



CENPATICO

Recovery. Resiliency. Results.

## Cenpatico Member Handbook



### Your Guide to Mental Health Services in Kansas

January 2009

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Podemos ayudarle si usted no habla o entiende el ingles.

- Tenemos este folleto en su propio idioma
- Nosotros le conseguiremos un traductor para su cuidado medico.
- Cenpatico Health Plan (Planificacion de Salud Cenpatico) puede darle una copia de los reglamentos en su propio idioma, en caso de alguna queja.

**Llame al Departamento de Atención del Cliente, gratis, al 1- 866-896-7293 para solicitar ayuda en su propio idioma.**



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**Dear Member,**

**Welcome to the Cenpatico family.**

We work with the State of Kansas to provide mental health services for you and your children. Mental Health Services are for your mental health. We want you and your children to feel good about yourselves and be healthy.

We can help you with:

- Depression
- Anxiety
- Eating disorders (such as anorexia or bulimia)
- Substance abuse (such as drug and alcohol problems)
- Bipolar disorder
- Other mental health conditions

Be sure to take your Medical ID card with you to all of your appointments. It includes a telephone number for Cenpatico. Your Medical ID card is issued by your assigned medical insurance plan, either UniCare or Children's Mercy – Family Health Partners. If you are enrolled with UniCare, you can contact them at 1-866-408-7105. If you are enrolled with Children's Mercy – Family Health Partners, you can contact them at 1-877-347-9363.

Please call us if you would like to use our services. Call us if you have questions on whether you need behavioral healthcare services. We are here to help you.

**Call our Customer Care line toll free at 1-866-896-7293.**

***Remember - Read all of the information in this packet. Put it in a safe place so that you can find it when you have questions.***

## How Can Cenpatico Help You?

### **Cenpatico Customer Care Representatives can help you find treatment for mental health or drug or alcohol problems.**

- We can provide you with translation services or other special assistance. We will tell you which offices have ramps for wheelchairs and other special services you may need.
- We will find mental health specialists or other self-help and support resources that are close to your home and that speak your language.
- We will make sure all your healthcare providers work together to meet your needs. This is called Care Coordination and Case Management.
- You can speak to a Customer Care Representative by calling 1-866-896-7293.

### **How to use this handbook:**

This book gives you information on how to use your mental health benefits. It is not a legal document.

Some of the words in this handbook have definitions in the Glossary. Use these definitions when you don't know what something means.

**Please read this book very soon. Do not wait until you have an emergency or need care.** We hope this book will answer all of your questions about Cenpatico. If you have any questions, please call us. Our office hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday. We can also answer your urgent questions after-hours by phone. Our toll free number is **1-866-896-7293**.

Please call if you need to:

- Ask about coverage for you and your children
- Learn how to get services
- Choose or change your behavioral health specialist
- Ask questions about a bill or statement
- Arrange transportation. If you are enrolled with UniCare, you can contact them at 1-866-408-7105. If you are enrolled with Children's Mercy – Family Health Partners, you can contact them at 1-877-347-9363,
- Let us know about changes in your address, phone number, family size, income or health insurance coverage\*
- Let us know about emergency care received

## **WE ARE HERE TO HELP YOU!!!**

\* Your benefits may change if you move out of state. It is important to let the State of Kansas know when you move. To contact the State call 1-800-792-4884. Also, call Cenpatico so we can update your records.



**\* Cenpatico does not discriminate against people due to health status or need for health services.**

\* If you are calling after-hours for an urgent matter, hold the line and you will be transferred to NurseWise®. NurseWise is our after hours nurse triage service. They will connect you to a nurse or have someone get in touch with you as soon as possible.

## **Cenpatico Program Changes**

Sometimes our processes change. If they change the way you get care, or your benefits, we will let you know at least 14 days before. We may send you a letter, or we may try to call you. That is why it is vital that you make sure we have your current phone number and address. To make sure we have your correct address and phone number call us

## **Interpreter Services**

We can help if you do not speak or understand English.

- We may have this book in your language.
- We will get a translator to help with your call.
- We can get a copy of the grievance and appeal rules in your language.

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Other Languages are available by calling 1-866-896-7293

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## **Individuals Who Are Visually Impaired**

Do you have poor eyesight? We can get a copy of this handbook for you that is easier to read. Please call us at 1-866-896-7293 for help.

## **Individuals Who Are Hearing Impaired**

We have a special phone number for people with poor hearing. Members who use a Telecommunications Device for the Deaf (TDD) can call the Kansas Relay Center at 1-800-766-3777.

## **Medical Directives (Advance Directives)**

You have the right to make decisions about your healthcare. You can accept or refuse medical or surgical treatment. Sometimes children get sick or have injuries that can threaten their life. If that happens, a parent or legal guardian has the right to make decisions for them. There is a



Federal law called the Patient Self-Determination Act of 1990. It says that you can write your own Advance Directive. This will let your behavioral health specialist know what care you want if you are injured very badly or are very ill and cannot tell them yourself.

In addition, K.S.A. 65-28, 101, states that, “adult persons have the fundamental right to control the decisions relating to the rendering of their own medical care, including the decision to have life-sustaining procedures withheld or withdrawn in instances of a terminal condition.” Advance directives include:

- Living Will – the patient tells someone in advance what should happen to him/her medically under adverse circumstances.
- Durable Power of Attorney for Healthcare – the patient formally picks another adult as the person who will make healthcare decisions in case the patient is medically unable to do so.

You can find these forms at your local library. Talk about your medical directive with a close relative or trusted friend and your Primary Care Physician (PCP). Someone you trust must know your wishes in case something serious happens. You may also want to speak to an attorney. You do not have to.

For more information, call or write to:

Kansas Bar Association  
1200 SW Harrison Street  
Topeka, KS 66612-1806  
785.234.5696  
[www.ksbar.org](http://www.ksbar.org)

## **Member Advisory Group**

You can help Cenpatico with the way our health plan works. Be a part of the Member Advisory Group. Share your ideas and thoughts with Cenpatico. Call us if you would like to be on the team.

## Important Resource Numbers

Please use this chart to help you know who to call when you need help with your medical benefits.

<b>Problem</b>	<b>Where to Call</b>	<b>Phone Number</b>
How do I apply for coverage?	HealthWave Office	1-800-792-4884
I don't understand what I need on my application. Who can I call?	HealthWave Office	1-800-792-4884
What's going on with my application? Who can I call?	HealthWave Office	1-800-792-4884
I want to change my health plan.	EDS Enrollment Center	1-866-305-5147
What's covered under my mental health plan?	Cenpatico	1-866-896-7293
Is my behavioral health specialist in Cenpatico's network? Can you help me find a mental health specialist?	Cenpatico	1-866-896-7293
I got a bill from my mental health specialist. Who can I call to help me figure it out?	Cenpatico	1-866-896-7293
I need help getting to my appointment. Who can I call for transportation?*	UniCare	1-866-408-7105
<i>*Be sure to contact the medical insurance plan to which you are enrolled.</i>	Children's Mercy-Family Health Partners	1-877-347-9363
I can't get my prescription. Who can help me?	UniCare	1-866-408-7105
	Children's Mercy-Family Health Partners	1-877-347-9363
I want to change my mental health specialist. Who can I call?	Cenpatico	1-866-896-7293
What's covered under my mental health benefits?	Cenpatico	1-866-896-7293

## Choosing and Changing Your Mental Healthcare Provider

If you are currently in treatment with a mental health specialist, **call us at 1-866-896-7293**. We will be happy to work with you to help you stay with your mental health specialist. We want to be sure your mental health specialist is in the Cenpatico network before you continue care.

**You may change your behavioral health specialist for any reason. Some reasons are:**

- You move to another county
- You need help closer to home
- Your mental health specialist doesn't speak your language
- Your mental health specialist is not a Cenpatico provider
- You want your whole family to see the same mental health specialist

## How to Make an Appointment with a Mental Health Provider

- We want you to get the care you need.
- Understanding your treatment plan and options can help you and your child stay healthy.

Here's what you do to make an appointment with your mental health specialist:

- Call the Cenpatico Customer Care telephone number: 1-866-896-7293.
- Say you need to make an appointment with your mental health specialist. Give him/her your mental health specialist's name and phone number.
- The representative will make sure that your mental health specialist is a Cenpatico Provider
- Call your mental health specialist and tell the office why you need to be seen. Some offices have special times scheduled for new patients or regular patients. The office must schedule you in the right time slot.
- The office will give you a date and time to see your mental health specialist. Write this down.
- Write down all of the questions that you need to ask the mental health specialist. Take them with you to your visit.
- Keep your appointment. If you can't, call the office to cancel and make a new appointment. Please call the office as soon as you know you must cancel your appointment.
- If you need help with transportation to your appointment, contact your medical insurance plan. If you are enrolled with UniCare, you can contact them at 1-866-408-7105. If you are enrolled with Children's Mercy – Family Health Partners, you can contact them at 1-877-347-9363.

## Appointment Rules for Your Mental Health Specialist

As a Cenpatico Member, you can expect timely care from your mental health specialist. Some of the appointment rules that your mental health specialist follows are:

- You will be scheduled for an appointment within two weeks.
- Urgent care should be scheduled within two days of your call.
- Emergency care should be scheduled on the day of your call. Or your mental health specialist may refer you to the emergency room.




- The waiting time in your mental health specialist’s office should be no longer than one hour. More than one hour is only okay if the mental health specialist is at an emergency. Or if you are late for your appointment, but the office can still see you.
- Your mental health specialist’s office should respond to your call 24 hours a day. They will call you back. Or have you call another mental health specialist.
- Cenpatico can give you another referral to a specialist if you need care that your current provider can’t give you.

## Identification (ID) Cards

Your Medical ID card includes information about Cenpatico. **Show your card at every appointment.** The mental health specialist can refuse to see you. Or you may be billed for services received if you don’t have it with you. It will list your name and tell you who to call for information on your mental health coverage. It also lists where mental health specialists can call for authorization if needed.

Remember: It is against the law to let someone else use your Medical ID card. **See below for examples of Medical ID cards.**

**Children’s Mercy  
Family Health Partners**




Member #  
**0000000000**

Member Name  
**Jane Doe**

Primary Care Provider (PCP)  
**John Smith, M.D.**

Group  
**HW21**



Sex  
**F**

Date of Birth  
**00/00/0000**

PCP Phone Number  
**(000) 000-0000**

Co-Pay  
**Office/\$0 Rx/\$0**

RXBIN  
**610415**


RXPCN  
**PCS**

RXGRP  
**CMF1/1000**

RXID  
**000000000**

¡Hablamos Español!


Carry this card with you at all times.  
This card is for identification only and is not  
a guarantee of coverage.



1-877-FHP-9363



## UniCare



**HealthWave 21 Program**  
UniCare Health Plan of Kansas, Inc.

MEMBER NAME

MEDICAID ID NUMBER

GROUP NO.      COVERAGE CODE      PCP EFFECTIVE DATE

CUSTOMER CARE CENTER/Centro de Atención al Cliente: 1-866-408-7105  
(TTY line at 1-866-408-7190 for members with hearing loss only.)

### How to Get Care

If you need any services, please call us. We will help you get an appointment or explain services available to you. Call us with any questions you might have.

You can see any provider in the Cenpatico list of mental health specialists. If you want to see someone not listed, you need to call the customer service department to make sure the appointment will be covered.

If you would like to find out if your practitioner is certified by a specialty board, what schools they attended or if they completed a residency, or other facts about a practitioner, please call our Customer Service Department and they can assist you. The number is 1-866-896-7293.

You can check the Cenpatico Provider Directory or call the Customer Care Department at 1-866-896-7293 to be sure that your mental health specialist is in our network. If you see a provider who is not in the Cenpatico network, you might be responsible for paying for those charges.

If you need care before you get your Medical ID card, call Cenpatico Customer Care. We can answer your questions to make sure you get to the right mental health specialist. We can let your mental health specialist know that you are in the Cenpatico Program.

**Members must see Cenpatico providers to receive covered services. Please call the Customer Care Department at 1-866-896-7293 for the most current provider network information.**

### Routine Care

You should always call your mental health specialist before going to see him/her. Schedule an appointment.

## Urgent Care

Sometimes you need to speak to a mental health specialist very soon. It may not be an emergency. Health workers call this “urgent care.” Urgent care is not emergency care. You should call your mental health specialist to be treated for these things. If you get care in an emergency room and it is not an emergency, you may have to pay for the care you get.

Some examples of urgent care are:

- You or your child has increasing depression. You have been unable to eat or sleep well. You are crying all the time or thinking of suicide.
- You or your child may be seeing things that are not really there or hearing voices.
- You or your child has had severe mood changes and behaviors, which could cause someone to get hurt.

If you use urgent care, you may be able to keep the illness from getting worse. You may call your mental health specialist or Cenpatico to help you decide if you need urgent care. If you need an urgent visit it must be scheduled within one to two days. This depends on your or your child’s condition. Your mental health specialist will treat you if he/she can. Your mental health specialist will send you to someone else in the Cenpatico network if he/she is not able to see you that quickly. It is always important to take your health insurance cards to your appointments.

## Emergency Care

If you have an emergency, call 911 or go to the nearest emergency room. An emergency threatens your life. It can cause serious harm if not taken care of right away. Emergencies usually happen without warning.

You can call your mental health specialist or the NurseWise number on the front of your ID card anytime day or night if you have any questions about going to the emergency room.

**In an emergency, go to the nearest emergency room or call 911.** You do not need to call your mental health specialist. Call your mental health specialist as soon as you can after an emergency room visit. He/she will arrange for any follow up care you may need. Emergency room follow up care must come from either a Cenpatico provider or a provider on your medical insurance plan.

### **Emergency transportation is covered when necessary.**

When you go to the emergency room, a healthcare provider will check to see if you need emergency care. Or you can call your mental health specialist any time day or night if you have questions about going to the emergency room.

If it is not an actual emergency, you may have to pay for your visit to an emergency room.

## Getting Care Away From Home

If you have an emergency or need urgent care when you are away from home, follow these instructions:

- If you need urgent mental healthcare services when you are out of the Cenpatico health plan area, call **NurseWise at 1-800-280-2348**. You can call NurseWise 24 hours a day, 7 days a week for help. You can also call your mental health specialist for help.
- In an emergency, call 911 or go to the nearest emergency room.
- You may be put in the hospital. If that hospital is not part of the Cenpatico network, you may be moved to a Cenpatico hospital once your condition allows.
- If the situation is not an emergency, call your mental health specialist for help or treatment.
- Call your mental health specialist as soon as you can after you get the emergency care. He/she will help you get any follow up care you may need.
- Routine care is covered only in the Cenpatico area and only from Cenpatico providers.
- If you are out of the country, you will be covered for emergency care only. You must remain eligible under eligibility guidelines in order to be covered.

## Be Ready for Unexpected Mental Health Emergencies at Home

Emergencies can happen at home. You should have a plan on how you might handle a setback. Talk to your mental health specialist about a wellness plan. Find out what steps you can take if you have a problem. Some examples of steps you and your child can take are:

- Call a close friend or family member that understands your situation. They may be able to help you and your child through a bad time.
- Be prepared by having a list of people you can call, such as friends, family and help lines.
- Talk to your Case Manager about getting some training for your friends or family on how they can help you in times of need.
- Work with your mental health specialist on some steps you can take to help yourself or your child (such as ways to calm down when you are upset).
- Talk to your mental health specialist about what you or your child can say or do when confronted by bad influences that may hurt the progress you have made in your treatment plan.
- Have an emergency plan written down. Have it readily available to help you or your child in a bad time.

## Transportation

It is important for you to go to **ALL** of your medically necessary healthcare appointments. We want you and your family to stay healthy! Your assigned medical insurance plan can arrange transportation for you. If you are enrolled with UniCare, you can contact them at 1-866-408-7105. If you are enrolled with Children's Mercy – Family Health Partners, you can contact them at 1-877-347-9363.

## Cenpatico Programs

### Case Management

Cenpatico has a program called Case Management. Case Management Clinical Staff help Members with special healthcare needs get services they need in a timely manner.

Case Managers work closely with you and your mental health specialist to make a plan of care. They check with you regularly to make sure things are going well. If you need special assistance, they can work with the clinic you go to for the special help you might need.

If you think this Case Management Program could help you, call us at 1-866-896-7293.

### Community Programs

Sometimes it is helpful for you to work with some agencies in your community. They might be able to help with services that may not be covered on our plan. Your case manager can help you get in touch with some of these services. They can help you with some important needs that will keep you healthy.

## Services Covered By Cenpatico

Behavioral Health and Substance Abuse Covered Services		
Covered Service	Scope of Service (All medically necessary services must be provided by a Cenpatico participating provider unless otherwise noted.)	Limits and Rules
<b>Diagnostic Services</b>	An evaluation to determine your behavioral health or substance abuse treatment needs This is done by a behavioral health provider	No Prior Auth required if provider in network
<b>Second Opinions</b>	If you have a serious condition and disagree with the treatment plan or diagnosis, you may get a referral for a second opinion. If the first and second opinions are different, Cenpatico will approve a third opinion.	Must see a participating provider for the second or third opinion if Cenpatico has one in the network.
<b>Emergency Services</b>	Behavioral health emergency and crisis services are available 24 hours a day, seven days a week, and 365 days a year. Members have on-demand access to services through a single toll-free telephone number for all their behavioral health needs. Call 866-896-7293.	No prior auth required for emergency services
<b>Acute Inpatient Hospital Services</b>	Services in an acute psychiatric hospital or behavioral health facility.	Prior Auth Required
<b>Day Treatment/Partial Hospitalization Program (PHP)</b>	Day Treatment/PHP is a complete, short-term outpatient program that provides support and treatment for Members facing emotional or mental difficulties, and who may have substance abuse problems. It includes coordinated, intensive treatment that is more intense than outpatient care. The structured format provides medical monitoring, plus therapeutic groups and activities.	Prior Auth Required PHP participants return home in the evenings. Participants may attend sessions from 6 to 8 hours daily, Monday through Friday.
<b>Residential Treatment Services</b>	Services for behavioral health and substance abuse treatment includes: <ul style="list-style-type: none"> <li>• individual, group, or family therapies;</li> <li>• case management services</li> <li>• medication management</li> </ul> provided in a residential treatment facility where the participant is temporarily staying	Prior Auth Required
<b>Outpatient Services</b>	Individual, family or group therapy, usually offered in an office but sometimes in the home. <b>Includes services</b> to evaluate and treat mental health and substance abuse and is offered by a licensed clinician.	Prior Auth Required After the first evaluation and 5 sessions

<b>Behavioral Health and Substance Abuse Covered Services</b>		
<b>Covered Service</b>	<b>Scope of Service</b> (All medically necessary services must be provided by a Cenpatico participating provider unless otherwise noted.)	<b>Limits and Rules</b>
<b>Intensive Outpatient Program (IOP)</b>	The Intensive Outpatient Program is very structured and includes some combination of individual, group, and family counseling. Counseling and education may be for substance abuse-related disorders or mental health.	Prior Auth Required Participants may attend sessions of 2-3 hours at least 3 times/week
<b>Psychological Testing</b>	Testing to more clearly determine diagnosis and status	Prior Auth Required  Note: IQ testing or testing to determine if a person has learning disabilities is not covered
<b>Case Management Services</b>	Cenpatico Case Managers work with Members to ensure they receive needed services. –Case managers offer: Assistance to the enrollee with understanding: <ul style="list-style-type: none"> <li>• diagnosis, treatment needs, and recovery goals; and</li> <li>• procedures for getting covered services</li> <li>• complaint and grievance procedures; and</li> <li>• keeping eligibility for benefits</li> </ul> <p>Case Managers work with members who have a high level of needs or have been at risk of hospitalization to help them recover and stay in their homes and communities. Case Managers help different providers communicate regarding a member’s treatment needs.</p>	No auth required; call Cenpatico if you think Case Management Would help you
<b>Care Coordination</b>	Care Coordinators review the Member’s current resources, environment, treatment history, and clinical needs. Our Care Coordinators: <ul style="list-style-type: none"> <li>• work with hospitals’ outpatient discharge planners to ensure that a follow-up appointment is scheduled, to remind him or her of the scheduled appointment and to verify that the appointment was completed.</li> <li>• help locate community resources, such as support groups for families with substance abuse problems, as part of the hospital discharge planning process.</li> <li>• develop daily living skills, including finding shelter and food, finding and keeping employment, and accessing transportation</li> </ul>	Just call Cenpatico if you think Care Coordination may help you
<b>Medication Management</b>	A doctor can prescribe and monitor medications for the treatment of a behavioral health condition or disorder	No auth required for outpatient visits to a participating doctor or nurse practitioner
<b>Home-based family therapy</b>	Individual, family or group therapy, in the Member’s home when it is more helpful in this setting than in an outpatient setting.	Prior Auth Required
<b>Family Education and Support</b>	Services include information about the the Member’s disorder, information and training in managing the Member’s disorder and training	The Member or responsible party

<b>Behavioral Health and Substance Abuse Covered Services</b>		
<b>Covered Service</b>	<b>Scope of Service</b> (All medically necessary services must be provided by a Cenpatico participating provider unless otherwise noted.)	<b>Limits and Rules</b>
<b>Services</b>	in supporting the Member in keeping healthy as indicated and requested.	must agree that the Member's information can be released to selected family Members.

### **Non-Covered Services**

Some services you may receive are not covered by Cenpatico at all. You will have to pay for them. Some examples are:

- Neuropsychological testing
- Services provided by someone who is not a Cenpatico network Mental Health Provider

### **Benefits Available Outside Cenpatico**

- Prescription medications may be covered by your medical insurance plan
- Transportation is covered by your Medical insurance plan, but we can help coordinate these services
- Dental services - Call the Medical Assistance Customer Service Center at 1-800-766-9012 to ask for information on these services
- Head Start facility services. Contact your neighborhood elementary school for more information
- Medical Services – Contact your medical insurance plan. If you are enrolled with UniCare, you can contact them at 1-866-408-7105. If you are enrolled with Children's Mercy – Family Health Partners, you can contact them at 1-877-347-9363.
- Vision Services - Contact your medical insurance plan. If you are enrolled with UniCare, you can contact them at 1-866-408-7105. If you are enrolled with Children's Mercy – Family Health Partners, you can contact them at 1-877-347-9363.

### **If You Get A Bill**

Cenpatico will pay for all covered Mental Healthcare services with a participating provider while you are a Member eligible on our plan. You should not get a bill for services that are covered benefits. Call Customer Care if you do get a bill. The number is 1-866-896-7293. We will help you.

If you call about a service that is more than one year old, it will be reviewed as an appeal by our Grievance Resolution Coordinator. Please write to  
**Cenpatico, 504 Lavaca, Suite 850 Austin, TX 78701**

**If you get a bill for services not covered by Cenpatico, you may have to pay it. If you get services from a provider who is not in our network, and Cenpatico did not okay it in**

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advance, you may also have to pay. Or, if you do not show your provider your Medical ID card, you may have to pay for the services received.

## Other Insurance

You can call Customer Care at 1-866-896-7293 to let us know if you have other coverage for your condition. This would include:

- Other medical insurance
- Worker's compensation claims
- Pending personal injury law suit
- Medical malpractice law suit
- Automobile accident injury

## Your Grievance System

### If You Are Unhappy

If you are unhappy about something with the Cenpatico health plan, there are steps you can take:

***You can file an appeal if we send you a "Notice of Action" that says we:***

- Denied or gave a limited approval of a requested service
- Reduced, suspended, or ended a service already approved
- Denied payment for a service
- Failed to act within certain time frames

***You can file an appeal by phone or in writing. Unless you need an expedited review, you must follow up a phone call with a written request within 10 days. (An expedited review is when the regular time frames for resolving your appeal might jeopardize your life or health. A decision needs to be made within 72 hours for an expedited review.)***

- You must appeal our notice of action within 30 days after you get it
- If you need help making your appeal, call us at 1-866-896-7293
- Your written appeal goes to:

Cenpatico  
504 Lavaca Ste 850  
Austin, TX 78701  
Attn: Grievance Resolution Coordinator

- We must let you know in writing within four days that we got your appeal
- We will notify you in writing if we need more than 30 days to resolve your appeal
- We must let you know in writing within 45 days what our decision is

***You can file a grievance if you are dissatisfied about:***

- The quality of care or services you received
- The way you were treated by a provider
- A disagreement you may have with a health plan policy



You have up to 6 months (180 days) of your dissatisfaction with the situation to file a grievance.

***You may file your grievance with us by phone or in writing. Call Cenpatico at 1-866-896-7293. Or you can use the address listed above.***

- If you mail your grievance, we will call you within four working days to talk about your concern, or we will mail you a letter asking you to call us.
- We must let you know by phone and in writing within 30 days what our decision is.
- We will notify you of the expected date if we need more time to complete the process.

***You can also ask for a State Fair Hearing within 30 days from the date of our response to your appeal. To do this, write to the Office of Administrative Hearing (Fax: (785) 296-4848). The address is:***

Office of Administrative Hearing  
Department of Administration  
1020 S. Kansas Avenue  
Topeka, KS 66612

Keep in mind, when you make a grievance or appeal, you have these special rights:

1. A qualified clinical professional will look at your grievance or appeal if it involves a medical decision.
2. If you do not speak or understand English, call 1-866-896-7293 to get help from someone who speaks your language.
3. You may ask anyone, such as a family member, your minister, a friend, an attorney, or a Customer Care Specialist to help you make a grievance or an appeal.
4. If your physical or mental health is not in danger we must resolve your appeal and send you a written resolution within 45 days. We must resolve your grievance and send you a written resolution within 30 days.
5. If your physical or mental health is in danger, we will review your appeal within three working days or sooner of the request. This is called an expedited review. We will notify you of the resolution by phone and in writing. Call us if you think you need an expedited review.
6. We may extend the time for resolution of your appeal by 14 days if you request the change of time or if we think it is in your interest.
7. If we change the time for resolution of your appeal we must tell you in writing the reason for the delay.



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8. If you have been getting care and we reduce, suspend, or end the service, you can appeal. You can request that the services continue while the decision is being made as long as you:
- File your appeal within 10 days of the day we mail your Notice of Action, or
  - File your appeal before the action takes place

We will continue the services as long as:

- An authorized provider ordered the service
- The authorization period has not expired
- The enrollee requests the extension of benefits

If you do not win your appeal, you may have to pay for the services you got during that period of time.

## Loss of Coverage

You may lose Cenpatico coverage if you:

- Are not eligible for State benefits
- Don't qualify for managed care any more
- Give false information on purpose on your enrollment form
- Commit fraud
- Move out of Kansas

***If you lose your coverage, contact the HealthWave Office at 1-800-792-4884.***

## Member Rights and Responsibilities

### RIGHTS:

- Members have the right to be treated with dignity and respect.
- Members have the right to fair treatment. This is regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.
- Members have the right to have their treatment and other member information kept private.
- Only in an emergency, or if required by law, can records be released without member permission.
- Members have the right to information from staff/providers in a language they can understand.
- Members have the right to have an easy to understand explanation of their condition and treatment.
- Members have the right to know all about their treatment choices. This would mean no matter of cost or if they are covered or not.
- Members have the right to get information about Cenpatico services and role in the treatment process.
- Members have the right to information about providers.



- Members have the right to know the clinical guidelines used in providing and/or managing their care.
- Members have the right to provide input on Cenpatico policies and services.
- Members have the right to know about the complaint, grievance and appeal process.
- Members have the right to know about State and Federal laws that relate to their rights and responsibilities and to expect Cenpatico to adhere to them.
- Members have the right to know of their rights and responsibilities in the treatment process.
- Members have the right to share in the formation of their plan of care.
- Members have the right to participate in decisions regarding their health care, including the right to refuse treatment.
- Members have the right to be free from any form of restraints or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Members have the right to request and receive a copy of their medical records, and to request that they be amended or corrected.
- Members may exercise their rights, and the exercise of those rights does not adversely affect the way they are treated.
- Members have the right to request information about Cenpatico's quality improvement activities.
- Members have the right to request information about Cenpatico's member survey and survey results.

#### **RESPONSIBILITIES:**

- Members have the responsibility to give providers information they need. This is so they can deliver the best possible care.
- Members have the responsibility to let their provider know when the treatment plan is no longer working for them.
- Members have the responsibility to follow their medication plan. They must tell their provider about medication changes, including medications given to them by other providers.
- Members have the responsibility to treat those giving them care with dignity and respect.
- Members should not take actions that could harm the lives of Cenpatico employees, providers, or other members.
- Members have the responsibility to keep their appointments. Members should call their providers as soon as possible if they need to cancel visits.
- Members have the responsibility to ask their providers questions about their care. This is so they can understand their care and their role in that care.
- Members have the responsibility to let their provider know about problems with paying fees.
- Members have the responsibility to follow the plans and instructions for their care. The care is to be agreed upon by the member and provider.

## Glossary

**Advance Directive (Medical Directive):** A document that contains your specific wishes for medical care. This document is used to make decisions about your care when you are no longer able to speak for yourself.

**Benefits:** Mental Health and other services you and other members of your family who are in our plan can get as a Member of Cenpatico's plan.

**Cenpatico Provider:** Any provider of mental health services who has contracted with Cenpatico to see our Members. By contracting with Cenpatico, the provider agrees to our rules while providing care for you or your child.

**Cenpatico Provider Directory:** A listing of mental health specialists, hospitals, health departments and other providers contracted to provide services to Cenpatico Members.

**Emergency:** An emergency threatens your life or it can cause serious harm if not cared for right away. Emergencies usually happen without warning.

- Emergency Medical Condition means a medical condition that displays severe symptoms (including severe pain) that – if not resolved immediately -- could reasonably result in the following:
  - Placing the health of the individual (or with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy
  - Serious impairment to bodily functions
  - Serious dysfunction of any body organ or part
- Emergency Services means covered inpatient and outpatient services that are as follows:
  - Furnished by a provider that is qualified to furnish these services
  - Needed to evaluate or stabilize an emergency medical condition
- Post-Stabilization Care Services means covered services, related to an emergency medical condition that are provided after an enrollee is stabilized in order to maintain the stabilized condition, or, under the circumstances described 42 CFR 438.114(e).

**Medical ID Card:** A card with important information about your benefits. You must show your Medical ID card to the provider's office when you get care. A provider may refuse to see you if you do not have your card with you. You may have to pay for services if you do not show your ID card.

**Healthcare Provider:** An individual or facility (such as a mental health specialist, nurse or nurse practitioner, physician's assistant, or psychologist) that is qualified and licensed to provide healthcare services.

**Home Healthcare:** Services and care provided in the home following illness, surgery or injury. Cenpatico does not cover home healthcare services. Those services are covered by your medical insurance carrier.

**Medically Necessary:** Service or care your mental health specialist has approved and is right for your illness, injury, or medical condition.

**Member:** You are a Member in Cenpatico after you have been approved by the State of Kansas and enrolled in HealthWave 21.

**Non-Covered Benefits:** Services not paid for by Cenpatico.

**Non-Participating Provider:** A provider of medical or mental healthcare that is not a part of the Cenpatico provider network. Members who see non-participating providers without specific approval from Cenpatico or their medical carrier may have to pay for those services.

**NurseWise®:** A health information line. Registered nurses are available 24 hours a day every day of the year to answer your health questions and help you decide if you need emergency care.

**Prior Notification:** Cenpatico must review some services to make sure they are covered benefits, and that you are eligible, etc., before we will pay for them. Your mental health specialist will know which services must be reviewed. Your Cenpatico mental health specialist will get these approvals for you.

**Protected Health Information (PHI):** PHI is information that we have created or received about your past, present, or future health or medical condition. This information could be used to identify you.

**Second Opinion:** You may have a serious medical condition and disagree with the treatment or diagnosis recommended by your provider. You have the right to see a second provider to get their opinion. We will help you get a second opinion. If the first and second opinions are different we will cover a third opinion.

**Urgent Care:** Urgent care is when you need mental healthcare quickly but it is not an emergency. Your mental health specialist should schedule urgent care appointments within one to two days depending on your condition.

## **NOTICE OF PRIVACY PRACTICES**

### **For the Use and Disclosure of Private Health Information.**

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.

Effective Date: 04/14/2003

#### *Why are we sending you this Notice?*

We want to protect the privacy of your personal information. A new federal law requires us to make sure your protected health information (PHI) is kept private. That law is known as the Health Insurance Portability and Accountability Act (HIPAA). We must give you this Notice of our legal duties and privacy practices with respect to your PHI.

We must also follow the terms of the Notice that is in effect right now. We reserve the right to change the terms of this Notice and our privacy policies at any time. If we make these changes, they will affect all PHI we maintain. This includes PHI we received or created prior to the change. If we do change the terms of our privacy policy, we send a copy to each head of household within 60 days.

PHI is information that we have created or received about your past, present, or future health or medical condition. This information could be used to identify you. It also includes information about medical treatment you have received and about payment for healthcare you have received. It includes your name, age and address. We must tell you how, when, and why we use and/or share your PHI.

#### **How do we collect your personal health information?**

We collect PHI from you. We also receive PHI from your healthcare providers. For example, we might get PHI from your healthcare providers when they submit a claim to be paid for services they provided to you that are covered benefits. We get PHI from you when you fill out your application for healthcare coverage.

#### **How and when can we use or disclose your PHI?**

HIPAA and other laws allow or require us to use or disclose your PHI for many reasons. Sometimes we are not required to get your written agreement. For other reasons, we may need you to agree in writing that we can use or disclose your PHI. In this Notice, we have listed reasons we may use your PHI without getting your permission. Not every use or disclosure is listed. The ways we can use and disclose information fall within one of the descriptions below.

- **So you can receive treatment.** We may use and disclose your PHI to those who provide you with healthcare services or who are involved in your care. These people may be mental health specialists, nurses, and other healthcare professionals
- **To get payment for your treatment.** We may use and disclose your PHI to pay providers for treatment and services you receive. For example, we may give parts of your PHI to our claims department or others who do these things for us. They can use it



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to make sure your healthcare providers are paid correctly for the healthcare services you receive under our health plan.

- **To operate our business.** We may use and disclose your PHI to run our health plan. For example, we may use your PHI in order to review and improve the quality of healthcare services you get. We may give PHI to consultants when we ask them to tell us about the quality of our health plan and how we operate our business. Before we share PHI with other organizations, they must agree to keep your PHI private.
- **To meet legal requirements.** We share PHI with government or law enforcement agencies when federal, state, or local laws require us to do so. We also share PHI when we must in a court or other legal proceeding. For example, if a law says we must report PHI about people who have been abused, neglected, or are victims of domestic violence, we share PHI.
- **To report public health activities.** We share PHI with government officials that collect public health information.
- **For health oversight activities.** We may share PHI if a government agency is investigating or inspecting a healthcare provider or organization.
- **To plan sponsors.** We may share your PHI with plan sponsors, associations or employer groups. We make sure these groups have met HIPAA requirements.
- **To avoid harm.** In order to avoid a serious threat to the health or safety of a person or the public, we may provide PHI to law enforcement or people who may be able to stop or lessen the harm.
- **For workers' compensation purposes.** We may share PHI to obey workers' compensation laws.
- **Appointment reminders and health-related benefits or services.** We may use PHI to send you appointment reminders. We may also use PHI to give you information about other healthcare treatment, services, or benefits.
- **To coroners or funeral directors.** We may give PHI to coroners or funeral directors. Certain laws require this information for them to carry out their duties.
- **For military and national security.** We may disclose to authorized federal officials PHI required for lawful intelligence, counter-intelligence, and other national security activities. We can also disclose PHI of armed forces personnel to military authorities under certain circumstances.

**Other uses and disclosures require your prior written agreement.** In other situations we will ask for your written permission before we use or disclose your PHI. Your choice to let us use or disclose your PHI can be changed at any time. You cannot change your decision about information already released with your permission. Requests to not disclose PHI must be made

in writing to the Corporate Compliance and Privacy Officer. That address is at the end of this notice.

### **When we DO NOT disclose your PHI.**

There are times that we will not share your PHI, even though the law says we can. Some of these times include:

**For purposes of organ donation.** The law says we can share your PHI with organizations that help find organs, eyes, and tissue to be donated or transplanted. We do not do it.

**For research purposes.** We do not use or disclose your PHI in order to conduct medical research.

**Fundraising activities.** Law allows us to use or disclose your PHI to raise funds for our business or related charities. We do not do it.

### ***Will you give my PHI to my family, friends or others?***

A friend or family member may be helping you get or pay for your medical care. We may share PHI with you while they are there. For example, one of our mental health specialists may visit at your home and your mother is with you. We may discuss your PHI with you in front of her. We will not discuss your PHI with you when others are present if you tell us not to.

There may be a time when you are not present or you are unable to make healthcare decisions for yourself. We may use or share your PHI if professional judgment says that doing so is what is best for you. For example, you may not be conscious but a friend is with you. We may share your PHI with your friend so you can get the care you need.

### ***How Do We Protect Your Personal Information?***

We protect your PHI by:

- Treating all PHI that we collect about you as confidential
- Stating confidentiality and privacy policies and practices in our employee handbooks
- Creating disciplinary measures for privacy violations
- Restricting access to your PHI only to those employees who need to know about you to provide our services to you, like paying a claim for a covered benefit
- Disclosing the minimum PHI needed for a service company to perform its function on our behalf. We make sure the company agrees to protect and maintain the confidentiality of your PHI
- Maintaining physical, electronic, and procedural safeguards that comply with federal and state regulations to guard your PHI

### ***What are your rights about your PHI?***

You have the right to ask that we limit how we use and give out your PHI. You also have the right to request a limit on the PHI we give to someone who is involved in your care or helping pay for your care, like a family member or friend. For example, you could ask that we not use or disclose information about a treatment that you had to your relative who is an employee of

Cenpatico. You must tell us in writing what you want. We will consider your request. We are not required to agree to the request. If we accept your request, we will put any limits in writing. We will honor these limits except in emergency situations. You may not limit the ways we use and disclose PHI when we are required by law to make the use or disclosure. Send your request to Cenpatico's Corporate Compliance and Privacy Officer. The address is on the last page of this notice.

**You have the right** to ask us to send your PHI to an address of your choice or to communicate with you in a certain way within reason. You must tell us in writing what you want. For example, you can ask us to send PHI to your work address instead of your home address. You may ask that we send your PHI by email rather than regular mail. You may be assessed reasonable charges to comply with your request. Send your request to Cenpatico's Corporate Compliance and Privacy Officer. The address is on the last page of this notice.

**You have the right** to look at or get copies of your PHI that we have. You must make that request in writing. You may be assessed reasonable fees to provide these copies. If we do not have your PHI, we will tell you how you may be able to get it. We will respond to you within 30 days after we receive your written request. (Response may take 60 days if the information is not stored on-site.) In the event that 30 or 60 days is not enough time to retrieve the information you are requesting, we will advise you of an additional extension of up to 30 days.

In certain situations, we may deny your request. If we do, we will tell you, in writing, the reasons we are denying your request. We will also explain your right to have our denial reviewed. Send your request to Cenpatico's Corporate Compliance and Privacy Officer. The address is on the last page of this notice.

**You have the right** to a list of times we have shared your PHI. Your request for the list can go back as far as six years, or back to January, 2005, whichever is later. We will respond within 60 days of receiving your written request for your PHI.

The disclosure list we send you will include:

1. The date of the disclosure
2. The person to whom PHI was disclosed (including their address, if known)
3. A description of the information disclosed
4. The reason for the disclosure

The list will not include:

- a) Disclosures we made so you could get treatment
- b) Disclosures we made so we could receive payment for your treatment
- c) Disclosures we made in order to operate our business
- d) Disclosures made directly to you or to people you designated
- e) Disclosures made for national security purposes
- f) Disclosures made to corrections or law enforcement personnel
- g) Disclosures we made before we sent you this message
- h) Disclosures we made when we had your written permission
- i) Disclosures made before April 14, 2003

We will give you one list free each calendar year. If you ask for another list in the same calendar year, we will send you one if you agree to pay the reasonable fee we will charge. To

make this request, write to the Corporate Compliance and Policy Officer. The address is at the end of this notice.

**You have the right** to ask us to correct your PHI or add missing information if you think there is a mistake. You must send your letter to Cenpatico's Corporate Compliance and Privacy Officer. Your request must be in writing. The address is on the last page of this notice. Your request must give the reason for the changes. We will respond within 60 days of receiving your written request. We can use an extension of 30 days if we need it. If we approve your request, we will make the change to your PHI. We will tell you that we have made the change. We will also tell others who need to know about the change to your PHI.

We may deny your request if your PHI is:

- a) Already correct and complete
- b) Not created by us
- c) Not allowed to be disclosed
- d) Not part of our records

If we deny your request, we will tell you why in writing. Our written denial will also explain your right to file a written statement of disagreement. You have the right to ask that your written request, our written denial and your statement of disagreement be attached to your PHI any time we give it out in the future. You can send this request to Cenpatico's Corporate Compliance and Privacy Officer at the address at the end of this notice.

### ***How can you complain about our privacy practices?***

If you think that we may have violated your privacy rights, you may send your written complaint to:

Complaint and Grievance Coordinator  
Cenpatico  
504 Lavaca, Suite 850  
Austin, TX 78701  
1-512-406-5200 or toll free at 1-866-896-7293

You may also make a complaint to the Secretary of the Department of Health and Human Services. You will not be penalized for filing a complaint about our privacy practices.

### ***How can you reach us or get another copy of this notice?***

- Contact your Customer Care Specialist toll free at 1-866-896-7293
- Contact the Corporate Compliance and Privacy Officer directly at:  
Cenpatico  
Attn: Corporate Compliance and Privacy Officer  
504 Lavaca, Suite 850  
Austin, TX 78701  
1-866-896-7293