

WASHINGTON
COUNTY,
OREGON

MEMBER HANDBOOK 2011

Washington County Mental Health Program Oregon Health Plan

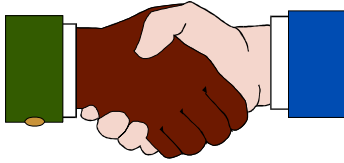
**155 N. First Ave., MS-70
Hillsboro, OR 97124**

Administration: 503-846-4528

Toll Free: 1-800-995-0017

Hours: 8:00-5:00 Monday-Friday

24-Hour Crisis Line: 503-291-9111
Service Access Line: 503-291-1155
TDD: 1-800-735-2900



Welcome to Washington County Health and Human Services mental health plan! You are able receive mental health services through the Oregon Health Plan. We have a contract with the State of Oregon to manage your mental health services.

Our name, Washington County Health and Human Services, should appear on the Medical Care ID form that you receive from the Department of Medical Assistance Programs (DMAP).

We will help you get mental health services if you need them. Your Member Handbook tells you what these mental health services are and how to get them.

The handbook also tells you what to do in an emergency and what to do if you have a problem with your mental health services. Your rights as a member are explained in this handbook. There are also things that are expected of you. Your responsibilities are explained too. Please read your Member Handbook carefully.

You can get mental health services from many different providers. There is a list of these providers at the back of this handbook.

You will be notified of any changes in state law that affect your rights or service benefits within 90 days of the effective date of any such changes.

As a Washington County MHO member you may be able to join in some Washington County MHO activities including our advisory committee, the quality improvement committee and other related activities or committees. To find out more about this call the WCHHS QI Coordinator at (503) 846-4554.



**CALL US IF YOU HAVE
QUESTIONS OR IF YOU NEED A
HANDBOOK IN ANOTHER FORMAT.**

To request a Member Handbook in other forms such as large print, another language, audio recording, braille, etc. you may reach us at (503) 846-4528 or by the following contact numbers:

MEMBER SERVICES: 503-846-4528

APPOINTMENTS: 503-291-1155

CRISIS Services 503-291-9111

OUT OF AREA CALL 1-800-995-0017.

**IF YOU HAVE A HEARING
IMPAIRMENT OR DISABILITY AND NEED
ASSISTANCE, CALL TDD 1-800-735-2900**

華人服務中心 精神健康部

一個具備華人文化特色的精神健康診所

我們的專長是提供亞裔人士精神健康方面的專業服務。工作小組是由專業人士組成，當中有精神科醫師及州政府認可的精神復康治療師。各人均對亞洲文化有深切的認識，並能說流利的國語、韓語、英語、廣東話及臺灣話。

如果你或是你的親友有下列症狀，請與我們聯絡：

失眠、憂鬱、食欲不振、自殺念頭、思想反常、情緒不穩、行為怪異、經常焦慮、缺乏興趣及精力、恐懼、猜疑、工作能力突然下降

如何預約

請電 503-872-8822 與精神科輔導員洽談。

開放時間：

星期一至星期五

早上九時至下午五時

Chinese-MH

아시안보건복지센터정신건강 프로그램

아시안 문화를 지향하는 정신 건강 클리닉

저희 정신 건강 클리닉에서는 한국어를 하는 전문 상담가가 한국 문화에 합당한 외래 정신 건강 서비스를 워싱턴 카운티의 보조를 받아 제공해드리고 있습니다.

우리는 다중 언어를 구사하는 이중 문화권의 정신 건강 전문인으로 구성된 특별한 팀으로, 정신과 의사와 정신 건강 전문인들이 문화적으로 친근한 환경에서 전문적인 치료를 제공해 드리고 있습니다.

당신(주위 분들)이 다음과같은 증상들을 경험한다면:

불면증, 우울증, 식욕 부진, 자살에 대한 생각, 비 정상적인 생각, 기분의 기복, 특유의 행동, 흥미나 기력의 현저한 결핍이나 저하, 잦은 불안감...

상담 예약

503-872-8822 로 전화하셔서 정신 건강 상담자에게 문의하십시오.

저희 사무실은 월요일에서 금요일

오전 9시부터 오후 5시까지 운영됩니다.

Korean-MH

Neu Qui vi can nguoi nói tieng Viet, vui lòng gọi cho trihn Da Van Hoa tai nha thuong OHSU so dien thoai 503-494-4222.

(Vietnamese)

Если вы желаете лечиться у врача, который говорит по-русски, пожалуйста, позвоните представителю программы по вопросам психиатрии (Intercultural Psychiatry Program) Орегонского университета науки и здравоохранения (OHSU) по телефону 503-494-4222.

(Russian)

Ukoliko želite razgovarati sa zdrastvenim osobljem koje govori Bosanski, molimo Vas da nazovete Međunarodni Psihijatrijski Program OHSU-a (OHSU Intercultural Psychiatry Program) na 503-494-4222.

(Bosnian)

Hadii aad rabto ama doonaysid dhakhtar ku hadla afka somaaliga fadlan la xiriir Jaamacada Caafimaadka iyo Sayniska ee Oregon (OHSU). Qaybta Mashruuca dhakhaatiirta madaxa iyo wada shaqaynta dhaqamada kala duwan telkooduna yahay (503) 494-4222.

(Somali)

Si desea ser atendido por un proveedor que habla español, refiera por favor a la lista de programas de habla hispana en la página 36.

(Spanish)

Cambodian – call OHSU at 503-494-4222

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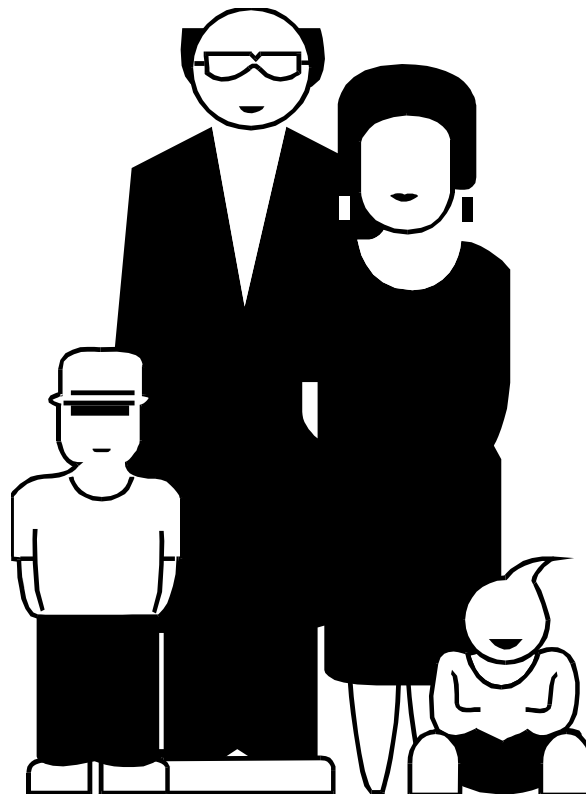
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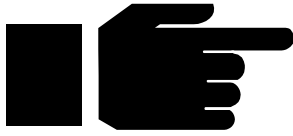
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GENERAL INFORMATION

To help you understand mental health services, some of the words that are used a lot are defined at the end of this handbook.

Washington County HHS works with certain agencies to provide mental health care for you. A list of these agencies is at the back of this handbook. The types of services each agency offers and agency addresses are also listed. You may call any of these providers and make any appointment. You do not need a referral or pre-authorization to go to any of these agencies.

If you were getting mental health treatment or medications from someone not on the list before you became a member of Washington County's mental health plan, please call our **Administration Office at 503-846-4528**. We will make sure that you continue to get the services you need until you can see one of our providers.

If you need help choosing a provider you can call our **Access Triage Line at 503-291-1155 or 1-800-995-0017 or TDD 1-800-735-2900**. You will speak with a mental health professional who can help you find an agency to fit your mental health needs.

If you have special needs, please tell us that when you call too.

If you need this handbook in another language please contact us at (503) 846-4554.

MEDICAL CARE IDENTIFICATION FORM

You will receive a DMAP (Department of Medical Assistance Programs) Medical Care Identification card. The ID cards are the size of a business and list your name, your OHP Client ID number,

and the date it was issued. You may be asked to show this card each time you receive services. As such, we recommend that you always carry this card with you. Please know that having this card does not guarantee coverage under the Oregon Health Plan. You can find out if you are covered by calling 800-336-6016 or by having your provider check on the web at <https://www.or-medicaid.gov>.

BENEFIT PACKAGES

The conditions and services covered by the Oregon Health Plan are called the Benefit Package. There are two types of Benefit Packages. One is called OHP Plus. The other is OHP Standard. Your Medical Care Identification card shows the benefit package of each member of your family. Mental Health Services are included in both benefit packages. The mental health services that are covered are the same. The Washington County HHS mental health providers are the same.

The State Department of Human Services determines which package you belong to. Your DHS caseworker can explain to you how this decision is made.

If you have OHP Plus, you will have to pay a small amount called a co-payment for some medications that your medical plan does not pay for.

- The copayment for generic drugs is usually \$2.00
- The copayment for brand name drugs is usually \$3.00

Your medical plan may require that you go to certain pharmacies. Call your medical plan to find out what pharmacies you may use.

You can get your medications through the mail by using the State's mail order pharmacy. There are no co-payments if you use the mail order pharmacy. You can ask your mental health provider for a mail order form. You can also get the form through the State of Oregon Department of Human Services website:

www.omap.hr.state.or.us/clientinfo

You will not be responsible or liable for payment for any services that are approved or authorized by Washington County MHO.

COVERED SERVICES

The Oregon Health Plan pays for mental health services. The State of Oregon decides what types of services will be paid for. Washington County HHS can only pay for services that are approved by the State. These are called covered services. You will not be responsible or liable for payment for any services that are approved or authorized by Washington County MHO.

Services to find out if you need mental health treatment are covered. This is called an assessment or evaluation. It is usually done during your first appointment with a mental health provider. An assessment is done to see if you need mental health services and what type of services you need. Some services are available only for children. Others are available only to adults.

Services that we pay for must be medically appropriate to meet your needs. These services include:

- Emergency services, including hospital care;
- Counseling services to help you cope with and manage your mental health condition;
- Intensive community services where necessary;
- Prescriptions for medications to treat mental illnesses;
- Case management and skills training; and
- Programs that provide community living supports.

In some instances, Washington County may require that mental health services be approved by us before you start treatment. Outpatient services are usually approved automatically but in some cases services must first be approved by Washington County. The agency providing services will help you with this. Crisis services do not need to be pre-approved and are available 24-hours per day, 7-days per week.

If you request a service is not covered or is not approved ahead of time you may have to pay for it yourself. You (or your service provider) may appeal denial of payment decisions made by Washington County.



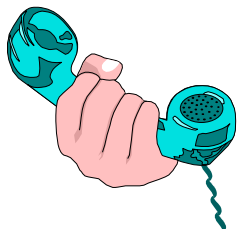
CHOOSING A MENTAL HEALTH PROVIDER

Call our Access Triage phone line at **503-291-1155 or 1-800-995-0017 (or TDD 1-800-735-2900** if you are hearing-impaired) and we will help you find a mental health provider. They will help you to choose a service provider based on what type of mental health treatment you need, who you want to see, and where you live.

You can also call any agency listed at the back of this handbook directly and ask for an appointment. You do not need to have a referral or approval from us to make a request for services. Once you have requested services, the services may still need to be approved in some cases. The service provider can help you to get services approved if necessary.

If you want to see someone who is not on our provider list, you will need to get approval from us first.

MAKING APPOINTMENTS



There are two ways to make an appointment. You may call any agency listed at the back of this handbook yourself or you can call our Access Triage phone line at **503-291-1155** (or 1-800-995-0017 or TDD 1-800-735-2900) for help choosing a provider. You will be asked some questions to help determine what type of services you need. Be sure to tell the person you talk to if you have special needs.

If you need help right away, call 503-291-1155 or 1-800-995-0017 (TDD 1-800-735-2900). Tell us you need help right away. You may get an appointment sooner if your situation is urgent or emergent.

It is important for you to attend all of your scheduled appointments. If you cannot attend an appointment, call your provider and cancel the appointment at least one day before it is scheduled. Another appointment can be made for you. This should not happen often.

If you miss too many appointments, you and your provider will have to work together in order for you to keep getting services there.

Co-Payments.

You will not be charged any co-payment for services through Washington County and its network of service providers. While the Oregon Health Plan allows managed care plans to charge a co-payment for some services, Washington County Mental Health Organization will not implement co-payment procedures with its members and will not reduce payments to service providers to reflect

co-payment collection. Mental health treatment providers may not collect any co-payment for services provided under their contract with Washington County. This means that you will not be charged a co-payment for services you received that are funded by Washington County Mental Health Organization under the Oregon Health Plan.

Medical Transportation.

If you are unable to attend a scheduled appointment due to symptoms of an illness or disability, outreach services may be offered to you if it is medically needed (medically appropriate). You may ask your service provider for help to arrange medically needed transportation to attend scheduled appointments or contact TriMet directly at 503-962-8700 to request help with medical transportation. TriMet's Medical Transportation Program (MTP) provides free rides to covered medical appointments for Oregon Health Plan (OHP) Plus members. To qualify for this service you must be currently eligible for OHP Plus and have no other transportation options available. Depending on your needs, transportation may be provided by bus, taxi, accessible van, secure transport or stretcher car. More information about the TriMet Medical Transportation Program is can be found in the online "Riders Guide" on the TriMet website (<http://trimet.org/mtp/mtpguide.htm>). If you are in a serious mental health crisis, you may contact the Washington County emergency crisis service at (503) 291-9111. If you are in an emergency, you may also call 911 to request assistance with a medical or serious mental health emergency.

CHANGING MENTAL HEALTH PROVIDERS

If you want to change your mental health provider, we strongly encourage you to talk to your current provider first. If you do not want to talk to your counselor or case manager, you can ask to talk to a supervisor at that agency. If you need help or cannot work it out with your provider agency, you can call Washington County HHS Member

Services **503-291-1155** or **1-800-995-0017**. Call TDD **1-800-735-2900** if you are hearing-impaired.

SPECIAL OR EXCEPTIONAL NEEDS

Washington County HHS has Care Coordinators who can help if you have special medical conditions or if you are homeless. Tell us if you have any special needs when you call for an appointment. We will help make sure you get services to meet those needs.

LANGUAGES AND INTERPRETER SERVICES

Washington County contracts with mental health provider agencies that have clinical staff that speak a variety of languages. See the list of languages spoken by our service providers at the end of this handbook. If you need a copy of this handbook in another language please contact us at (503) 846-4554.

If we cannot find a mental health counselor who speaks the same language that you do, we will provide an interpreter at no cost to you. This includes sign language.

If you need help talking to a counselor, please call us for assistance. If a counselor calls to make an appointment with you tell them if you need an interpreter and they will make sure someone is at your appointment to help you.



AFTER HOURS CRISIS AND EMERGENCY SERVICES

If you are in **crisis** or have a mental health emergency or problem that cannot wait, call **503-291-9111 or 1-800-995-0017 or TDD 1-800-735-2900**. A mental health emergency is a situation where your health or safety, or the safety of others, would be in serious danger if you did not get help immediately. A mental health counselor is there to help you 24-hours a day, 7-days a week, even on holidays.

The mental health crisis worker will talk to you about your problem and will help to keep you safe until you can be seen by a regular mental health counselor. If the crisis counselor decides that your problem is urgent, an appointment will be scheduled for you within 24-48 hours. The crisis counselor may also tell you to go to an emergency room or make an emergency appointment for you within 24 hours. **Emergency rooms in the Washington County** area include the following:

Providence St. Vincent Hospital
9205 SW Barnes Road
Portland, Oregon 97225
503-216-1234
(located near intersection of Hwy 26 and Hwy 217)

Tuality Community Hospital
335 SE 8th Ave
Hillsboro, OR 97123-4248

Providence Portland Medical Center
4805 NE Glisan St
Portland, OR 97213-2933
(503) 215-6660

Your OHP medical plan will usually pay for the visit if you go to an emergency room. Please know that you may have to pay for going to an emergency room if your situation is really not an emergency.

If you are in need of urgent or emergency services and need to be seen within 24 to 48 hours but you do not need to be seen immediately, you may contact our crisis service at call 503-291-9111 or you may request an outpatient appointment from our providers listed at the back of this handbook (pages 35 and 36). If feel that you need to be seen immediately please contact our crisis service at 503-291-9111 or go to one of the emergency departments listed above.

OUT OF AREA SERVICES

We do not cover services outside of our service area except in an emergency or when we approve it ahead of time. Washington County is our main service area. If you need care and you are outside of Washington County, you should contact Washington County to find out if we will pay for services outside of the county.

If you are outside of Washington County and need care right away, call **503-291-1155** or **1-800-995-0017**. If you are hearing impaired call **TDD 1-800-735-2900**. Someone is at these numbers 24 hours a day, 7 days a week. This person will help you with your problem or help you get services wherever you are if it is necessary.

In a mental health emergency, you can go to the nearest hospital emergency room. Show them your Medical Care ID form and tell them to **contact your medical plan** and Washington HHS. The phone numbers are on the form.

CHEMICAL DEPENDENCY SERVICES

Please call your medical plan for authorization for Alcohol and Drug treatment. We do not pay for Chemical Dependency services. Your medical plan can tell you what agencies you can go to and what treatment they cover. For smoking cessation you can contact the Oregon Tobacco Quit Line at 1-877-270-STOP or your physical health care plan (i.e., Tuality Health Alliance, Providence Health Plan, Family Care, or Care Oregon) for assistance.



MEDICATIONS

Your mental health provider can help you get mental health medications when needed. Sometimes your Primary Care Physician (this person is usually your regular doctor) may also be able to prescribe mental health medications for you. You may call your OHP medical plan if you have questions.

Most of mental health medications are paid for directly by the State of Oregon or by your OHP medical plan. Your doctor, nurse practitioner or pharmacy can help to get pre-approval for medications when needed. Please feel free to call your medical health plan if you have questions.

Be sure to talk to the person who prescribes medications for you before you go out of town to get your medications refilled before you leave. This person can also tell you what to do if you run out of medicine.

MEDICARE/OTHER INSURANCE

Other insurance, like Medicare or private insurance should be billed before the Oregon Health Plan. We will pay the amount that is your responsibility after the other insurance has paid. We can only do this if the services you received are covered by the Oregon Health Plan. If you want us to pay, you still need to get authorization from us before seeing someone who is not on our provider list. Call **503-291-1155** or **1-800-995-0017** if you have questions. Call **TDD 1-800-735-2900** if you are hearing-impaired.

DIENROLLMENT

Your benefits through us may stop for many reasons. If you have to pay a premium, then you must pay that premium to stay enrolled. You might no longer be eligible for the Oregon Health Plan. You might move outside of our service area. Let your caseworker at the Department of Human Services (DHS) know if you change your address or phone number. If you are disenrolled, Washington County HHS will no longer pay for your mental health treatment.



CONFIDENTIALITY

All patient information is private. This includes anything in your mental health records and any information you tell us or give to us. It also includes any information you tell to your mental health therapist or to a mental health clinic. This information cannot be shared without your approval except in an emergency or for other specific reasons allowed by law. In an emergency, only the information needed to help you can be shared.

You must give your permission for information about you to be shared with anyone else. You will be asked to sign a “release of information” form before information about you is shared with others. You can cancel permission to share information any time.

There are some exceptions in the law that may allow Washington others to review your mental health records without your approval to conduct audits of mental health service providers. These exceptions are for very limited purposes and do not allow information about you to be shared with others without your permission.

Please feel free to contact us if you have questions about your privacy rights!

NOTICE OF PRIVACY PRACTICES

Washington County HHS is required by law to protect the privacy of your medical information. This information is called “Protected Health Information” (PHI). We must also tell you how we may use or share this information. You can ask for a copy of this Notice at any time by calling our Administration Office at **503-846-4528**.

By law, we may use or share your private “PHI” information without your permission for the following purposes:

- **To provide you with treatment.** We may share information with mental health providers involved in your care.
- **To get payment or to make payments for services.** Sometimes PHI must be shared to bill for care you have received.
- **To manage contracts with mental health service providers.** We may share information with the people and agencies who provide services as our “business partners”. We may also inspect clinical records to review the quality of the services you receive.

There also times when the law requires us to share information about you. Examples of these situations are:

- **Required Inspections.** Sometimes State or Federal agencies have the right to look at records to make sure that we are doing our job for you and that public funds are used correctly.
- **Court orders and legal proceedings.** We may be required to release PHI when a court orders us to do so. Some other rare

situations may occur where we are required or permitted by Federal or State law to give information.

- **Abuse Reports and Investigations.** If we suspect abuse or neglect; we may be required by law to report this information to authorities. We may also be required to investigate claims or wrong doing or abuse. This may include looking at Protected Health Information (PHI).
- **Danger.** We may have to report if we suspect that you are in immediate danger of seriously hurting yourself or someone else.

Uses and Disclosure in Special Situations

We may use or disclose your **Protected Health Information (PHI)** in the situations described below unless you notify us in writing that you do not want us to. The section below titled “Your Privacy PHI Rights” tells you how to ask us to limit the information we share.

- **Appointments and Other Health Information.** We may contact service providers in our provider panel who are involved in your care. We may send you reminders for medical care or checkups. We also might send you information about other treatment or health services that may be of interest to you.
- **For Public Health Activities.** Washington County HHS is a public health agency that collects vital records such as birth and death certificates. We also report and investigate certain illnesses to prevent their spread.
- **For Research.** Washington County HHS may use protected health information for research studies but may not give this information about your to others without your permission.
- **Disclosures to the Office for Civil Rights.** Protected Health Information may be shared with the Office of Civil Rights you file a complaint with this office. Information shared with the Office of

Civil Rights may be used in an investigation but will not be shared with others without your permission.

- **Disclosures to Family, Friends, and Others.** With your permission Washington County HHS may release PHI about you to a family member in emergency situations or when you have formally given written permission ahead of time through an “Advanced Directive”.

Your Protected Health Information (PHI) Privacy Rights

- **Cancel your authorization.** If you have given us permission to use your PHI, you can cancel this authorization at any in writing. We cannot take back any uses or disclosures that have already been made.
- **Read and get a copy of your medical records.** You have the right to see and get a copy of your medical records. You must make this request in writing. You might be charged a fee to pay for copying. There might be times when we deny your request to see your records if we think it might hurt you or someone else. If that happens, you can appeal our decision to the Privacy Officer.
- **Ask for changes to your record.** You can ask that information be changed or added to your medical records. You must make this request in wiring and tell us why you think your record needs to be changed. Sometimes, we might deny your request. You can appeal our decision to the Privacy Officer.
- **Ask for limits on the use of your PHI.** You have the right to ask us to limit how your information is used or shared with others. In some cases we may not be able to continue services if we cannot share information. For example, we must share information for service payments. In other cases, such as sharing information about prior use of OHP benefits with your service provider, we will try to honor your requests where possible.

- **See how we have shared your PHI.** You have the right to ask us for a list that tells you all the times that we have shared your PHI.
- **Tell us how you want us to communicate with you.** You have the right to ask that we share information with you in a certain way or at a certain place. For example, you may ask us to contact you only at home by telephone. We will honor any reasonable request.
- **File a grievance about our use of your PHI.** You have the right to file a grievance if you disagree with how Washington County or its contracted service providers have used or shared information about your PHI. No action will be taken against you if you file a grievance. More information about your right to file a grievance is listed below.

If you believe that your privacy rights established under Oregon law or the federal Health Insurance Portability and Accountability Act (HIPAA) have been violated you may contact the **Washington County Quality Improvement Coordinator at (503) 846-4554**.

You may also contact the Washington County HHS Privacy Officer at:

Washington County
HHS Privacy Officer
155 N. First Avenue, MS5
Hillsboro, OR 97124-3072

Phone: 503-846-4402
TTY: 503-846-8601
E-mail: www.co.washington.or.us

You may file a complaint with the Office of Civil Rights, U.S. Department of Health & Human Services at:

Office of Civil Rights
Medical Privacy, Complaint Division
US Department of Health & Human Services
200 Independence Avenue, SW, HHH Building

Room 509H
Washington, DC 20201

Phone: 866-627-7748
TTY: 866-788-4989
E-mail: www.hhs.gov/ocr

GRIEVANCES, COMPLAINTS, AND HEARINGS

Washington County MHO members have rights to file a complaint or grievance and to seek a review of decisions about their complaints or grievances. There are 3 main levels of complaint that you can file. First, you may file a Grievance at any time. Second, you may file an Appeal to contest the outcome of a Grievance. The third level of review is and Administrative Hearing. You may request a Hearing at any time, even if your grievance is still under review.

How to File a Grievance or Report a Problem

You have the right to file a grievance if you believe your rights have been ignored or violated, if you disagree with a decision about your care, or if you believe that services to which you are entitled are not being addressed. You may also designate a representative, including your mental health provider, to act on your behalf to file a grievance or an appeal. You may file a grievance at any time. Don't be afraid to talk to your provider about your concerns. It is your right to file a grievance and you may not be punished or denied services because of a grievance.

You may file a grievance in writing or verbally at any time. You may file a grievance with your service provider or with Washington County Mental Health. You or anyone you appoint, including your mental health provider if you want them to act as your representative, can file a grievance or an appeal for you. Your family members or friends can also do this. Someone who you received services from, like an agency or hospital, can do this for you. You can ask your provider or Washington County for a grievance form to fill out.

If you think that your issue cannot wait because of medical reasons, you can ask Washington County for an “expedited complaint process” or “expedited appeal request”. Your situation will be reviewed by our mental health staff to see if your issue needs a quick answer.

It is usually recommended, but not required, that you first contact your service provider to request a copy of their grievance procedure and their grievance form. Usually most problems can be solved quickly by talking to your provider. You can also ask to talk to any supervisor at your provider agency. You can ask that a Washington County representative go with you to talk to your provider or talk to your provider for you. If you don’t want to talk to your provider you can request a grievance form and/or tell your problem directly to Washington County by calling **(503) 846-4554**.

You may expect your grievance to be addressed within 5 days or to receive a written notice of any delay in resolving your grievance and the reason for the delay. An acknowledgement of your concern will be provided within 5 working days. If additional time is needed, we will try to resolve your problem within 30 days. You will be sent a written answer telling you what we did about your grievance.

You may contact Washington County if you do not feel comfortable filing a grievance with your service provider. If you want to exercise your right to file a grievance, or to get any more information, you can call us at **503-846-4554 or 1-800-995-0017**. You may also submit a written grievance to Washington County at the following address:

QI Coordinator
Washington County Mental Health Program
155 N. First Ave., MS 70
Hillsboro, OR 97124

How to File an Appeal

If you disagree with the outcome of a grievance you may file an appeal through your service provider or by contacting Washington County MHO. Your appeal will be addressed in a timely manner. When your appeal is completed you will be notified about the outcome in writing.

An appeal is a request to review the outcome of a grievance when you are not satisfied with the outcome of your initial grievance.

You may request an appeal to a grievance decision by calling us at **(503) 846-4554**. You may also submit a written appeal Washington County at the following address:

QI Coordinator
Washington County Mental Health Program
155 N. First Ave., MS 70
Hillsboro, OR 97124

If your grievance was about a denial of care or a reduction in services, or if you received a written “Notice of Action” about your request for services, you may submit an appeal directly to Washington County. A Notice of Action will tell you of any decision to deny or reduce requested services. You have the right to request the Notice of Action in another language if English is not your primary language. If you need the Notice in another language or another format (e.g., large print, etc) tell the person or service provider that issued the notice for of your need for the Notice of Action in another language. You or your authorized representative must submit your appeal in writing within 30 calendar days of the date of the Notice of Action or grievance outcome letter you receive.

If your grievance was about a change in OHP benefits or services that you were receiving and you want the benefits or services to stay in place during the appeal, you must submit your appeal by the date your benefits or services will change or within 10 calendar days after letter was sent notifying you of the change.

Please know that if the appeal decision is not in your favor, you may have to pay for services you received after you were first told of the denial of care or a reduction in services.

If the appeal decision is different from what you requested, you will be given written information about your right request an Administrative Hearing. A Hearing is a formal review of your concerns and is usually conducted by an independent Administrative Law Judge.

How to File for an Administrative Hearing

You may request a formal Administrative Hearing if you are denied requested services or if you receive a Notice of Action indicating that services are being reduced, suspended or terminated without your agreement. We usually recommend that you first try to solve your concerns through the complaint or appeal process. However, you may request a Hearing at any time even if you have a grievance or appeal that is still under review. You are not required to complete the appeal process before requesting an administrative hearing.

An Administrative Hearing is a formal process conducted by the State of Oregon that is typically heard by an Administrative Law Judge or other qualified person appointed by the state. You may be represented by a lawyer. Similarly, Washington County may also be represented by a lawyer. Decisions resulting from a Hearing may be in the form of a recommended action to the state Department of Human Services.

The Hearing process should be completed within 90 days from the date that you request a Hearing appeal. Information on how to request an Administrative Hearing will be provided with any written Notice of Action that is issued by Washington County MHO. The information packet will tell you how to complete the request for a Hearing and will include a form to ask for a hearing.

If you need help to file for a Hearing feel free to call us at **(503) 846-4554**. You will not be punished in any way if you request a Hearing.

Advocacy and Support Resources

There are a number of independent programs that offer support to individuals and family members. These programs include the National Alliance for Mental Health (NAMI) and the Oregon Family Support Network (OFSN). These programs do not provide treatment services through Washington County Mental Health and offer

assistance to individuals and families who may need support in dealing with mental health issues for themselves or family members. These programs can be contacted as follows:

NAMI of Washington County (Oregon) is a non-profit and volunteer-based service organization that is dedicated to providing support, education and advocacy for consumers, families, and friends of people with severe and persistent mental illnesses. NAMI Washington can be contacted as follows:

18680 SW Shaw Street
Aloha, Oregon, 97007
503-356-6835

<http://www.namiwash.org/>

The Oregon Family Support Network mission is “Oregon families supporting Oregon families with children and adolescents with emotional, behavioral, mental and/or physical challenges and special needs”. OFSN can be contacted as follows:

P.O.Box 324
Marylhurst, OR 97036

phone: 503.675.2294
1-800-323-8521
fax: 503.675.6932
ofsn@ofsn.org

Changes to This Notice

In the future, Washington County HHS may change its Notice of Privacy Practices. We will tell you if we change this Notice. Any changes will apply to information we already have and any new information we receive.

YOUR RIGHTS

Under the Oregon Health Plan you have certain rights. These rights include the following:

- To ask for mental health services without a referral from your doctor;
- To get a referral from us to see a specialist when needed;
- To get services to determine what is wrong;
- To get preventive services;
- To get mental health care without a long delay;
- To help us refer you to a mental health provider;
- To change your primary mental health provider for a good reason;
- To be treated with dignity and respect by your provider;
- To get information about all mental health services covered or not covered by us;
- To get information about your rights and responsibilities;
- To be given information about your illness;
- To be involved in deciding on your treatment;
- To be told about care options and how to make a decision;
- To refuse care and to be told what that means for your health;
- To make a written statement of your wishes;
- To talk to your provider and expect that what you say will be kept confidential;

- To have a clinical record kept about your condition, services received and referrals made;
- To have a clinical records kept about your condition, services received, and referrals made;
- To get a copy of your clinical record unless restricted by law;
- To have records given to another provider with your approval;
- To make a grievance about us or one of our providers and receive a timely answer;
- To request help from an Ombudsperson to investigate a grievance;
- To request a DHS hearing;
- To get care without being treated differently than other people;
- To get emergency care 24 hours a day, 7 days a week;
- To get a written notice when we deny or change services;

- To get notices in a form you can read and to have us explain them if needed;
- To have someone help you talk to your provider, if needed; and
- To have a friend, family member, or advocate present during appointments.

- You may request information about the Washington County MHO plan structure, operations and provider/practitioner incentive plans upon request.

YOUR RESPONSIBILITIES

You also have responsibilities. These are the things that we expect of you. These responsibilities include the following:

- To help us find you a mental health provider;
- To treat your provider and our staff with respect;
- To tell your provider of your mental health problems;
- To ask questions about things you don't understand;
- To decide about care before it is given;
- To be actively involved in developing your treatment plan;
- To follow agreed upon treatment plans;
- To help your provider get your previous mental health records or fill out new ones;
- To be sure you have approval from us before going to a provider not on our provider list;
- To keep appointments and be on time;
- To call your provider when you are going to be late or can't keep an appointment;
- To get mental health services from us or your assigned provider except in an emergency;
- To take your OMAP Medical Care Identification form with you whenever you need care;
- To show your OMAP Medical Care Identification to your provider before services are received;

- To tell you DHS worker of a change of address and phone number;
- To assist us in getting payment from other insurance you may have; and
- To pay your monthly OHP premium on time, if you are so required.



DECLARATION FOR MENTAL HEALTH TREATMENT

Oregon has a form for stating your wishes for mental health care. The form is completed when you can understand and make decisions about mental health treatment. Treatment will then be provided based on these wishes during times when you are unable to make your wishes known. Only a court or two doctors can decide if you are not able to made decisions about your mental health care.

This form allows you to make choices about the kind of care your want and do not want. It can be used to name an adult to make decisions about your care. This person must agree to represent you and follow your wishes. If your wishes are unknown, this person must decide what you would want.

A declaration form is only good for 3 years. You may become unable to decide during those 3 years. If so, your declaration will remain good until you can make decisions again.

You may change or cancel your declaration if you can understand and make choices about your care. You must give your new form to your doctor and the person you name to make decision. Limitations may exist to the implementation of a Declaration of Mental Health Treatment as a matter of conscience by potential providers.

Ask your provider for a declaration form. You can also call our **Administration Office at 503-846-4528** to get this form or if you want more information. You can also get the form from the State of Oregon by calling 503-945-9700. Additionally, grievances may be submitted to the State of Oregon Addictions and Mental Health Division regarding non-compliance by Washington County MHO or its contracted providers.

ADVANCE DIRECTIVE

There is another form that tells your medical doctor what health care you want if you become unable to tell your doctor yourself. This form is called an Advance Directive. It tells your doctor that you do not want to be kept alive if you have an illness or injury that you are not likely to recover from. Two doctors must agree that you are near death and will not recover. If you sign an Advance Directive and you are near death, your doctor will then just try to keep you out of pain and keep you comfortable.

Signing an Advance Directive is your choice. No one can make you sign it. You can cancel an Advance Directive any time you want to. Even if you sign this form, you still have the right to decide about your own medical care as long as you are able. Limitations may exist to the implementation of an Advanced Directive as a matter of conscience by potential providers. Additionally, grievances may be submitted to the State of Oregon Addictions and Mental Health Division regarding non-compliance by Washington County MHO or its contracted providers.

“Oregon Advance Directive” forms are available at your local hospital or from your OHP medical plan.

You can find out more about Advance Directives by calling Oregon Health Decisions at 503-241-0744 or 1-800-422-4805. They can answer your questions about Advance Directives. You can also talk to your medical doctor about an Advance Directive.

DEFINITIONS

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

Appeal: An appeal is a formal review of a decision to reduce, suspend, or terminate a requested service. Appeals are conducted through the State of Oregon Administrative Hearings process.

Case Management: Services to help you get care from other agencies and to coordinate a member's service needs.

Consultation: Advice given from one professional to another involved in your care.

Crisis: A crisis is a situation whereby a member requires immediate services to safeguard the health and safety of the member. (See also "Emergency Services").

Daily Structure and Support: Programs to help you with daily tasks or living in the community. They also help you to get along with other people.

Emergency Services. Services provided when your needs cannot wait until the next day. These are services that are so serious that waiting might put your health or safety, or the safety of others, in danger.

Evaluation: A way to decide your need for mental health services. This is also sometimes called an assessment.

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 that the services are not covered and you accept the care anyway. This includes any service provided in an emergency room that is not an emergency.

Grievance: Also “Complaint”. A statement, either verbally or in writing, from a member or a member’s authorized representative indicating dissatisfaction with services or quality of care, violation of member rights, disagreement with treatment decisions or other related concerns.

HIPAA: Health Insurance Portability and Accountability Act. This law requires all health care providers protect and keep your health information private.

Interpreter Services: Language or sign interpreters for people who do not speak the same language as the provider or for persons who are hearing impaired.

Job Opportunities and Basic Skills (JOBS) Treatment: Programs that help you function better at work.

Limited Services: Services that you may receive only a few times or for a short period of time or mental health services that are only partly covered. You may have to pay if you know the services are limited and you accept care anyway.

Medical Health Plan: A health plan that contracts with the State of Oregon. This plan pays for medical, surgical, preventive and chemical dependency services.

Medical Necessity: Those services necessary and appropriate to treat your condition as determined by Washington County HHS and your provider.

Medication Management: The ordering and monitoring of your medications.

Mental Health Organization (MHO): A plan that provides and manages mental health services. Washington County HHS is a MHO.

Non-authorized services: Services that have not been approved for payment by Washington County. For example, “non-authorized

services” may include “Non-covered services” (see definition below) and services that, while included as a covered service within the OHP benefit, were not pre-approved by Washington County prior to services being provided.

Non-covered Services: Services that OHP does not pay for. You may have to pay for these services. You will have to pay if you know that the services are not covered and you accept the care anyway.

Non-funded Services: Services that are not included in your OHP Plus benefit package.

Ombudsperson: An impartial person who helps member resolve complaints.

Residential Care Program: A program that provides a place to live, food, and mental health services. The program helps you function at home or school and in the community.

Service Area: The part of Oregon we serve. Our area is Washington County. You must live in Washington County to receive our services.

Skills Training: A program to help you function socially. It helps you manage money. It also helps you eat right and teaches you how to cook.

Therapy: Care from a provider to help you meet your treatment plan goals.

Treatment Foster Care: A program that helps you develop skills that help you live alone.

Urgent Care: Services provided when your needs cannot wait longer than 48 hours. Urgent care is meant for conditions that must be addressed quickly but do not present an immediate risk of harm.

WASHINGTON COUNTY WCHHS PROVIDER LIST

Many of the providers listed below have more than one office. When you call us to make an appointment, we will tell you which provider has an office closest to you. To make an appointment call 503-291-1155 or 1-800-995-0017 or TDD 1-800-735-2900.

NAME	FOCUS	LOCATION
Asian Health & Service Center	Outpatient – Adult Rehabilitation - Adult	12500 Allen Blvd Beaverton, OR 97008 (503) 872-8822
Lifeworks Northwest	Outpatient – Adult Rehabilitation – Adult Outpatient – Older Adult	14600 NW Cornell Rd. Portland, OR 97229 (Beaverton Office) 503-645-3581 14255 SW Brigadoon Court (older Adult Program) 503-641-1475
Lifeworks Northwest (cont.)	Outpatient – Child Day Treatment - Child Treatment Foster Care - Child	971 SW Walnut Street Hillsboro, OR 97123 503-640-5297 8770 SW Scoffins Street Tigard, OR 97223 503-684-1424
Luke-Dorf, Inc.	Rehabilitation – Adult	Intake (503) 726-3746 10313 SW. 69 th Ave. Tigard, OR 97223

		Office (503) 726-3690
Morrison Family Services	Outpatient - Child	5040 SW Griffith Dr., Suite 102 Beaverton, OR 97005 (503) 258-4496 Intake
OHSU – Intercultural Psychiatric Program	Outpatient – Adult Rehabilitation – Adult	3633 S.E. 35th Place Portland, Oregon 97202-3365 (503) 494-4222
Sequoia Mental Health Services	Rehabilitation – Adult	Intake: 503 591-9280 x218 400 E. Main Street, Suite 110 Hillsboro, OR. 97123 503-640-9892 13575 Millikan Way Beaverton, OR 97005 503-591-9280
St. Mary’s Home for Boys	Residential Treatment Services – Child	16535 SW Tualatin Valley Hwy Beaverton, OR 97006 (503) 649-5651
Straight Ahead Shelter	Residential Services – Child	P.O. Box 690 Cornelius, OR 97113 (503) 357-7543
Youth Contact	Outpatient – Child	447 SE Baseline Hillsboro, OR 97123 (503) 640-4922
Western Psychological and Counseling Services	Outpatient – Adult Outpatient – Child	9700 SW Beaverton-Hillsdale Hwy, Beaverton, OR 97005

		<p>(503) 626-9494</p> <p>9670 S.W. Beaverton-Hillsdale Hwy Beaverton, Oregon 97005 (503) 626-9494</p> <p>7455 SW Beveland Street, Tigard, OR 07223 (503) 624-2600</p> <p>21210 N.W. Mauzey Road, Hillsboro, OR 97124 (503) 439-9531</p>
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Languages Spoken by WCHHS Providers

English -

Asian Health and Service Center
 Sequoia Mental Health Services
 Janus Programs – Cordero House
 Luke-Dorf, Inc
 Lifeworks NW
 Morrison Services
 Oregon Health Sciences University – Intercultural Program
 Providence/St. Vincent Behavioral Health Outpatient Services
 St. Mary’s Home for Boys
 Youth Contact
 Western Psychological and Counseling Services

Amharic –

Oregon Health Sciences University – Intercultural Program

Barona –

Oregon Health Sciences University – Intercultural Program

Bosnian -

Oregon Health Sciences University – Intercultural Program

Chinese (Mandarin) –
Asian Health and Service Center
Luke-Dorf, Inc
Lifeworks NW

Chinese (Cantonese) –
Asian Health and Service Center
Luke-Dorf, Inc

Farsi –
Oregon Health Sciences University – Intercultural Program

Figian –
Sequoia Mental Health Services

Filipino –
Sequoia Mental Health Services

French -
Oregon Health Sciences University – Intercultural Program
Luke-Dorf, Inc
Sequoia Mental Health Services

German -
Luke-Dorf, Inc
Sequoia Mental Health Services

Greek –
Sequoia Mental Health Services

Khmer –
Oregon Health Sciences University – Intercultural Program

Japanese –
Sequoia Mental Health Services

Korean –
Asian Health and Service Center
Lifeworks NW

Kurdish –

Oregon Health Sciences University – Intercultural Program

Lao –

Oregon Health Sciences University – Intercultural Program

Maasai –

Luke-Dorf, Inc.

Mien –

Oregon Health Sciences University – Intercultural Program

NEPALI - Oregon Health Sciences University – Intercultural Program

Oromifa –

Oregon Health Sciences University – Intercultural Program

Russian -

Oregon Health Sciences University – Intercultural Program

Spanish –

Sequoia Mental Health Services

Lifeworks NW

Luke-Dorf, Inc

Oregon Health Sciences University – Intercultural Program

Western Psychological and Counseling Services

Youth Contact

Swahili –

Oregon Health Sciences University – Intercultural Program

Luke-Dorf, Inc.

Somali –

Oregon Health Sciences University – Intercultural Program

Tagalo –

Sequoia Mental Health Services

Vietnamese –

Oregon Health Sciences University – Intercultural Program

Luke-Dorf, Inc