includes anything in your medical record and information you give to your provider. It also includes anything you tell your ABHA provider. We do not share this information without your approval except in an emergency or when required by state and federal rules. In an emergency, only the information needed to help you is shared. State or Federal staff may review your records to see if we gave you the best possible care.

Your ABHA provider may ask you to sign a release form. The form will tell you what information is to be shared. It will also state who will get the information and why they need it. The form will list a date when the information sharing stops. For more information on Notice of Privacy Practices, see Page 12 of this handbook.

If you need this booklet in another language, large print, Braille, on tape, or another format, call 1-(866) 625-5755 or TTY 1-(800) 221-2832.

Si necesita este folleto en otro idioma, letra más grande, Braille, cinta de audio, o en otro tipo de formato, llame al 1-(866) 625-5755 o al 1-(800) 221-2832 (TTY)



Table of Contents

	Page No.
Welcome, Confidentiality, Alternate Format	1
Table of Contents	2
General Information	3
Mental Health Provider and Clinic List	3 - 4
After Hours Urgent and Emergency Services	4 - 5
The Benefit Package	5
Intensive Treatment for Children (ICTS)	6
Interpreter Services	6
Selection of a Mental Health Provider	6
Changing Mental Health Providers	6 - 7
Medical Care Identification Form	7
Appointments	7
Referral Services	7
Out of Area Services	7 - 8
Medications	8
Health Education	8
Disenrollment	8
Grievances and Concerns	8 - 9
Your Rights	9 - 10
Your Responsibilities	10 - 11
Declaration of Mental Health Treatment	11
Advance Directive	11
Notice of Privacy Practices	12 - 14
Definitions	15 - 16
Phone Numbers	16

General Information

Accountable Behavioral Health Alliance (ABHA) provides mental health services for you as part of your Oregon Health Plan Benefit Package.

We will work with you to make sure that you get the services that are right for your needs. We will manage these services through one of the County Mental Health Clinics shown here. You will get services from the County staff or from one of our community providers. You and your County Mental Health Clinic will work to find the best provider for your needs. Our County Mental Health clinics are at:

Benton County Mental Health

530 NW 27th Street
P.O. Box 579
Corvallis, Oregon 97339
Main Phone: (541) 766-6835
TDD: (541) 766-6759
Toll Free: (800) 757-6844
Web site: www.co.benton.or.us/health
Business Hours:
8:00 a.m. - 5:00 p.m. Monday - Friday

Services are available for children, youth and adults. Services are available in English and Spanish; services in other languages are available with an interpreter upon request. Some limited evening times for specific non-routine family meetings.

Lutheran Community Services NW (Crook County)

365 N.E. Court Street
Prineville, OR 97754
Main Phone: (541) 447-7441
TDD: (800) 735-1232
Toll Free: (888) 232-7192
Website: www.lcsnw.org/offices/prineville.html
Business Hours:
8:00 a.m. - 5:00 p.m. Monday - Friday

Services are available for children, youth and adults. Services are available in English; services in Spanish and other languages are available with an interpreter upon request. Some limited evening times for specific non-routine group meetings.

Deschutes County Health Services

2577 NE Courtney Drive
Bend, Oregon 97701
Main Phone: (541) 322-7500
TDD 1 (541) 322-7610
Toll Free: (888) 232-7192
Website: www.co.deschutes.or.us
Business Hours
8:00 a.m. - 6:00 p.m. Monday - Friday

Services are available for children, youth and adults. Services are available in English; services in Spanish and other languages are available with an interpreter upon request. Some limited evening times upon request.

BestCare Treatment Services (Jefferson County)

125 S. W. "C" Street
Madras, Oregon 97741
Main Phone: (541) 475-6575
Toll Free: (888) 232-7192
TDD: 7-1-1

(Continued on next page)



*Prineville Reservoir, Crook County
Photo by ABHA Staff*

www.bestcaretreatment.com/services.htm

Business Hours:

8:00 a.m. - 5:00 p.m. Monday - Friday

Services are available for children, youth and adults. Services are available in English and Spanish; services in other languages are available with an interpreter upon request. Some limited evening times for specific non-routine groups.

Lincoln County Mental Health

Newport:

36 SW Nye Street

Newport, Oregon 97365

Main Line: (541) 265-4179

TDD (541) 265-6915

Toll Free: (888) 232-7192

Lincoln City:

4466 NE Devils Lake Blvd., Suite B

Lincoln City, OR 97367

Main Line: (541) 994-1741

TDD (541) 265-6915

Web site: www.lincolncountyhealth.com/BH/MentalHealthPAGE.htm

Business Hours:

8:00 a.m. - 5:00 p.m. Monday - Friday

Services are available for children, youth and adults. Services are available in English and Spanish; services in other languages are available with an interpreter upon request. Some limited evening times for specific non-routine groups.

After Hours Urgent, Emergency, and Crisis Services

Crisis & Urgent Services

A crisis is when a person needs help quickly so the situation does not become an emergency.

If you already have a provider, contact them directly: Your provider will tell you how to reach them during a mental health crisis. If you are having a crisis, follow the plan made with your provider.

If you do not have a provider or can not reach your provider: Call 1-888-232-7192 (or TTY 1-800 221-2832), 24 hours a day, 7 days a week. Tell the person who answers that you are having a mental health crisis. You will be connected to a local crisis service worker as soon as possible. The crisis worker will talk with you to help decide the best way to handle the crisis. Tell them about your OHP insurance as soon as you can.

Plan ahead for a mental health crisis: It can be very helpful for you and your provider to create a *crisis plan* ahead of time. A crisis plan lists steps and options for how to help you in a crisis. A crisis plan lets you say what does and does not help when you're in a crisis.

Emergency Services

An emergency is when a person needs help right away to avoid serious harm or injury. The serious harm can be to the person's physical or mental health, or in the case of a pregnant woman, the health of the fetus.

If you or someone you know may hurt themselves or someone else, call 911.

There are several ways to get help in an emergency situation. These options are available 24 hours a day, 7 days a week.

- Call 911
- Go to the nearest hospital emergency room
- Call 1-888-315-6822. Tell the person

who answers that you are having a mental health crisis. You will be connected to a local crisis service worker as soon as possible. The crisis worker will talk with you to help decide the best way to handle the crisis.

Some services may be more helpful than others in an emergency. It depends on the person and the situation. There are non-hospital services, such as crisis respite, that may be helpful. In some cases, the person may need to be admitted to the hospital.

Follow-Up To Emergency and Urgent Care

After you are released from the emergency room or receive urgent care services, call your mental health provider as soon as possible. Tell your provider where you were treated and why. Your mental health provider will handle all your follow-up care and schedule another appointment, if it is needed.

Definitions

We have defined some important words that are used in this book. Please read them. They are at the end of this book. If you have questions, call toll free (866) 625-5755. We will answer your questions.

The Benefit Package

The health care services you may receive are based on the benefit package you have been assigned to.

The Benefit Package includes services required to find out what type of mental health treatment is needed. This is done through a mental health assessment or evaluation, which is usually done during



*Yaquina Bay Bridge, Lincoln County
Photo taken by ABHA Staff*

your first visit to an ABHA provider. For children who have serious mental health service needs, please refer to the following section entitled “Intensive Treatment Services For Children (ICTS).

We do not cover care for illnesses that the Legislature did not approve for coverage. You may get such care, but you may have to pay for services received.

Mental Health Services include the following:

- Evaluations
- Therapy
- Consultations
- Case management
- Medication management
- Hospitalization
- Emergency services
- Programs to help with daily and community living
- Psychiatric residential and day treatment for children

These services must be medically necessary. They also must be on the OHP Prioritized List, which can be found at www.oregon.gov/DHS/healthplan/priorlist/main.shtml. If you have questions about your benefits, call (503) 945-5772 or Toll

Free (800)-527-5772.

Intensive Treatment Services For Children (ICTS)

ICTS services are for children who are having major problems at home and school. These services help children stay in their communities. A team will work with you and your child to understand your family's strengths and needs.

If you think your family could gain from these services, please contact your county mental health program. They will determine if your child is eligible.

Interpreter Services

We have help for members who can not hear, do not speak English, or need other alternative formats, free of charge. If you need help to talk to your provider, please let us know. To ask for these services, tell us your name, phone number, and type of help you need. We need to know this at least **five (5) days** before you come in. That way, we can make sure we have help for you when you come in. If you need help right away, let us know. We will try to help you sooner.



*Jefferson County
Photo taken by ABHA Staff*

Mental Health Provider

Pages 3 and 4 of this handbook list the County Mental Health Clinics that will organize your mental health services. The County Clinic may refer you to a community provider. You may also see a provider at the County Clinic. If you choose to see a non-ABHA provider, you may be required to pay for these services without prior approval from the county mental health clinic or MHO.

All non-emergency mental health services must be pre-authorized through your mental health provider. ABHA will not pay for non-emergency services that are not pre-authorized.

Any non-authorized service may be denied. As an ABHA member, you or your provider have the right to appeal these decisions. To appeal a denial, call ABHA.

Procedure for Selecting a Mental Health Practitioner:

A screening will be done at your county clinic. Then they will help you pick a provider who meets your needs. A list of available providers will be given to you by ABHA or by AMH upon request. This list will include clinic information, including name, location, phone, non-English speaking capability and ADA accessibility.

Changing Mental Health Providers: You may request to change your Mental Health Managed Care Plan:

- When you reapply for OHP coverage after a lapse of coverage
- When DMAP approves for an important reason

If you move out of the ABHA coverage area send in an address change to OHP.

Your Mental Health Managed Care Plan will change automatically to the Mental Health Plan that serves your new address.

If you wish to change therapists, each local agency has set ways to do this. The first thing you should do is talk about your concerns with your current therapist. You should try to solve it with them. If this does not work, you can ask your therapist about how to change therapists. You can also ask the person at the front desk. Changing therapists often is not advised. It takes time to build a good relationship with a new therapist.

Medical Care Identification Card

You will get an DMAP (Division of Medical Assistance Programs) Medical Care Identification card. This will come from the State of Oregon. Always bring this card with you to appointments. Show the card to your provider before each visit. When you get a new card, keep it with you.

Mental Health Assessment and Evaluation

All ABHA members can have an assessment of their mental health needs. Call your county mental health clinic and ask to talk to a counselor. (Phone numbers are on Pages 3 & 4). You do not have to be sure you have a mental health problem. If you think you might, that is enough. A counselor will be happy to talk with you. With them you will decide if you should get mental health treatment. You will also decide if other services might help you.

Appointments

Call your county's clinic as shown on Page 3 or 4 of this book to make an appointment. You can talk to someone about your concerns. This person will help make your first appointment. Your first appointment will be used to find out what is bothering you. More appointments will be made if needed.



*Irish Bend Bridge, Benton County
Photo taken by ABHA Staff*

If you can not make it to your appointment at any time, you need to let your provider know. It is best to do this at least one day before. If you miss an appointment and forget to call, call as soon as you remember. We will make another appointment for you.

Your provider will talk with you about missing appointments. If you miss lots of appointments, your provider may talk with you about further service.

How to Obtain a Referral to a Non-County Agency Provider

You must have prior approval to receive services from any non-county agency or provider. Make your request to your county mental health program. If the same services are available at one of the county agency clinics, you may be required to go to that agency. Your county mental health program will do an evaluation to find out if this person should provide services to you. If approved, an appointment will be set up for you.

Out of Area Services

If you need care right away and are out of our area, call toll free (888) 232-7192. Someone is there 24 hours a day. They will help you over the phone or will get you care where you are.

If you forget our phone number, call the mental health program where you are. Tell them that we cover your mental health

services. Ask them to call us right away about your care.

If nothing else works, you can go to the nearest hospital Emergency Room (ER). **Do not use the ER for non-emergency care.** We provide non-emergency services. If you can, wait until you are back home to get care.

Call ABHA and your medical health plan before you go to an ER. If you can not make these calls before you go, make them as soon as you can.

Medications

If you need it, a qualified provider can order medicine for you. Your medical health plan covers some of the drugs ordered by your therapist. They may require you to use certain pharmacies. Call them if you have questions.

Be sure to talk to the person who orders your medicine before going out of town. This person can have your medicine filled before you leave. They can also tell you what to do if you lose your medicine while you are gone.

Health Education

Your county clinic has written information about many topics. These include parenting, and dealing with loss and sadness. Others include managing anger, stress and mental health problems. They also give or sponsor classes about these things. Call your county clinic or us to get copies of this information or to learn more about classes.

Disenrollment

Your benefits through ABHA could stop for many reasons. You might move out of our service area. You may no longer be eligible for the Oregon Health Plan. You may change to a different mental health organization if you move to another part of Oregon or to another state.

*Jefferson County, Oregon
Photo taken by ABHA Staff*



If you are moving and will not live in Benton, Crook, Deschutes, Jefferson, or Lincoln Counties, please call your DHS worker. You will need to change your OHP coverage. You will need a plan that works in the area where you will live.

Grievances and Concerns

You need to talk about any grievance or concern you have about your care with your therapist or case manager. If you are not happy with the answer, make your grievance known to the program manager or director of your local clinic.

If you don't reach a solution, the ABHA Quality Manager will help you. If you don't feel comfortable talking about your concern or grievance with your provider, please follow the steps below:

1. Make your concern or grievance known to the County Mental Health Department. They will give you a **Grievance Form**. They will help you fill out this form if you need help. Or, you can call **541)-753-8997 or Toll Free (866)-625-5755**. Just ask that a Grievance Form be filled out. Tell the person whom you talk to that you have a concern or grievance. Give them as much information as you can.
2. If you received a Notice of Action letter

about a denial, termination or reduction in service, you may file an appeal of that decision. Contact ABHA immediately so that we can help you with this process. You have 45 days from the date of the letter to file an appeal.

Continuation of benefits pending Administrative Hearing – If, at the OHP Member's, member representatives, or provider's request, ABHA continues or reinstates the OHP Member's benefits while the Appeal is pending and the notice of Appeal resolution is adverse to the OHP Member, the benefits must be continued pending Administrative Hearing pursuant to OAR 410-141-0264.

OHP members, member representatives, or providers have the right to request Continuation of Benefits until a decision in an Appeal or Administrative Hearing is rendered. If the final resolution of the Appeal is adverse to the OHP Member, that is, upholds the Action, ABHA may recover from the OHP Member the cost of the Services furnished to the OHP Member while the Appeal was pending.

3. ABHA's Quality Manager will look at your grievance. He/she will call you to assist you with the grievance process. The Quality Manager will then review your grievance with the right professional staff. They may also review it with the mental health management in your County. You will get an answer within 5 days of filing your grievance. If the issue can not be solved in 20 days, you will get a letter saying why it is taking longer. It will also say when a decision will be made and we will discuss that decision with you.
4. If you are unhappy with the decision about your grievance, you may appeal the decision directly to ABHA. You also have the right to ask for an Administrative

Hearing from the Department of Human Services (DHS). You can ask for this hearing by calling your DHS worker. If you have a good reason why you can't wait for a regular hearing, ask about an Expedited Hearing. You may also call ABHA or your County Mental Health Program for information on how to ask for a hearing.

Your Rights

You have many rights. These rights include:

- The right to privacy and confidentiality, including the right to have clinical records kept confidential, consistent with applicable Federal and state laws, rules and regulations.
- The right to be treated with respect by your provider
- The right to receive proper mental healthcare services and receive information on available treatment options and alternatives
- The right to be given information about your illness
- The right to get a second opinion
- The right to be actively involved in the development of treatment plans
- The right for parents and/or guardians to be involved in treatment planning
- The right to refuse care and be told what that means to your health
- The right to be informed about your right to sign a Declaration for Mental Health Treatment
- The right to get a copy of your clinical record unless restricted by law
- The right to request a correction of your clinical record

- The right to talk to your provider and expect that what you say will be kept private
- The right to help us refer you to a mental health provider
- The right to change your primary mental health provider for a good reason
- The right to get our services without a referral from your primary care provider
- The right to receive services without discrimination
- The right to get mental health care without a long delay
- The right to receive information about all mental health services covered by the Oregon Health Plan (Medicaid)
- The right to get a written notice when we deny or change services
- The right to make a grievance about us, or one of our providers, and receive a timely answer
- The right to request an Administrative Hearing
- The right to assistance in filing a grievance, appeal, or Administrative Hearing Request
- The right to continue services until a decision about your Hearing is made. You may have to repay these continued services if the hearing is resolved in ABHA's favor
- The right to receive, within 30 calendar days of becoming an ABHA member, the following written documents:
 - Rights and responsibilities
 - Benefits available
 - How to access Covered Services
 - What to do in an emergency situation
 - How to make a grievance
- The right to get information in a form you can read and to have us explain them if needed
- The right to access Protective Services as provided by state law
- The right, if hospitalized, to be free from any form of restraint or seclusion as outlined by Federal law
- The right to carry out your rights without your actions affecting the way ABHA and its Providers treat you

Your Responsibilities

You have many responsibilities. These responsibilities include to:

- Help us assign you to a mental health provider
- Treat your provider and our staff with respect
- Tell your provider of your mental health problems
- Ask questions about things you don't understand
- Decide about care before it is given.
- Help your provider get your previous mental health records or fill out new ones
- Be sure you have approval from us before going to a specialist
- Keep appointments and be on time. Call your provider when you are going to be late or can't keep the appointment
- Get mental health services from your ABHA assigned provider. You may get services from someone else only in an emergency
- Take your DMAP Medical Care Identification form with you whenever you need care
- Tell us of any emergency within 72 hours

- by calling toll free (888) 232-7192
- Use only your assigned provider for your mental health needs
 - Tell your worker of a change of address and phone number

Declaration for Mental Health Treatment

Oregon has a form called a Declaration for Mental Health Treatment. This form protects you in the future. It is only used when you can not understand and make decisions for yourself about your care. Only a court or two doctors can decide if you can not understand and make decisions about your mental health care. You can fill this form out and sign it now while you understand and can make this decision.

This form lets you make choices about the type of care you want. It also lets you to make choices about care you do not want.

You may use this form to name an adult to make decisions about your care. This person must agree to do this for you.

The person you name must follow what you want. If they don't know what you want, they must decide for you.

If your doctor thinks that what you want may hurt you, they may decide to give you other treatment or medicine. The person you select will help make that decision with the doctor.

Your doctor may also give you medicine in an emergency. This medicine may also be given to you if you have been committed to a psychiatric hospital by a court. Your doctor can only do this under very strict laws.

This form is only good for 3 years. If you become unable to decide during those 3 years, it will stay good until you can make decisions.

You may change or cancel your declaration if

you can understand choices and decide. You must give your new form to your doctor, mental health provider and the person named.

You may get a form from us by calling the number at the front of this book. You also can get the form from the State of Oregon by calling (503) 945-9700.

Advance Directive

An Advance Directive is a document that contains a health care instruction or a power of attorney for health care in the event that you are unable to make these decisions for yourself. You have a right under Oregon law (ORS 127.505—127.660) to have an advance directive. For more information, visit <http://www.leg.state.or.us/ors/127.html>. If you believe that any of your rights have been violated, you may report them to Oregon Department of Human Services by calling toll free (800)-273-0557.

You must be given a copy of the Declaration or Advance Directive when you ask for them from your provider or from us. If you are not given a copy, you can file a complaint with the DHS Addictions and Mental Health Division. You can call 503-945-9700 to file a complaint.

ABHA is required to update its handbook within 90 days from the date of any change in state law that affects the information in this handbook about Advance Directives.

ABHA doesn't deny services due to moral or religious reasons

If you want more information about advance directives, call ABHA, or you can find out more about Advance Directives by calling Oregon Health Decisions at (503)-241-0744 or toll free (800)-422-4805.

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY

Accountable Behavioral Health Alliance (ABHA) provides mental health services. ABHA staff must collect information about you to provide these services. ABHA knows that information we collect about you and your health is private. ABHA is required to protect this information by Federal and State law. We call this information “protected health information (PHI).”

The Notice of Privacy Practices will tell you how ABHA may use or disclose information about you. Not all situations will be described. ABHA is required to give you a notice of our privacy practices about the information we collect and keep about you. ABHA is required to follow the terms of the notice currently in effect.

ABHA May Use and Disclose Information Without Your Authorization.

- **For Treatment.** ABHA may use or disclose information with health care providers who are involved in your health care. For example, information may be shared to create and carry out a plan for your treatment. There are exceptions to this for some A&D, Mental Health, and HIV services.
- **For Payment.** ABHA may use or disclose information to get payment or to pay for the health care services you receive. For example, ABHA may provide PHI to bill your health plan for health care provided to you.
- **For Health Care Operations.** ABHA may use or disclose information in order to manage its programs and activities. For example, ABHA may use PHI to review the quality of services you receive.
- **For Health Oversight Activities.** ABHA may use or disclose information during inspections or investigations of our services.
- **As Required by Law and For Law Enforcement.** ABHA will use and disclose information when required or permitted by federal or state law or by a court order.
- **For Abuse Reports and Investigations.** ABHA is required by law to receive and investigate reports of abuse.
- **To Avoid Harm.** ABHA may disclose PHI to law enforcement in order to avoid a serious threat to the health and safety of a person or the public.

Uses and Disclosures in Special Situations

We may use or disclose your PHI in the situations described below unless you notify us in writing that you would like us not to. See the information below under “Your PHI Privacy Rights” for information about how to request limitations.

- **Appointments and Other Health Information.** ABHA may send you reminders for medical care or checkups. ABHA may send you information about other treatment or health services that may be of interest to you.
- **For Public Health Activities.** ABHA is the public health agency that keeps and updates vital records, such as births and deaths, and tracks some diseases.
- **For Government Programs.** ABHA may use and disclose information for public benefits under other government programs. For example, ABHA may disclose information for the determination of Supplemental

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Security Income (SSI) benefits.

- **For Research.** ABHA uses information for studies and to develop reports. These reports do not identify specific people.
- **Disclosures to Family, Friends, and Others.** ABHA may disclose information to your family or other persons who are involved in your medical care. You have the right to object to the sharing of this information.

Other Uses and Disclosures Require Your Written Authorization

For other situations, ABHA will ask for your written authorization before using or disclosing information. You may cancel this authorization at any time in writing. ABHA can not take back any uses or disclosures already made with your authorization.

- **Other Laws Protect PHI.** Many ABHA programs have other laws for the use and disclosure of information about you. For example, you must give your written authorization for ABHA to use and disclose your mental health, HIV, or alcohol and drug treatment records.

Your PHI Privacy Rights

When information is maintained by ABHA as a public health agency, the public health records are governed by other State and Federal laws and are not subject to the rights described below.

- **Right to See and Get Copies of Your Records.** In most cases, you have the right to look at or get copies of your records. You must make the request in writing. You may be charged a fee for the cost of copying your records.
- **Right to Request a Correction or Update of Your Records.** You may ask ABHA to change or add missing information to your records if you think there is a mistake. You must make the request in writing, and provide a reason for your request.
- **Right to Get a List of Disclosures.** You have the right to ask ABHA for a list of disclosures made after April 14, 2003. You must make the request in writing. This list will not include the times that information was disclosed for treatment, payment, or health care operations. The list will not include information provided directly to you or your family, or information that was sent with your authorization.
- **Right to Request Limits on Uses or Disclosures of PHI.** You have the right to ask that ABHA limit how your information is used or disclosed. You must make the request in writing and tell ABHA what information you want to limit and to whom you want the limits to apply. ABHA is not required to agree to the restriction. You can request that the restrictions be terminated in writing or verbally.
- **Right to Choose How We Communicate with You.** You have the right to ask that ABHA share information with you in a certain way or in a certain place. For example, you may ask ABHA to send information to your work address instead of your home address. You must make this request in writing. You do not have to explain the basis for your request.
- **Right to File a Grievance.** You have the right to file a grievance if you do not agree with how ABHA has used or disclosed information about you.

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• **Right to Get a Paper Copy of this Notice.** You have the right to ask for a paper copy of this notice at any time.

How to contact ABHA to Review, Correct, or Limit Your Protected Health Information (PHI)

You may contact the ABHA office or the ABHA Privacy Officer at the address listed at the end of this notice to:

- Ask to look at or copy your records
- Ask to correct or change your records
- Ask to limit how information about you
- Ask for a list of the times ABHA disclosed information about you
- Ask to cancel an authorization

ABHA may deny your request to look at, copy or change your records. If ABHA denies your request, ABHA will send you a letter that tells you why your request is being denied and how you can ask for a review of the denial. You will also receive information about how to file a grievance with ABHA or with the U.S. Department of Health and Human Services, Office for Civil Rights.

How to File a Grievance or Report a Problem

You may contact any of the people listed below if you want to file a grievance or to report a problem with how ABHA has used or disclosed information about you. ABHA can not retaliate against you for filing a grievance, cooperating in an investigation, or refusing to agree to something that you believe to be unlawful.

ABHA Quality Manager

310 N.W. 5th Street, Suite 206
Corvallis, OR 97330
Phone: 541-753-8997 or 1-866-625-5755
Email: HIPAAPrivacy@abhabho.org

ABHA HIPAA Privacy Officer

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Corvallis, OR 97330
Phone: 541-753-8997 or 1-866-625-5755
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US Department of Health & Human Services, Office for Civil Rights

Medical Privacy, Grievance Division
U.S. Department of Health and Human Services
200 Independence Avenue, SW, HHH Building, Room 509H
Washington, D.C. 20201
Phone: 866-627-7748 TTY: 886-788-4989 Email: www.hhs.gov/ocr

In the future, ABHA may change its Notice of Privacy Practices. Any changes will apply to information ABHA already has, as well as any information ABHA receives in the future. A copy of the new notice will be posted at each ABHA site and facility and provided as required by law. You may ask for a copy of the current notice anytime you visit an ABHA facility, or get it on-line at www.abhabho.org.

Definitions

Acute Inpatient Psychiatric Care: Care you receive in a hospital. We must approve this type of care.

Appeal: An ABHA Member, member representative, or provider's request for reconsideration of a Notice of Action or Denial of Service Authorization.

Case Management: Services to help manage your care.

Consultation: Advice given from one provider to another about your care.

Crisis Services: Crisis Services are available 24 hours per day, 7 days per week. A mental health crisis can be such things as feeling out of control, feeling the potential for harming yourself or others, or anything that you believe needs immediate attention. If you feel you are in crisis, call 1-888-232-7192 immediately.

Department of Human Services (DHS): Oregon's statewide health and human services agency.

DHS Worker: A staff person with DHS who is assigned to help you with questions.

Division of Medical Assistance Programs (DMAP): The DHS office that runs the Oregon Health Plan.

DMAP Medical Care ID: A letter-sized sheet of paper sent by OHP that shows who in your household has OHP insurance. This is sometimes called a medical card.

Emergency Services: Services when a person needs help right away to avoid serious harm or injury. If the person is a pregnant woman, this also means avoiding harm to her unborn child.

Evaluation: A way to decide what mental health services you may need.

Excluded Services: Mental health services that are not covered. You may have to pay for these services. You will have to pay if you know they are excluded and you have the care anyway. This includes any service provided in an emergency room that is not an emergency.

Grievance: An ABHA's member, member representative, or provider's expression of concern or dissatisfaction with access to service, quality of service or clinical care, interaction with MHO, Providers, or Staff, or their rights as a Consumer for which they would like a resolution.

Intensive Community Treatment and Support Services (ICTS): A higher level of care provided to Children. Services occur through a team decision process that includes the child and family or guardian.

Interpreter Services: Services for person who do not speak the same language as the provider or for persons who are hearing impaired or deaf.

Limited Services: Mental health services that are only partly covered. You may have to pay for these services. You will have to pay if you know they are limited and you accept the care anyway. This includes services that go beyond an evaluation.

Medical Health Plan: A health plan that contracts with the Division of Medical Assistance Programs (DMAP). This plan gives medical, surgical, preventive and alcohol and drug services.

Medication Management: The ordering and monitoring of your medicines. This does not include paying for your medicines.

Mental Health Organization (MHO): A plan that provides mental health services.

Non-Covered or Excluded Services: Services not covered by OHP.

Oregon Health Plan (OHP): Oregon's program to provide health assistance and care for certain low-income people.

Post Stabilization Services: Covered Services, related to an Emergency Medical Condition that are provided after a DMAP Member is stabilized in order to maintain the stabilized condition or to improve or resolve the DMAP Member's condition

Provider: A qualified person who provides health care services.

Definitions

Service Area: The part of Oregon we serve. Our area is Benton, Crook, Deschutes, Jefferson and Lincoln Counties. You must live in one of these counties to get services through us.

Skills Training: A program to help you function socially. Skills training can help you manage money, eat right or teach you how to cook. It can help you learn to manage behavior.

Therapy: Mental health care meeting the goals of your treatment plan.

Urgent Care Services given within three days. You may use these services when your needs can not wait for more than three days.

Psychiatric Residential Treatment Services: Services provided in a structured treatment environment with daily 24-hour supervision and active psychiatric treatment.

Important Telephone Numbers

ABHA After Hours Crisis Line: Toll Free (888)-232-7192 (TTY (800)-221-2832)



ABHA Administrative Office: (541) 753-8997 or Toll Free: (866)-625-5755

County Mental Health Clinics: Outpatient services, appointments and on-call crisis team:

Benton County: (541) 766-6835

Crook County: (541) 447-7441

Deschutes County: (541) 322-7500

Jefferson County: (541) 475-6575

Lincoln County: (541) 265-4179

OHP Client Advocate Services Unit: (800)-273-0557

(cut along dotted line and place in purse or wallet)

My Primary Care Provider

Name:

Phone:

My Mental Health Provider

Name:

Phone:

ABHA MEMBER INFORMATION CARD

ABHA AFTER HOURS CRISIS HOT LINE:

(888)-232-7192

(Toll Free)

(TTY (800)-221-2832)

ABHA CUSTOMER SERVICE (Mon.– Fri. 8am – 5pm)

Toll Free (866)-625-5755

Please bring your DMAP Identification card
with you for service.

Have you moved? If you change your address, you must let the Oregon Health Plan know. Call the toll free telephone number 1-(800)-699-9075 {TTY: 1-(800)-735-2900}. Letting the OHP know about your change of address will make sure that no medical or mental health service you may need is delayed.

**IMPORTANT INSURANCE
INFORMATION ENCLOSED**

**PRESORTED STANDARD
U.S. POSTAGE PAID
CORVALLIS, OR
PERMIT NO. 96**

Mailing label here....