

NOTICE OF PRIVACY PRACTICES

THIS NOTE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU MAY ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Effective 4/14/2003

First Step House is committed to protecting your medical information. First Step House is required by law to maintain the privacy of your medical information, provide this notice to you, and abide by the terms of this notice.

HOW WE USE YOUR HEALTH INFORMATION

When you receive services from First Step House, protected health information about those services is created. Because we are a federally funded substance abuse treatment provider, that information becomes private and is protected by federal law. We may not release it to anyone without your written permission except in limited circumstances. We may use your health information for treating you, billing for services, and conducting our normal business known as health care operations. Examples of how we use your information include:

Treatment – We keep records of the care and services provided to you. Health care and service providers use these records to deliver quality care to meet your needs. For example, an employee of First Step House may share your information with other treatment professionals who may assist in your treatment. Some health records, including confidential communications with a mental health professional, may have additional restrictions for use and disclosure under state and federal laws.

Payment – We keep billing records that include payment information and documentation of the services provided to you. Your information may be used to obtain payment from you, your insurance company, or other third party, such as Salt Lake County Division of Substance Abuse, the Veterans Administration, or other funding agencies. We may also contact your insurance company (if applicable) to verify coverage for your care or to notify them of upcoming services that may need prior notice or approval. For example, we may disclose information about the services provided to you to claim and obtain payment from your insurance company.

Health Care Operations – We use health information to improve the quality of care, train staff and students, provide customer service, manage codes, conduct required business duties, and make plans to better serve the community. For example, we may use your health information to evaluate the quality of treatment and services provided by our counselors, case managers, and others who provide for your treatment.

OTHER SERVICES WE PROVIDE

We may use your health information to recommend treatment alternatives, tell you about health services and products that may benefit you, share information with family or friends involved in your case, or payment for your care and share information with third parties who assist us with treatment, payment, and health care operations.

YOUR INDIVIDUAL RIGHTS

You have the right to:

- Request restrictions on how we use and share your health information. We will consider all requests for restriction.
- Request that we use a specific telephone number or address to communicate with you.
- Inspect and copy your health information, including billing records. Fees may apply. Under limited circumstances, we may deny you access to a portion of your health information and you may request a review of the denial. *
- Request corrections or additions to your health information. *
- Request an accounting of certain disclosures of your health information made by us. The accounting does not include disclosures made for treatment, payment, and health care operations and some disclosures request must state the period of time desired for the accounting, which must be within the six years prior to your request and exclude dates prior to April 14, 2003. Except for the costs of photocopying, the first accounting is free but a fee will apply if more than one request is made in a 12-month period. *
- Request a paper copy of this notice even if you agree to receive it electronically.

Requests marked with a star (*) must be made in writing. Contact the First Step House privacy officer for the appropriate form for your request.



SHARING YOUR HEALTH INFORMATION

There are limited situations when we are permitted or required to disclose health information without your signed authorization. These situations include activities necessary to administer the Medicaid program and the following:

- For public health purposes such as reporting communicable diseases, work-related illnesses, reporting births and deaths.
- To protect victims of abuse, neglect, or domestic violence.
- For health oversight activities such as investigations, audits, inspections, and administrative actions.
- For lawsuits and similar proceedings.
- When otherwise required by law.
- When requested by law enforcement as required by law or court order.
- To coroners, medical examiners, and funeral directors.
- For organ and tissue donation.
- For research approved by our review process under strict federal guidelines.
- To reduce or prevent a serious threat to public health and safety.
- To reduce or prevent a serious threat to public health and safety.
- For workers' compensation or other similar programs if you are injured at work.
- For specialized government functions such as intelligence and national security.

All other uses and disclosures, not described in this notice, require your signed authorization. You may revoke your authorization at any time with a written statement, except for authorized releases that have already been made. Releases to law enforcement cannot be revoked.

OUR PRIVACY RESPONSIBILITIES

First Step House is required by law to:

- Maintain the privacy of your health information.
- Provide the notice that describes the ways we may use and share your health information.
- Follow the terms of the notice currently in effect.

We reserve the right to make changes to this notice at any time and make the new privacy practices effective for all information we maintain. Current notices will be posted in the security office and in the front hallway. You may also request a copy of any notice directly from the First Step House privacy officer.

CONTACT US

If you would like further information about your privacy rights, are concerned that your privacy rights have been violated, or disagree with a decision that we made about access to your health information, please contact Jared Ferguson who is the designated First Step House privacy officer.

We will investigate all complaints and will not retaliate against you for filing a complaint. You may also file a written complaint with the Office of Civil Rights at:

200 Independence Avenue, S.W.
Room 509 F HHH Bldg.
Washington, DC, 20201





**Behavioral Health Services
Optum Salt Lake County
Medicaid Member Handbook**

**Revised January 2024
Modificado en enero del 2024**

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Introduction

This handbook is for Medicaid members who are enrolled in, Utah Medicaid's Prepaid Mental Health Plan (PMHP). If you live in Salt Lake County, Salt Lake County Division of Behavioral Health Services (Salt Lake County DBHS) is your PMHP administrator. Salt Lake County DBHS uses Optum to help you get mental health and substance use disorder (SUD) services. While you live in Salt Lake County, you must get your mental health or SUD services through the Optum group of providers. If you have another kind of Medicaid (Targeted Adult Medicaid (TAM) or Adult Medicaid Expansion) call Utah Medicaid at 1-800-662-9651 or 1-801-538-6155.

This handbook explains the Medicaid mental health and SUD services that the PMHP covers. You can also get this handbook and the Optum Medicaid Provider Directory on the Optum website optumhealthslco.com. The Provider Directory has information on the languages providers speak and other details about each provider.

You can get this handbook and other written information for free in your language and in other formats (large print, audio, electronic, and other formats). For help, call 1-877-370-8953.

Introducción

Este manual es para miembros de Medicaid quienes están inscritos en el Plan de Salud Mental Prepagado (PMHP) de Utah Medicaid. Si usted vive en el condado de Salt Lake, su administrador de PMHP es Salt Lake County Division of Behavioral Health Services (Salt Lake County DBHS). Salt Lake County DBHS usa a Optum para ayudarle a recibir servicios de salud mental y para trastorno por consumo de sustancias. Mientras usted viva en el condado de Salt Lake, debe recibir sus servicios de salud mental o para trastorno por consumo de sustancias a través del grupo de proveedores de Optum. Si tiene otro tipo de Medicaid (Medicaid dirigido a adultos (TAM) o Adult Medicaid Expansion) comuníquese con Medicaid al 1-800-662-9651 o al 1-801-538-6155.

Este manual explica los servicios de salud mental y para trastorno por consumo de sustancias de Medicaid que cubre el PMHP. Usted también puede obtener este manual y el directorio de proveedores de Medicaid de Optum en el sitio de internet de Optum optumhealthslco.com. El directorio de proveedores tiene información sobre los idiomas que hablan los proveedores, así como otros detalles sobre cada proveedor.

Usted puede obtener este manual y cualquier otra información escrita en su idioma y en otros formatos (letra grande, audio, electrónico, y otros formatos) sin costo para usted. Para obtener ayuda, llámenos al 1-877-370-8953.

Other Languages:

Free language assistance services are available to you. For help, call Optum at 1-877-370-8953.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llámenos al 1-877-370-8953.

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-370-8953。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-370-8953.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-370-8953 번으로 전화해 주십시오.

Navajo

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné Bizaad**, saad bee áká'ánída'áwo'dęę', t'áá jiiik'eh, éí ná hólọ, koji' hódííłnih 1-877- 370-8953.

Nepali

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-877-370-8953 ।

Tongan

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-877-370-8953.

Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-877- 370-8953.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa
1- 877-370-8953.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877- 370-8953.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-370-8953.

Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-877-370-8953.

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-370-8953.

Japanese

注意事項 : 日本語を話される場合、無料の言語支援をご利用いただけます。1-877-370-8953。

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-370-8953.

Interpreter Services

What if I need interpreter services?

We know that it can be hard to talk with your provider if your first language is not English or you are deaf, hard of hearing, or have a hard time speaking. You can ask us for an interpreter. Interpreters are free and available in all languages, including sign language. An interpreter can help you over the phone and be with you at your mental health or SUD visits. The interpreter will help you and your provider understand each other. Also, we might have providers who speak or sign your language.

To ask for an interpreter or a provider who can speak or sign your language, call Optum at 1-877-370-8953 and press prompt 3 to talk to a Care Advocate.

¿Qué debo hacer si necesito servicios de interpretación?

Sabemos que puede ser difícil hablar con su proveedor si su primer idioma no es inglés o es sordo, tiene problemas de audición, o tiene dificultad para hablar. Usted puede pedir por un intérprete. Intérpretes son gratuitos and están disponibles en todos los lenguajes, incluyendo el lenguaje de señas. Un intérprete le puede ayudar por teléfono y acompañarlo a sus citas de la salud mental y para trastorno por consumo de sustancias. El intérprete puede facilitar la comunicación entre su proveedor y usted. También puede que tengamos proveedores que hablan su idioma o el lenguaje de señas. Para pedir por un intérprete o un proveedor que hable su idioma, llame a Optum al 1-877-370-8953 y seleccione el número 3 para hablar con un representante.

What if I want to call Optum and I am deaf, hard of hearing, or have a hard time speaking?

You can call Relay Utah at 711 or 1-800-346-4128. If you have a hard time speaking, you can also call Speech-to-Speech Relay Utah at 1-888-346-5822 and a trained person will help you. If you speak Spanish and are deaf, hard of hearing, or have a hard time speaking, call Spanish Relay Utah at 1-888-346-3162.

If you need a telecommunications device (TTY), go to relay.utah.gov or call the Utah Public Service Commission at 1-866-772-8824. In some cases, the TTY device might be available at little or no cost to you.

¿Qué sucede si deseo llamar a Optum y soy sordo, tengo problemas de audición, o tengo dificultades para hablar?

Puede llamar a Relay Utah al 711 o al 1-800-346-4128. Si le resulta difícil hablar, también puede llamar a Speech-to-Speech Relay Utah al 1-888-346-5822 y una persona capacitada lo ayudará. Si habla español y es sordo, tiene problemas de audición, o le cuesta trabajo hablar, llame a Spanish Relay Utah al 1-888-346-3162.

Si necesita un dispositivo de telecomunicaciones (TTY), vaya a relay.utah.gov o llame a la Comisión de Servicios Públicos de Utah al número gratuito 1-866-772-8824. En algunos casos, el dispositivo TTY puede estar disponible a un costo pequeño o sin costo para usted.

Services Available

What mental health and substance use disorder services are covered?

Inpatient hospital care for mental health problems and outpatient services for mental health and SUD problems are covered. Outpatient mental health and SUD services include residential, day treatment, intensive outpatient and standard outpatient services.

Outpatient mental health and SUD services include:

- Evaluations
- Psychological testing
- Individual and group therapy
- Family therapy
- Individual and group therapeutic behavioral services
- Medication management
- Individual skills training and development
- Psychosocial rehabilitation services (day treatment)
- Peer support services
- Detoxification from substances in a social setting
- Recreational therapy services
- Targeted case management services

Are any other services covered?

Yes, other covered services are:

- Electroconvulsive therapy (ECT)
- Interpreter services

These are some other services that can be covered based on your needs.

- Respite care
- Psychoeducational services
- Personal services
- Supportive living

If you want more information on any of these services, call Optum at 1-877-370-8953, and press prompt 3. A Care Advocate will help you.

Services are provided by doctors, nurses, psychologists, licensed clinical social workers, clinical mental health counselors, SUD counselors, recreational therapists peer specialists, targeted case managers, etc.

Your provider will offer you services after they meet with you to talk about what you need. Your provider may recommend outpatient services, more intensive outpatient services, day treatment services, or treatment in a residential setting. If your provider thinks a different provider might be better for you, they will let you know.

Getting Mental Health or Substance Use Disorder Services

How do I get mental health or substance use disorder services?

If you or your child needs mental health or SUD services, you can see the Provider Directory at optumhealthslco.com. The directory has providers' addresses, phone numbers, services they provide, languages they speak and information on whether they are taking new clients.

After you choose a provider, call the provider to schedule your first appointment. Some services can be provided outside of regular business hours.

If you have any questions or need help finding a provider, call Optum at 1-877-370-8953 and press prompt 3. A Care Advocate will help you find a provider.

How quickly can I be seen?

Emergency Services

If you need emergency care, you will be seen right away. See *Emergency Services*, on page 11 for information on how to get emergency care.

Urgent Care

If you need urgent care, the provider will offer you an appointment within 5 working days.

Non-Urgent Care

If you do not have an urgent need for care, the provider will offer you an appointment within 15 working days. If your condition changes and you think you need to be seen sooner, call the provider. If the provider cannot see you sooner, call Optum at 1-877-370-8953 and press prompt 3 to talk to a Care Advocate. We will talk about your needs. We will help you find a different provider who can see you sooner.

Do I have to get approval before I get outpatient mental health or substance use disorder services from a provider in the Optum provider directory?

Optum does not need to pre-approve most outpatient mental health or SUD services. If Optum needs to pre-approve the service your provider wants to give you, Optum or your provider will let you know.

Can I get outpatient mental health or substance use disorder services from providers that are not in the Optum Provider Directory?

In some situations, you can go to a provider that is not in the Optum provider directory. You and the provider must get pre-approval before you get the service. For more information, call Optum at 1-877-370-8953 and ask to speak to an Optum team member.

When will Optum make a decision on a service that needs pre-approval?

If we need to pre-approve services, we can usually decide within 14 calendar days. If you or your provider want us to take more time to make a decision, let us know. Sometimes we might need more time to make a decision. Medicaid lets us take up to another 14 calendar days to make a decision. If we need more time, we will let you know in writing. If you are unhappy that we need more time, you can file a grievance. (See *Grievances*, page 19.)

If you or your provider think it is important to make a decision quickly, and we agree, we will try to make a decision in 72 hours. If you want us to take more time, or if we need more time to make a decision, Medicaid lets us take up to 14 more calendar days.

If we do not make a decision as soon as Medicaid wants us to, or we do not approve the service or approve less than you or your provider asked for, this is an adverse benefit determination. We will also send you a Notice of Adverse Benefit Determination letter explaining that you can ask for an appeal of this decision. (See *Adverse Benefit Determinations*, page 15 and *Appeals*, page 16.)

Are there any outpatient mental health and substance use disorder services that do not need pre-approval?

You do not need our approval to get emergency services. (See *Emergency Services*, page 11.)

You do not need our approval to get mental health or SUD services from a federally qualified health center (FQHC).

If you are an American Indian or Alaska Native, you do not need our approval to get mental health or SUD services from an Indian health provider. An Indian health provider is Indian Health Services, an Indian Tribe, Tribal Organization, or an Urban Indian Organization.

Can I get a second opinion?

Yes. You can get a second opinion about your mental health or SUD problem or services. You will not have to pay for a second opinion. If you would like a second opinion, you can go to another provider. If you want help finding a provider, call Optum at 1-877-370-8953 and press prompt 3 to talk to an Optum team member.

Services not covered by Optum

What services might be covered by Medicaid but not by Optum?

Some of the services that might be covered by Medicaid or your physical health plan but not by Optum are medical care, including medical detoxification in hospital for a SUD problem, dental care, vision care, and pharmacy. If you have questions about these services or any other services that might be covered by Medicaid, call your physical health plan or Medicaid at 1-800-662-9651.

Also, methadone provided by an Opioid Treatment Program (OTP) is not covered by Optum. OTPs can bill Utah Medicaid directly for the methadone service. You do not have to pay for the methadone.

Transportation

How can I get help with transportation to my outpatient mental health services or substance use disorder services?

If you do not have your own ride to services, you may be able to get help with rides.

- Ask for a Utah Transit Authority (UTA) Transit Card (bus pass) by calling Medicaid Health Program Representatives (HPRs) at 1-844-238-3091.
- If UTA bus service is not in your area or if you cannot use the bus for some reason, ModivCare may be able to help with rides. Call ModivCare at 1-855-563-4403.
- UTA Flex Trans is a special bus service that may be able to help. Call Flex Trans at 1-877-882-7272

To learn more about help with rides, see the *Utah Medicaid Member Guide* at [Medicaid.utah.gov](https://www.Medicaid.utah.gov).

To ask for a copy, or if you have questions, call Utah Medicaid at 1-866-608-9422.

You can also call Optum at 1-877-370-8953 and press prompt 3 to talk to a Care Advocate about your needs.

Emergency Services

Prior authorization is not required for emergency services.

What is an emergency?

- When you think your life is in danger
- When you believe you might harm yourself or others
- When your safety or others' safety is at risk

What are emergency services?

These are mental health or SUD services given to treat your emergency.

How do I get emergency services?

Optum has 24-hour emergency services seven days a week.

- Call or text the national Suicide Prevention and Crisis Lifeline at 988, 24 hours a day, 7 days a week, including holidays. You will be connected with a Utah crisis worker.
- If you are already getting services from an Optum provider, you can call your provider on weekdays. If your provider is not available, call or text the national Suicide Prevention and Crisis Lifeline at 988.
- Also, day or night, you can go to any hospital emergency room (ER) for emergency care. Even if you are outside Salt Lake County, go to the nearest hospital ER.

You do not need approval from Optum before you get emergency services.

Mental Health Care in a Hospital

How do I get mental health care in a hospital?

Mental health care in a hospital after an emergency is usually called post-stabilization care services.

Optum uses these hospitals in Salt Lake County:

- **Huntsman Mental Health Institute (HMHI) (formerly known as UNI)**
501 Chipeta Way, Salt Lake City
- **Jordan Valley Medical Center, West Valley Campus**
3460 Pioneer Parkway, West Valley City
- **St. Mark's Hospital**
1200 East 3900 South, Salt Lake City
- **Salt Lake Behavioral Health (Ages 13-17 only)**
3602 South 700 East, Salt Lake City

If you think you need hospital care, call Optum at 1-877-370-8953 or go to the nearest hospital.

If one of these hospitals or another hospital treats your emergency and wants to admit you to the hospital, the hospital must call Optum for approval. It's important to let the hospital know Optum is your Medicaid mental health plan so they can call Optum if they want to admit you. Hospitals can call Optum at 1-877-370-8953. We might have you stay at that hospital or send you to another hospital.

Payment for Services

Will I have a co-payment (co-pay) for outpatient services?

There are no co-pays for outpatient mental health or outpatient SUD services for any Medicaid members.

The *Utah Medicaid Member Guide* has information on co-pays, including information on groups of Medicaid members that do not have co-pays on any Medicaid services.

Hospital Emergency Room (ER) Services

Will I have to pay for emergency services?

You will not have to pay for emergency services in a hospital ER. If you have co-pays, there is a co-pay if you use the ER when it is not an emergency.

Mental Health Care in a Hospital

Will I have to pay for mental health care in a hospital?

If you have co-pays, the hospital can charge you a \$75 co-pay for each hospital stay but you will not have to pay more than the co-pay.

Some Medicaid members do not have co-pays. You can look at the *Utah Medicaid Member Guide* for information on individuals who do not have co-pays.

Outpatient Mental Health and Substance Use Disorder Services

Will I have to pay for outpatient mental health or substance use disorder services?

Non-Emergency Outpatient Services

You might have to pay your provider for a non-emergency outpatient service if:

- You get a service that is not covered by Optum or Medicaid; or
- You or your provider do not get pre-approval for a service Optum needs to pre-approve, or Optum denies the pre-approval request or approves less than was asked for; or
- You do not go to an Optum provider.

If any of the above happens, your provider might ask you to pay for the service. You should only be billed for the service if all four things below are met:

- The provider has a written policy for billing all patients for services that are not covered, not just Medicaid patients;
- The provider tells you before you get the service that you will have to pay for the service;
- You agree to pay for the service; and
- There is a written agreement signed by you and the provider that says what the service is and how much you will have to pay.

NOTE: If Optum did not approve a service you or your provider asked for, you can ask for an appeal of this decision before you agree to pay the provider for the service. (See the *Appeals* section on page 16.)

You might also have to pay your provider for a non-emergency outpatient service if:

- You ask for and get services during an appeal or during a Medicaid fair hearing. You would only have to pay if the appeal or fair hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

Emergency Outpatient Services

You will not have to pay for emergency outpatient services.

Ambulance Services for Emergency Care

You will not have to pay for ambulance services for emergency care.

Member Rights

What are my rights?

As a Medicaid member, you have the right to:

- Get information on the Prepaid Mental Health Plan that is easily understood.
- Get written information on the Prepaid Mental Health Plan in a language and format that is easily understood.
- Be treated with respect and dignity.
- Have your privacy protected.
- Get information on all treatment choices in a way that is clear, and you can understand.
- Receive information on the Prepaid Mental Health Plan in a language and format that is easily understood.
- Take part in treatment decisions about services, including the right to refuse treatment.
- Be free from restraint or seclusion if it is used these ways:
 - To coerce (force) or discipline;
 - As a reaction (to retaliate) or for convenience;
 - As specified in Federal regulations on the use of restraint and seclusion
- Get a copy of your behavioral health record(s). You can also ask that they be amended or corrected when allowed by federal law.
- Get services in the amount you need and when you need them.
- Be free to use your rights at any time and not be treated badly by Salt Lake County DBHS, Optum, or your provider if you do.

If you believe you have not been allowed to use these rights, you can contact:

- Optum SLCo Complaints Hotline: 1-877-370-8953
- Salt Lake County DBHS: 1-385-468-4747
- Utah Medicaid's Constituent Services: 1-877-291-5583

Non-Discrimination Policy

Salt Lake County DBHS and Optum have non-discrimination policies that follow federal civil rights laws. We will not treat you differently (unfairly) based on race, color, national origin, sex, sexual orientation, gender identity, religion, age, or disability.

If you believe you have been treated differently you can file a complaint.

You can file a complaint in person or by mail, fax, or email with the Optum Compliance Manager.

In Person or mail: 12921 S. Vista Station Blvd, #200, Draper, UT 84020

Phone: 1-877-370-8953

Fax: 1-801-982-3159

Email: slcoreviews@optum.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at:

Phone: 1-800-368-1019, 1-800-537- 7697 (TDD)

Email: OCRmail@hhs.gov

Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf or hhs.gov/ocr

Mail: Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

If you want to email or mail your complaint to the Office for Civil Rights, you can write your complaint or you can use their complaint form available at: hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html.

If you need help filing a complaint, call Optum at: 1-877-370-8953 and press prompt 2 to talk to an Optum team member.

Member Responsibilities

What are my responsibilities?

- Keep your appointments and be on time.
- Call the provider 24 hours in advance if you need to cancel an appointment.
- Be involved in your treatment plan and care.
- Tell Optum and your Medicaid eligibility worker of changes in your address, phone number or insurance.
- Complete any surveys that Optum providers give you.
- Respect the property, comfort and confidentiality of clients and staff.
- Notify your treatment provider when you want to stop getting services.

Adverse Benefit Determinations

What are Adverse Benefit Determinations?

Adverse benefit determinations are when:

- Optum denies (turns down) or approves fewer services than you wanted.
- Optum denies all or part of a payment for a service that you might have to pay for.
- Optum or your provider does not offer your first appointment within the required amount of time for emergency, urgent or non-urgent care and you are not happy with this (see *Getting Mental Health or Substance Use Services* on page 9).
- Optum does not settle a complaint (grievance) you have with us as soon as Medicaid wants us to.
- Salt Lake County DBHS does not settle an appeal you have asked for as soon as Medicaid wants them to.
- Optum does not make a decision about approving services you have asked for as soon as Medicaid wants us to.

- Your provider reduces, suspends, or stops a service previously approved. If you agree with the change, it is not an adverse benefit determination. It is only an adverse benefit determination if you tell us you don't want the change.
- Optum denies your request to dispute a financial liability.

How will I know if Optum is making an Adverse Benefit Determination?

We will send you a letter called a Notice of Adverse Benefit Determination. If you disagree with our adverse benefit determination, you can ask for an appeal.

Appeals

What is an appeal?

An appeal is a review by Salt Lake County DBHS of an adverse benefit determination Optum made to see if we made the best decision. If the adverse benefit determination is because Salt Lake County DBHS did not settle your appeal as soon as Medicaid wants them to, they will send you a Notice of Adverse Benefit Determination letter. In the letter, they will explain that you can now ask for a Medicaid fair hearing and how and when to ask for one. (See *Medicaid Fair Hearings* on page 18.)

Who can ask for an appeal?

You, your legally authorized representative, or your provider can ask for the appeal.

When do I have to ask for an appeal?

Your Notice of Adverse Benefit Determination letter will give information on the appeal process, including how soon you must tell Salt Lake County DBHS you want an appeal. You must ask for an appeal within 60 calendar days from the date on the Notice of Adverse Benefit Determination letter.

If our adverse benefit determination was to reduce, suspend, or stop services we had already approved, and you want to keep getting the services during the appeal, you must ask for continuation of services on or before the later of the following:

- 10 calendar days of Optum sending the Notice of Adverse Benefit Determination letter to you;
or
- The effective date of our proposed decision to reduce, suspend, or stop services.

If you ask Salt Lake County DBHS for an appeal on time, and you let them know on time that you want to keep getting the services while they make a decision, you can keep getting the services. You might have to pay for the services if the appeal decision is not in your favor.

How do I ask for an appeal?

The Notice of Adverse Benefit Determination letter will tell you how to ask for an appeal.

You can ask for an appeal:

- in writing using the appeal request form we gave you with your Notice of Adverse Benefit Determination letter. Send your written appeal request to:
Salt Lake County Division of Behavioral Health Services
Quality Assurance Manager
P.O. Box 144575
2001 South State Street, Suite S2-300
Salt Lake City, UT 84114-4575
or fax: 1-385-468-4740
- by calling Salt Lake County DBHS. Call them at 1-385-468-4707, Monday- Friday, 8:00 a.m. - 5:00 p.m. Ask to talk to the Quality Assurance Manager. Let them know you want to ask for an appeal.

What if I need help asking for an appeal?

If you need help, call Optum at 1-877-370-8953, Monday – Friday, 8:00 a.m. - 5:00 p.m. and ask to talk to the Compliance Manager.

When will Salt Lake County Division of Behavioral Health Services tell me the decision on my appeal?

Usually, Salt Lake County DBHS will give you a written decision no later than 30 calendar days from the day they get your appeal request. Sometimes they might need more time to make a decision. Medicaid lets them take up to another 14 calendar days to make a decision. If they need more time, they will let you know by phone as quickly as possible and in writing within two calendar days. Also, you or your provider might want them to take more time for some reason. If so, let them know.

Can I get a decision more quickly on my appeal?

If you or your provider thinks waiting 30 calendar days for their decision could harm your health, life, or ability to maintain or regain maximum function, you or your provider can ask for a quick appeal. This means Salt Lake County DBHS will usually make a decision within 72 hours. Sometimes they might need more time to make a decision. Medicaid lets them take up to 14 more calendar days to make a decision. If they need more time, they will let you know by phone as quickly as possible and in writing within two calendar days. Also, you or your provider might want them to take more time for some reason. If so, let them know.

If Salt Lake County DBHS denies your request for a quick appeal, they will let you know by phone as quickly as possible and in writing within two calendar days.

How do I ask for a quick appeal?

You or your provider can ask for a quick appeal by calling DBHS at 1-385-468-4707, Monday-Friday, 8:00 a.m. -5:00 p.m. Ask to talk to the Quality Assurance Manager. Let them know you want to ask for a quick appeal.

Medicaid Fair Hearings

What can I do if I am unhappy with the appeal decision?

If you are unhappy with Salt Lake County DBHS's decision on your appeal, or they cannot make a decision on your appeal as soon as Medicaid wants them to, this is what you can do:

- You, your legally authorized representative, or your provider can ask for a fair hearing with Medicaid. In the appeal decision letter, Salt Lake County DBHS will tell you that you can ask for a fair hearing.

The letter will tell you how and when to ask for the fair hearing. Salt Lake County DBHS will also give you the Medicaid fair hearing request form to send to Medicaid.

- At a fair hearing, you can speak for yourself, or you can have a relative, friend, lawyer, or anyone else speak for you. Before and during the fair hearing, you, and any person helping you, can present documents. Also, you, and any person helping you, can look at all the documents that will be used at the fair hearing.

When do I have to ask for a fair hearing with Medicaid?

In most situations, you must ask for a fair hearing within 120 days from the date of Salt Lake County DBHS' appeal decision letter.

If the fair hearing is about Optum's decision to reduce, suspend, or stop services Optum had already approved, and you want to keep getting the services during the fair hearing, you must:

- ask for a fair hearing within 10 calendar days after Salt Lake County DBHS sends you the appeal decision letter; and
- on the hearing request form, ask that the services be continued.

If you file your fair hearing request in time, and you ask to keep getting the services during the fair hearing, you may do so. You might have to pay for the services if the fair hearing decision is not in your favor.

How do I ask for a fair hearing with Medicaid?

You must ask for a fair hearing in writing. Fill out the fair hearing request form included with your appeal decision letter. You can also get a hearing request form from Medicaid by calling Medicaid at 1-801-538-6576 or at 1-800-662-9651.

What if I have questions or need help asking for a fair hearing with Medicaid?

Call Optum at 1-877-370-8953, Monday – Friday, 8:00 a.m. - 5:00 p.m., and ask to talk to the Compliance Manager.

Grievances (Complaints)

What if I have a complaint about Optum or a provider?

If you have a complaint about anything other than an adverse benefit determination, this is called a grievance. Examples of grievances are complaints about the quality of care, services given to you, rudeness of a provider or a provider not respecting your rights.

Who can file a grievance?

You, your legally authorized representative, or your provider can file a grievance. A grievance can be filed at any time.

How do I file a grievance?

- Tell your grievance to your provider or a staff member you feel comfortable with.
- Call the Optum Compliance Manager weekdays from 8 a.m. to 5 p.m. at 1-877-370-8953.
- Give your grievance in writing to your provider or other staff.
- Mail or fax your written grievance to Optum at:
 - Mail: Optum SLCo
12921 S. Vista Station Blvd., #200
Draper, UT 84020
 - Fax: 1-855-718-6743
 - Email: slcoreviews@optum.com
- Call Salt Lake County DBHS at: 1-385-468-4747 and ask to talk to Quality Assurance Manager
- If you don't want to talk to us or Salt Lake County DBHS about your grievance, you can call Medicaid Constituent Services weekdays at 1-801-538-6417 or 1-877-291-5583.

What if I have questions or need help filing my grievance?

Call Optum at 1-877-370-8953, weekdays between 8:00 a.m. and 5:00 p.m.

When will I get a decision on my grievance?

We will give you a decision no later than 90 calendar days from the day we get your grievance. Sometimes we might need more time to make a decision. Medicaid lets us take up to another 14 calendar days to make a decision. If we need more time, your provider or Optum will let you know by phone as quickly as possible and in writing within two calendar days.

Once we make a decision, your provider or Optum will either talk to you about the decision or we will send you a written decision.

Advance Health Care Directives

What if I am ill and can't make health care decisions?

You can give other people instructions about your decisions for your health care. This is called an "Advance Health Care Directive". This will tell us in writing what health care choices you want made if you get very sick and can't decide for yourself.

Once you have filled out the Advance Health Care Directive form, be sure to give a copy to all of your health care providers. You should also keep a copy and give one to your family members. If you would like the form or need more information, please call Optum at 1-877-370-8953, or talk to your provider or case manager.

If you have an Advance Health Care Directive and there is a problem with it being followed, call the Utah Department of Health and Human Services, at 1-801-273-2994 or 1-800-662-4157.

Privacy

Who can read or get copies of my medical record?

Optum and all of its providers follow federal laws about privacy of your mental health and SUD services record. Optum does not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. Your provider will talk with you about privacy when you first get services. If you have any questions about privacy, call Optum at 1-877-370-8953. For complete information, please see the Optum Notice of Privacy Practices at: optumhealthslco.com.

Fraud, Waste and Abuse

What is health care fraud, waste, and abuse?

Doing something wrong related to Medicaid could be fraud, waste, or abuse. We want to make sure that health care dollars are used the right way. Fraud, waste, and abuse can make health care cost more for everyone.

Some examples of fraud, waste, or abuse are:

By a Provider

- Billing for services that have not been provided.
- Overcharging a Medicaid member for covered services.
- Not reporting a patient's misuse of a Medicaid ID Card.

By a Medicaid Member

- Letting someone else use their Medicaid ID card.
- Changing the amount or number of refills on a prescription.
- Not being truthful to get on Medicaid.

How do I report fraud, waste or abuse?

You can contact:

Optum at: 1-877-370-8953

Provider Fraud, Waste, or Abuse

You can also contact the Utah Office of Inspector General of Medicaid Services (OIG):

- Phone: 1-855-403-7283
- Email mpi@utah.gov
- Online: oig.utah.gov

Medicaid Member Fraud, Waste, or Abuse

You can also contact the Department of Workforce Services:

- Phone: 1-800-955-2210
- Email: wsinv@utah.gov

You will not need to give your name if you report fraud, waste, or abuse. Also, your Medicaid benefits will not change if you make a report.

Optum Operations

What if I want to know more about how Optum is set up and works?

We will answer any questions you have about how we are set up, including questions about our grievance system, billing practices, confidentiality policy, and how we choose providers and what is required of them. If you ask, we will give you a copy of our Preferred Practice Guidelines for mental health and SUD services. Call Optum at 1-877-370-8953 if you have any questions.

What if I want to know how Optum uses my medical information?

You can find the Optum Health Plan Notices of Privacy Practice at optumhealthslco.com/content/ops-optslcty/salt-lake-county/en/consumers---family.html.

Provider Directory

Where can I find the Optum Provider Directory?

You can go to the Optum website at optumhealthslco.com and on the left side of any page you will see **Find a Medicaid Provider Search**. Click on this and you will be able to use the search tool to find a provider in your area.

What if I want a paper copy of the Provider Directory?

Please call Optum at 1-877-370-8953, weekdays between 8:00 a.m. and 5:00 p.m. and ask for a paper copy. We will send it to you in the mail.

What if I have questions about a provider?

If you have any questions about our providers, please call Optum at 1-877-370-8953, weekdays between 8 a.m. and 5 p.m. We'll answer any questions you have.

Directorio de Proveedores

¿Dónde puedo encontrar el Directorio de Proveedores de Optum?

Puede visitar el sitio de Internet de Optum en optumhealthslco.com y a la izquierda de cualquier página, verá **“Find a Medicaid Provider Search” (Encuentre un Proveedor de Medicaid)**. Haga clic en ese enlace y podrá usar la herramienta de búsqueda para encontrar un proveedor en su área.

¿Qué puedo hacer si quiero una copia impresa del Directorio de Proveedores?

Llame a Optum al 1-877-370-8953, los días hábiles, de 8:00 a.m. a 5:00 p.m., y pida una copia impresa. Se la enviaremos por correo.

¿Qué puedo hacer si tengo preguntas sobre un proveedor?

Si tiene alguna pregunta sobre nuestros proveedores, llámar a Optum al 1-877-370-8953, los días hábiles, de 8:00 a.m. a 5:00 p.m., Responderemos cualquier pregunta que tenga.

About First Step House

Our Mission and Vision

TO HELP PEOPLE IN NEED BUILD LIVES OF MEANING, PURPOSE, AND RECOVERY

Our mission is to help people build lives of meaning, purpose, and recovery. We do this by providing high-quality treatment, housing, and services. We work closely with local government and the network of service providers to identify community needs and prevent gaps in the social fabric.

To fulfill our mission, First Step House commits to the following vision:

- That people in need have access to the highest quality treatment for substance use disorder and behavioral health conditions.
- That people experiencing mental illness and other struggles have a permanent home and ongoing support.
- That people experiencing homelessness, including Veterans, can access safe, supportive housing.
- That our community experiences fewer recurrent jail stays, visits to the emergency room, and preventable deaths.

Our Values

INTEGRITY

We make choices consistent with our principles, keep our promises, and work to earn the trust of our clients, community, staff, and partners.

TRANSPARENCY

We proactively communicate our practices, policies, and decisions and hold space for the open exchange of ideas. We foster a culture of accountability for leadership, staff, and clients.

IMPROVEMENT

We rigorously evaluate programs, procedures, and our own performance to identify opportunities for change and growth. We solve problems collaboratively, with enthusiasm and hope, sharing a goal to make our organization better.

EQUITY

We seek out and welcome clients, staff, and partners from all identities and walks of life. We work to understand and correct disparities in treatment access and health outcomes for people of different backgrounds.

COMPASSION

We recognize the intrinsic value and humanity of every person we serve and work alongside. We believe every person is worthy of respect, dignity, care, and connection.



CHARTER Supportive Living Services Plan

Recovery Environment

Problem Statement: Lack of self-sufficiency in order to thrive independently long-term.

Goal: Increase ability to be self-sufficient while continuing to practice social skills

Objective: Resident will demonstrate an increased ability to engage in independent living skills. Skills will be monitored for progress every 90 days.

Intervention: Attend resident's choice of benefits workshop, budgeting class, social skills training, food education, cooking skills class, conflict resolution, onsite activities (i.e. bingo, movie night, grocery store outing, scenic drives) with the resident's choice of frequency.

Emotional/Behavioral

Problem Statement: Serious mental illness has been a barrier to emotional and/or behavioral stability.

Goal: Be consistent with healthy daily practices.

Objective: Resident will be able to articulate any changes with mental health needs; minimum of three times over a 90-day period

Objective: Resident will be able to verbally explain progress made regarding their mental illness over the next 90 days.

Intervention: Attend personal choice of yoga and/or meditation, mindfulness-based stress reduction, and/or mental health education with the resident's choice of frequency.

Welcome to Central City Apartments!

Get to Know the Team

First Step House

CHARTER/Clinical Team:

Office Hours: 8am-4pm

Drop-In Hours: 9am-12pm & 1pm-4pm

Jenny Armitage

CHARTER Program Manager

Phone: 385.707.7323

Email: jarmitage@firststephouse.org

Hours: Monday 10am-7pm,

Tues.-Thurs. 8am-5pm

Kaitlyn Taylor: *Program Assistant*

Phone: 385.377.2501

Email: kataylor@firststephouse.org

Hours: Mon.-Thurs. 8am-5pm

Sushi Simmons: *Nurse Practitioner*

Phone: 385-270-4208

Email: ssimmons@firststephouse.org

Hours: Tues. 7:30am-7:30pm

Natalee Hanson: *Peer Support Specialist*

Phone: 385-377-2489

Email: nhanson@firststephouse.org

Hours: Tues.-Thurs. 8am-6pm, Friday
8am-5pm

Clinical Case Managers

Erik Enriquez:

Phone: 385-377-2488

Email: eenriquez@firststephouse.org

Hours: Mon. & Wed. 8am-4pm

Tues. & Thurs. 8am-6pm

Michelle Isom:

Phone: 385-377-2487

Email: MIsom@firststephouse.org

Hours: Mon.-Thurs. 8am-5pm

First Step House

Housing Support Staff:

24/7 Support

The Housing Support Staff are available as a point of contact for you. They act as a liaison between residents and clinical team for emergencies, facilitate some activities, provide scheduled transportation, make sure the apartment complex is safe for residents and are here to provide support and be someone to talk to in a time of need.

Jonathan Hanson

Housing Support Manager

Phone: 801.359.8862

Email: jhanson@firststephouse.org

Hours: Tues.-Fri. 10am-7pm

Housing Connect Property Management Team

Rodrigo Cabral: *Property Manager*

Phone: 801-270-1341

Email: rcabral@housingconnect.org

Augustine: Maintenance

Rob: Janitorial Services

CHARTER Supportive Living Group & Class Descriptions

Mindfulness

This group aims to reduce symptoms associated with a variety of serious mental health conditions and increase feelings of self-worth.

Peer Support Group

This group offers a space for residents to connect with each other while offering support, hope, encouragement, and understanding. This group is facilitated by a certified peer support specialist.

Resident Council Community Meeting

Once a month all Central City residents are invited to a Resident Council community meeting hosted by the elected members of the community, known as the Executive Committee. This is a space where residents can share their thoughts, needs, concerns, desires, and feedback on policies, activities, and other issues impacting their community.

Seeking Safety

Seeking Safety is an evidence-based treatment that helps people with trauma, posttraumatic stress disorder, and substance use. Each group provides information on different content areas of cognitive, behavioral, and interpersonal growth.

Art Group

This group utilizes multiple artistic mediums to express individuality, personal experiences, and emotions. Each group provides a different activity.

Double Trouble in Recovery

This group is a 12 step recovery group for people who are dually diagnosed. It is designed to meet the needs of those that have addictive behavior and/or substance problems as well as having been diagnosed with a mental disorder.

Rolling for Recovery

We read the "Just for Today Meditation", discuss recovery, and socialize while playing Yahtzee.

Coffee with Friends

This group offers a judgement-free space for residents to come together, offer support and discuss a variety of topics such as mental health, societal stressors, relationships, grief and loss, and coping strategies.

Live and Thrive

Each group focuses on different life skills. These include financial literacy, cooking, self-care, interpersonal skills, etc. Come to group and expand your knowledge!

Cookies and Compassion

This group is focused on becoming more self-compassionate, while enjoying tasty treats.

Move with Michelle

Come explore the mind-body connection through yoga, breathwork, and more!

CHARTER Supportive Living Group & Class Descriptions Cont.

Personal Space

Interactive ways to discover our personal boundaries to develop healthy relationships with self and others.

From Struggle to Strength

Natalee will bring and share tools that have inspired and empowered her in her long term recovery.

Exercise with Natalee

Natalee will lead a group workout in the CCA gym.

Garden Group

Michelle takes residents to Harrison community garden to plant produce and learn more about gardening and life skills.

Rainbow Support Group

Support group for members of the LGBTQ+ community and allies.

DIMENSIONS Tobacco Cessation

An evidence based program designed to assist individuals to define and achieve their tobacco free goals

Grievance Policy

Client, staff, and stakeholders have the right to initiate a formal grievance. Anyone who believes that they have been mistreated by First Step House as an organization, by staff, by contractors, or by any other affiliated entity or has concerns about fraud, waste, and abuse has a right to file a grievance. A filed grievance initiates an investigation and review process.

Procedure for Filing a Grievance Internally

Grievances can be filed in the following manner:

1. QR codes and a link for the First Step House Client Feedback form are located at each facility in the following locations. Please complete the form with as much detail as possible. Providing name and contact information is optional.
 - a. REACH (950 E 3300 S); On wall in the lobby area
 - b. Fairpark Residential (411 N Grant St); Within the community/TV room, between the two, first level therapist's office on the south side.
 - c. Central City Residential (440 S 500 E); Within the basement level, on the wall opposite to the elevator and on the main residential floor hallway next to Recovery Support Staff office door and bulletin board
 - d. Valor House (720 Valdez Dr); Within the front desk area, on the south side.
 - e. Charter (439 S Denver St); outside the HSS office in mail room
 - f. Medina Place (426 S 500 E); outside Supportive Housing Coordinator's office on second floor
 - g. Outpatient (434 S 400 E); near front desk
2. Report your grievance to your individual therapist, case manager, supervisor, or an individual in the Quality Improvement Department and include a detailed written description of your grievance.
3. If you do not feel comfortable addressing the concern with your individual therapist, case manager, supervisor, or an individual in Quality Improvement, or you are unable to contact your individual representative, you can file it with the supervisor, program manager, or director that you feel most comfortable with reporting to. All grievances will be forwarded to the Quality Improvement Department so a formal investigation can be initiated.
4. You may also contact any of the previously mentioned representatives via phone, letter, or email. Leave a detailed description of the complaint and do not include your personal information.
5. You will receive updates as to the state of your grievance by a client representative from the Quality Improvement Department.
6. Upon resolution of the grievance review process, a representative from the Quality Improvement Department will contact you to consult as to the state of your concerns and follow up on any further action needed.
7. Please note that First Step House staff cannot discuss matters of the grievance review process that would infringe upon the confidentiality rights of others involved.
8. If you disagree with a grievance determination, you can communicate your disapproval of the grievance decision and request a review by the Board of Directors.
9. If a board hearing is approved, a review date and time will be set.

Internal Grievance Review Process

When an internal grievance is filed, the review process will be initiated by the Quality Improvement Department.

1. All information submitted through the First Step House client feedback form will go directly to the Quality Improvement Department.



2. If a First Step House staff member receives a formal grievance, they should inform the individual that the grievance review process will be initiated through the Quality Improvement Department and that someone should be contacting them to discuss their grievance.
3. The First Step House staff member receiving the grievance will then forward this to the Quality Improvement Department.
4. The Quality Improvement Department will contact the complainant to let them know that the grievance has been received and determine whether they have any confidentiality preferences related to the grievance.
5. Quality Improvement Department will send the grievance out to management that oversees individuals involved in the grievance.
6. The Quality Improvement Department will investigate the claims made in the grievance and determine whether or not the claim can be substantiated.
7. Upon the completion of investigation, the complainant will be contacted by the Quality Improvement Department to receive information about if the requests can be accommodated.
8. All information related to the investigation and resolution of the grievance will be documented and reviewed quarterly by the Executive Team.
9. All incidences that require reporting to an external agency will be reported by the Quality Improvement Department.
10. All required or suggested improvements will be included in the grievance report and sent out to involved parties.
11. The Quality Improvement Department will follow up to ensure that all required improvements are made.

Filing a Complaint Outside of First Step House

Other governing entities will have their information posted for their own internal processes within the public posting locations at each facility. Employees will take no disciplinary or punitive action because a client, employee, or other person who provides care, treatment, or services reports safety, quality-of-care concerns or fraud, waste or abuse concerns to FHS staff or any other entity.

Joint Commission:

Clients and employees can submit a complaint to The Joint Commission by e-mail at complaint@jointcommission.org Your e-mail should include the name and address of the treatment facility, and a thorough explanation of your complaint. The public can also submit a complaint to The Joint Commission via The Joint Commission's website: https://www.jointcommission.org/report_a_complaint.aspx

Federal Transit Administration:

Clients may also submit a Title VI complaint related to transportation directly to the Federal Transit Administration (FTA) via phone at 888-446-4511 or by mail. The FTA complaint form is located at: https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated_Civil_Rights_Complaint_Form.pdf

Americans with Disabilities Act:

You can file an Americans with Disabilities Act (ADA) complaint alleging disability discrimination against a State or local government or a public accommodation (private business including, for example, a restaurant, doctor's office, retail store, hotel, etc.). A complaint can be filed online using the link below, by mail, or by facsimile. Instructions for submitting attachments are on the form. To file an ADA complaint by facsimile, fax the completed ADA complaint form to: (202) 307-1197. To file an ADA complaint online: [Americans with Disabilities Act Discrimination Online Complaint Form](#)

Office of Civil Rights:

If you feel that your Civil Rights have been violated, you may file a complaint by contacting the Office of Civil Rights at: <https://www.hhs.gov/ocr/complaints/index.html>

Optum:



If you feel that you have been treated unfairly or discriminated against for any reason, you may file a complaint by contacting Optum Salt Lake County at: 1-877-370-8953.

Department of Health & Human Services:

If you witness Provider Code of Conduction Violations, call the Department of Health & Human Services at: 801-538-4242 or send an email to Licensingconcerns@Utah.gov

U.S. Department of Housing and Urban Development

If you have been discriminated against with regard to Equal Housing Opportunity, you may file a complaint by phone at: 1-800-669-9777 or 1-800-927-9275(TTY).

U.S. Department of Veterans Affairs

To submit concerns about fraud, waste, or abuse, complete and submit the [Program Integrity Fraud, Waste and Abuse Complaint Form, VA Form 10-0500](#) via email to OCCProgramIntegrityTeam@va.gov. You can also download, print and return the form by mail or fax to the address and fax number included on the form. We will make every effort to keep all information we receive confidential.

Medicaid

If you think a Medicaid provider is involved with fraud, please contact: The Utah Office of Inspector General (OIG), Email: mpi@utah.gov, Toll-Free Hotline: 1-855-403-7283



Commonly asked questions regarding Psychiatric Advanced Directive in Utah

1. Can I write a legally binding psychiatric advance directive (PAD)?

Yes. Utah's Substance Abuse and Mental Health Act allows you to appoint an agent to give instructions for you in the event of a mental health crisis. In Utah, the document in which you record your instructions is called a Declaration for Mental Health Treatment.

2. Can I write advance instructions regarding psychiatric medications and/or hospitalization?

Yes. You may use a Mental Health Declaration to express any and all wishes you have about your mental health treatment, including refusals of mental health treatment. You may consent to admission to a psychiatric facility, but only for a period of up to seventeen days.

3. Does anyone have to approve my advance instructions at the time I make them?

No. You are presumed competent to make the Declaration unless you have been found to be incapable of making mental health care decisions or have been committed under involuntary commitment laws. Your Declaration or other document containing your instructions must be signed by two witnesses.

4. Can I appoint an agent to make mental health decisions for me if I become incompetent?

Yes. You may use your Declaration to name any adult with capacity as your agent. The exception is that your attending physician, any employee of your mental health care provider, or an employee of a local mental health authority, may not act as your agent.

5. If I become incompetent, can my agent make decisions for me about medications, and/or hospitalization?

Yes. You may authorize your agent to make decisions about medications and hospitalization.

6. Does my agent have to make decisions as he/she thinks I would make them (known as "substituted judgment"), or does he/she have to make them in my "best interests"?

Your agent must act according to the instructions, if any, you have documented. If your wishes are not documented, he/she must act according to your "best interests".

7. Is there any rule that says that I can only make advanced instructions, only appoint an agent, or that I must do both?

Yes. As explained above, you may not write freestanding instructions.

8. Before following my PAD, would my mental health care providers need a court to determine I am not competent to make a certain decision?

No. Your Declaration ordinarily takes effect when two physicians certify you as incapable of making decisions for yourself.

9. Does the statute say anything about when my mental health providers may decline to follow my PAD?

Yes. Your document may be overridden if you are committed to a local mental health authority or in an "emergency endangering life or health".

10. How long does my PAD remain valid?

Your Declaration remains valid for three years, or until you revoke it, whichever period is the shorter. You may revoke a Mental Health Declaration by communicating your intention to do so to your providers, but you may not do so once you have been declared incompetent.

Medication Assisted Treatment Options

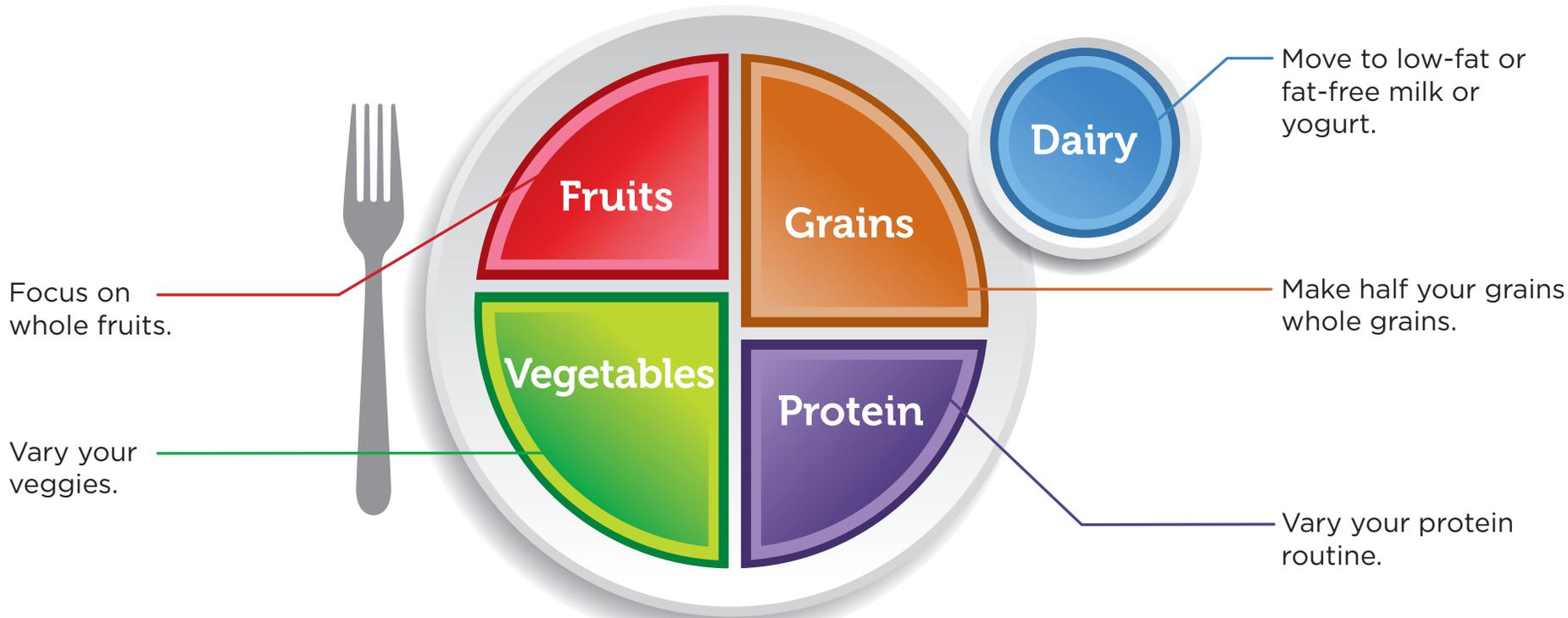
Alcohol	<p>Acamprosate reduces symptoms of protracted withdrawal (i.e., insomnia, anxiety, restlessness, and dysphoria) by normalizing brain systems disrupted by chronic alcohol consumption in adults. It is thought to be more effective in patients with severe alcohol use disorders.</p>	<p>Disulfiram inhibits an enzyme involved in the metabolism of alcohol, causing an unpleasant reaction (i.e., flushing, nausea, and heart palpitations) if alcohol is consumed after taking the medication. Compliance can be a problem, but among motivated patients this can be very effective.</p>	<p>Naltrexone (Vivattrol) blocks receptors involved in the rewarding effects of drinking and in the craving for alcohol similarly to how it blocks the effects of opioids. It reduces relapse of heavy drinking behavior and is highly effective in some but not all patients, where varied outcomes could be due to genetic factors. Naltrexone is available in both oral tablet and long-acting injectable preparations.</p>
Opiates/Opioids	<p>Methadone prevents opioid withdrawal symptoms and reduces craving by activating opioid receptors in the brain. It has a long history of use in treatment of opioid dependence in adults, and is available through Project Reality.</p>	<p>Buprenorphine reduces or eliminates opioid withdrawal symptoms, including drug cravings, without producing the euphoria or dangerous side effects of heroin and other opioids. It does this by both activating and blocking opioid receptors in the brain. It is available for sublingual (under-the-tongue) administration both in a stand-alone formulation and in combination with another agent called naloxone. The naloxone in the combined formulation is included to deter diversion or abuse of the medication by causing a withdrawal reaction if it is intravenously injected by individuals physically dependent on opioids.</p>	<p>Naltrexone is approved for the prevention of relapse in adult patients following complete detoxification from opioids. It acts by blocking the brain's opioid receptors, preventing opioid drugs from acting on them and thus blocking the euphoria the user would normally feel and/or causing withdrawal if recent opioid use has occurred. It can be taken orally in tablets or as a once-monthly injection given in a doctor's office.</p>

<p>Nicotine</p>	<p>OTC nicotine replacement products are approved for sale to persons 18 years of age and older. These products are available under brand names and sometimes as generic products. They include:</p> <ul style="list-style-type: none"> • skin patches known as transdermal nicotine patches. These patches are affixed to the skin, similar to how you would apply an adhesive bandage. • chewing gum also known as nicotine gum. • lozenges also known as nicotine lozenges. Lozenges are taken by dissolving in the mouth. 	<p>Prescription-only nicotine replacement products are available only under the brand name Nicotrol and are available both as a nasal spray and an oral inhaler.</p>	<p>Products Not Containing Nicotine</p> <p>Two medicines that do not contain nicotine have FDA’s approval as smoking cessation products. They are Chantix (varenicline tartrate) and Zyban (bupropion hydrochloride). Both are available in tablet form on a prescription-only basis.</p> <p>Chantix acts at sites in the brain affected by nicotine.</p> <p>The precise means by which Zyban aids smoking cessation is unknown.</p>
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Sources: U.S. Food and Drug Administration. (2017, August 23). “FDA 101: Smoking Cessation Products”. Retrieved from: <https://www.fda.gov/ForConsumers/ConsumerUpdates/ucm198176.htm>; Frieden, Hyde, Koob, Mann, Volkow. (2014, July 11). “Subject: Medication Assisted Treatment for Substance Use Disorders”. Retrieved from: <https://www.medicaid.gov/federal-policy-guidance/downloads/cib-07-11-2014.pdf>

MyPlate, MyWins: Make it yours

Find your healthy eating style. Everything you eat and drink over time matters and can help you be healthier now and in the future.



Choose **MyPlate.gov**



Limit

Limit the extras.

Drink and eat beverages and food with less sodium, saturated fat, and added sugars.



MyWins

Create 'MyWins' that fit your healthy eating style.

Start with small changes that you can enjoy, like having an extra piece of fruit today.



Focus on whole fruits and select 100% fruit juice when choosing juices.

Buy fruits that are dried, frozen, canned, or fresh, so that you can always have a supply on hand.

Eat a variety of vegetables and add them to mixed dishes like casseroles, sandwiches, and wraps.

Fresh, frozen, and canned count, too. Look for “reduced sodium” or “no-salt-added” on the label.

Choose whole-grain versions of common foods such as bread, pasta, and tortillas.

Not sure if it’s whole grain? Check the ingredients list for the words “whole” or “whole grain.”

Choose low-fat (1%) or fat-free (skim) dairy. Get the same amount of calcium and other nutrients as whole milk, but with less saturated fat and calories.

Lactose intolerant? Try lactose-free milk or a fortified soy beverage.

Eat a variety of protein foods such as beans, soy, seafood, lean meats, poultry, and unsalted nuts and seeds.

Select seafood twice a week. Choose lean cuts of meat and ground beef that is at least 93% lean.

Daily Food Group Targets — Based on a 2,000 Calorie Plan

Visit SuperTracker.usda.gov for a personalized plan.

2 cups

1 cup counts as:

- 1 large banana
- 1 cup mandarin oranges
- ½ cup raisins
- 1 cup 100% grapefruit juice

2½ cups

1 cup counts as:

- 2 cups raw spinach
- 1 large bell pepper
- 1 cup baby carrots
- 1 cup green peas
- 1 cup mushrooms

6 ounces

1 ounce counts as:

- 1 slice of bread
- ½ cup cooked oatmeal
- 1 small tortilla
- ½ cup cooked brown rice
- ½ cup cooked grits

3 cups

1 cup counts as:

- 1 cup milk
- 1 cup yogurt
- 2 ounces processed cheese

5½ ounces

1 ounce counts as:

- 1 ounce tuna fish
- ¼ cup cooked beans
- 1 Tbsp peanut butter
- 1 egg

Water



Drink water instead of sugary drinks.

Regular soda, energy or sports drinks, and other sweet drinks usually contain a lot of added sugar, which provides more calories than needed.

Activity



Don't forget physical activity!

Being active can help you prevent disease and manage your weight.

Kids ≥ 60 min/day

Adults ≥ 150 min/week



MyPlate, MyWins

Healthy Eating Solutions for Everyday Life

Choose MyPlate.gov/MyWins

Center for Nutrition Policy and Promotion

May 2016

CNPP-29

USDA is an equal opportunity provider, employer, and lender.

10 tips

Nutrition Education Series

healthy eating for an active lifestyle



10 tips for combining good nutrition and physical activity

For youth and adults engaging in physical activity and sports, healthy eating is essential for optimizing performance. Combining good nutrition with physical activity can lead to a healthier lifestyle.

1 maximize with nutrient-packed foods

Give your body the nutrients it needs by eating a variety of nutrient-packed food, including whole grains, lean protein, fruits and vegetables, and low-fat or fat-free dairy. Eat less food high in solid fats, added sugars, and sodium (salt).

2 energize with grains

Your body's quickest energy source comes from foods such as bread, pasta, oatmeal, cereals, and tortillas. Be sure to make at least half of your grain food choices whole-grain foods like whole-wheat bread or pasta and brown rice.

3 power up with protein

Protein is essential for building and repairing muscle. Choose lean or low-fat cuts of beef or pork, and skinless chicken or turkey. Get your protein from seafood twice a week. Quality protein sources come from plant-based foods, too.

4 mix it up with plant protein foods

Variety is great! Choose beans and peas (kidney, pinto, black, or white beans; split peas; chickpeas; hummus), soy products (tofu, tempeh, veggie burgers), and unsalted nuts and seeds.

5 vary your fruits and vegetables

Get the nutrients your body needs by eating a variety of colors, in various ways. Try blue, red, or black berries; red and yellow peppers; and dark greens like spinach and kale. Choose fresh, frozen, low-sodium canned, dried, or 100 percent juice options.



6 don't forget dairy

Foods like fat-free and low-fat milk, cheese, yogurt, and fortified soy beverages (soymilk) help to build and maintain strong bones needed for everyday activities.



7 balance your meals

Use MyPlate as a reminder to include all food groups each day. Learn more at www.ChooseMyPlate.gov.



8 drink water

Stay hydrated by drinking water instead of sugary drinks. Keep a reusable water bottle with you to always have water on hand.

9 know how much to eat

Get personalized nutrition information based on your age, gender, height, weight, current physical activity level, and other factors. Use SuperTracker to determine your calorie needs, plan a diet that's right for you, and track progress toward your goals. Learn more at www.SuperTracker.usda.gov.

10 reach your goals

Earn Presidential recognition for reaching your healthy eating and physical activity goals. Log on to www.presidentschallenge.org to sign up for the Presidential Active Lifestyle Award (PALA+).



Go to www.ChooseMyPlate.gov and www.Fitness.gov for more information.

DG TipSheet No. 25
March 2013
Center for Nutrition Policy and Promotion
USDA is an equal opportunity provider and employer.

10 tips

Nutrition
Education Series

be active adults

10 tips to help adults include
physical activity into their lifestyle



Being physically active is important for your health. Adults who are physically active are less likely to develop some chronic diseases than adults who are inactive. Physical activity is any form of exercise or movement of the body that uses energy. People of all ages, shapes, sizes, and abilities can benefit from a physically active lifestyle.

1 start activities slowly and build up over time

If you are just starting physical activity, build up slowly. This will help to prevent injury. After a few weeks, increase how often and how long you are active.



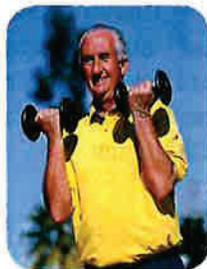
2 get your heart pumping

For health benefits, do at least 2½ hours each week of physical activity that requires moderate effort.

A few examples include brisk walking, biking, swimming, and skating. Spread activities over the week, but do them at least 10 minutes at a time.

3 strength-train for healthy muscles and bones

Do strengthening activities twice a week. Activities that build strength include lifting weights, doing push-ups and sit-ups, working with resistance bands, or heavy gardening.



4 make active choices throughout the day

Every little bit of activity can add up and doing something is better than nothing. Take the stairs instead of the elevator, go for a 10-minute walk on your lunch break, or park further away from work and walk.

5 be active your way

Mix it up—there are endless ways to be active. They include walking, biking, dancing, martial arts, gardening, and playing ball. Try out different activities to see what you like best and to add variety.

6 use the buddy system

Activities with friends or family are more enjoyable than doing them alone. Join a walking group, attend fitness classes at a gym, or play with the kids outside. Build a support network—your buddies will encourage you to keep being active.



7 set goals and track your progress

Plan your physical activity ahead of time and keep records. It's a great way to meet your goals. Track your activities with the Physical Activity Tracker on **SuperTracker**.^{*} Use the My Journal feature to record what you enjoyed so you can build a plan that is right for you.

8 add on to your active time

Once you get used to regular physical activity, try to increase your weekly active time. The more time you spend being physically active, the more health benefits you will receive.

9 increase your effort

Add more intense activities once you have been moderately active for a while. You can do this by turning a brisk walk into a jog, swimming or biking faster, playing soccer, and participating in aerobic dance.



10 have fun!

Physical activity shouldn't be a chore. It can help you feel better about yourself and the way you live your life. Choose activities that you enjoy and that fit your lifestyle.

^{*}Find the SuperTracker at <https://www.supertracker.usda.gov>.



United States
Department of
Agriculture

Go to www.ChooseMyPlate.gov
for more information.

DG TipSheet No. 30
April 2013
Center for Nutrition Policy and Promotion
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10 tips
Nutrition
Education Series



get the facts to feel and look better

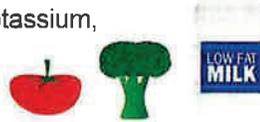


10 tips for men's health

Take charge of your eating habits by choosing the types and amounts of foods you need. Make your food choices a priority and be physically active so you can be the healthy man you want to be.

1 magic foods do not exist

There's no magic food or way to eat. There are some foods men need to eat such as vegetables; fruits; whole grains; protein foods like beans, eggs, or lean meats; and dairy like 1% milk. You'll get nutrients you need for good health—including magnesium, potassium, calcium, vitamin D, fiber, and protein.



2 if it's there, you'll eat it

Keep healthy foods in your kitchen that need little preparation. Keep your fridge filled with carrots, apples, oranges, low-fat yogurt, and eggs. Stock up on fresh, canned, or frozen vegetables and fruits, lean meats, canned beans, and tuna or salmon. Find healthier heat-and-eat options to replace heating up a frozen pizza.

3 whole grains help you feel full

Make sure half your grains are whole grains. Whole grains can help give a feeling of fullness and key nutrients. Choose whole-wheat breads, pasta, and crackers; brown rice; and oatmeal instead of white bread, rice, or other refined-grain products.



4 build habits that don't add pounds

Cut calories by skipping foods high in solid fats and added sugar. Limit fatty meats like ribs, bacon, and hot dogs. Cakes, cookies, candies, and ice cream should be just occasional treats. Use smaller plates to adjust the amount of food you eat.

5 water is your friend

Water is a better choice than many routine drink choices. Beverages can add about 400 calories a day to men's diets. So limit high-calorie beverages, including those with alcohol. Skip soda, fruit drinks, energy drinks, sports drinks, and other sugary drinks.



6 find out what men need to eat

Men's energy needs differ from women's needs. Find exactly *how much* and *what* foods you need, based on your height, weight, age, and physical activity level at www.SuperTracker.usda.gov.

7 get beyond survival cooking

Start cooking more often. Try steaming vegetables, roasting a chicken, and making a tasty veggie sauce for spaghetti from scratch. Eating your own home-cooked meals allows you to control what and how much you eat.



8 wise-up about what's in food

Use both Nutrition Facts and ingredient labels to discover what nutrients foods and beverages contain. Cut back on foods that have sugar or fat as the first ingredient. Use SuperTracker's **Food-A-Pedia** to compare more than 8,000 foods.

9 sweat is not bad

Be active whenever you can. Have friends or family join you when you go for a long walk, bike, or jog. Vary activities to stay motivated. Set a goal of 2½ hours or more of moderate physical activity a week. Include strengthening your arms, legs, and core muscles at least 2 days a week. Being active just 10 minutes at a time makes a difference.



10 fill your plate like MyPlate

Learn more at www.ChooseMyPlate.gov. MyPlate is based on the Dietary Guidelines for Americans (www.DietaryGuidelines.gov).

10 tips
Nutrition
Education Series



make better food choices



10 tips for women's health

Make yourself a priority and take time to care for yourself. ChooseMyPlate.gov helps you choose the types and amounts of food and beverages you need. And, make time to be physically active, so you can do the things you want to do.

1 find out what you need

Get personalized nutrition information based on your age, gender, height, weight, and physical activity level. **SuperTracker** provides your calorie level, shows foods and beverages you need, and tracks progress toward your goals. Learn more at www.SuperTracker.usda.gov.

SuperTracker

2 enjoy your food but eat less

Use a smaller plate at meals to help control the amount of food and calories you eat. Take time to enjoy smaller amounts of food.

3 strengthen your bones

Choose foods like fat-free and low-fat milk, cheese, yogurt, and fortified soymilk to help strengthen bones. Be sure your morning coffee includes fat-free or low-fat milk.



4 make half your plate fruits and vegetables

Add fruit to meals as part of main or side dishes. Choose red, orange, or dark-green vegetables like tomatoes, sweet potatoes, and broccoli, along with other vegetables for meals.



5 drink water

Sip water or other drinks with few or no calories to help maintain a healthy weight. Keep a water bottle in your bag or at your desk to satisfy your thirst throughout the day.

6 eat whole grains more often

Choose whole grains like brown rice and whole-grain pastas and breads more often. Foods with a high-fiber content can help give you a feeling of fullness and also provide key nutrients.



7 learn what is in foods

Use both ingredient and Nutrition Facts labels to discover what various foods contain. SuperTracker's **Food-A-Pedia** makes it easy to compare nutrition information for more than 8,000 foods.

8 cut back on some foods

Cut calories by cutting out foods high in solid fats and added sugar. Limit fatty meats like ribs, bacon, and hot dogs. Choose cakes, cookies, candies, and ice cream as just occasional treats.

9 be a better cook

Try out healthier recipes that use less solid fat, salt, and sugar. Eat at home more often so you can control what you are eating. If you eat out, check and compare nutrition information. Choose healthier options such as baked chicken instead of fried chicken.

10 be active whenever you can

Set a goal to fit in at least 2½ hours of moderate physical activity in your week. Being active 10 minutes at a time also adds to your weekly total. Ask your friends or family to keep you company as you bike, jog, walk, or dance. Don't forget to do some muscle strengthening activities twice a week.



FSH Naloxone Locations

Central City Residential:

440 S 500 E

- RSS Office (Main Floor)
- Med Room (Basement)
- In RSS Hip Bags

Fairpark Residential: 411 N Grant St

- RSS Office (Main Floor)
- Med Room (Main Floor)
- In RSS Hip Bags

Annex : 406-410 N 800 W

- Kitchen Area

FHSR House: 422 N 800 W

- Kitchen Area
- Garage

Recovery Residences: 474—476 N Grant St., 546 N Grant St., 379 N Redwood Road

- Kitchen Area

REACH Office: 950 E 3300 S

- RSS Front Desk and along hallways
- In RSS Hip Bags
- In Dining Area

Medina Place Apts: 426 S 500 E

- On every floor

FSH Outpatient: 434 S 500 E

- Front Desk (Main Floor)

5th East Apts: 439 S Denver St

- Inside Janitor Closets (3-5 Floors)
- Community Room (2nd Floor)
- HSS Office (1st Floor)
- In HSS Hip Bags

Valor House: 720 Valdez Dr

- All Kitchens
- RSS Desk (Main Floor)
- Med Room
- Pantry (2nd Floor)

First Step House

434 S 500 E

439 S Denver St

426 S 500 E

440 S 500 E

411 N Grant St

406 N 800 W

422 N 800 W

474 N Grant St

546 N Grant St

230 W 400 S

950 E 3300 S

720 Valdez Dr

379 N Redwood Rd

Salt Lake City, UT

Phone: 801.359.8862

Fax: 801.359.8510

www.firststephouse.org



First Step House

Meaning • Purpose • Recovery

How to Recognize an Opioid Overdose and Use Naloxone



How to Identify an Opioid Overdose*

- The person will not wake up even if you shake them or say their name
- Breathing slows, is gurgled, or even stops
- Lips and fingernails turn blue or gray
- Skin gets pale, cold, and/or clammy
- Pinpoint pupils
- Slow heartbeat (<50 bpm)

In Case of Overdose*

- Call 911
- Administer Naloxone
- Provide rescue breathing and continue breathing for them (follow instructions from 911 dispatcher)
- When breathing, place person on their side in case of vomiting
- Administer 2nd dose of Naloxone after 3 minutes, if person is still unresponsive.
- Remain with them until EMS arrives

*<http://www.utahnaloxone.org/how-to-use-a-naloxone-rescue-kit-print-and-videos/>

HOW TO GIVE NALOXONE:

Nasal Spray*

PEEL



Peel back package to remove the device. Hold the device with your thumb on the bottom of the plunger and two fingers on the nozzle.

PLACE



Place and hold the tip of the nozzle in either nostril until your fingers touch the bottom of the patient's nose.

PRESS



Press the plunger firmly to release the dose into the patient's nose.

* <https://www.narcan.com/>

Injectable*

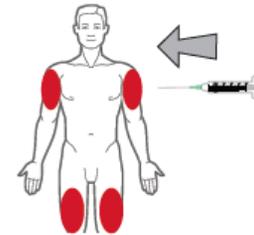
- 1** Remove cap from naloxone vial and uncover the needle.



- 2** Insert needle through rubber plug with vial upside down. Pull back on plunger and take up 1 ml.



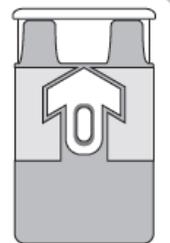
- 3** Inject 1 ml of naloxone into an upper arm or thigh muscle.



- 4** If no reaction in 3 minutes, give second dose.

Auto-Injector*

The naloxone auto-injector needs no assembly and can be injected into the outer thigh, even through clothing. It contains a speaker that provides step-by-step instructions.



*<http://www.utahnaloxone.org/how-to-use-a-naloxone-rescue-kit-print-and-videos/>

SALT LAKE/SUMMIT AREA HEALTH RESOURCE LIST 2015



Salt Lake County General Medical Clinics

Central City Community Health Center

461 South 400 East, Salt Lake City, UT 84115

Phone: 801-539-8617

Hours: M – F 8 am – 5 pm

Fees: Co-pay or sliding scale. Accepts Medicaid, Medicare, PCN, CHIP, and most private insurance.

Eligibility Requirements/Area served: Only accepting new clients with insurance with the exception of pregnant women.

4th Street Clinic

409 South 400 West, Salt Lake City, UT 84101

Phone: 801-364-0058

Hours: M, W, Th 8 am – 6 pm; Tu 8:30 am – 6 pm; F 8 am – 5 pm. Appointment necessary for most services.

Fees: None. Accepts Medicaid, Medicare, PCN, CHIP, and private insurance.

Eligibility Requirements: Clients must be homeless.

George E. Wahlen Department of Veterans Affairs

Medical Center—VA Salt Lake City Health Care System

500 South Foothill Drive (1800 E), Salt Lake City, UT 84148

Phone: 801-582-1565, 1-800-613-4012

Hours: Clinics: M – F 8 am – 4:30 pm; Emergency Care Unit: 24/7

Fees: Varies by service

Eligibility Requirements/Area Served: Honorably discharged veterans. To enroll, contact the enrollment office at **801-584-2585**

Health Clinics of Utah - Salt Lake

168 North 1950 West Ste 201, Salt Lake City, UT 84116

Phone: 801-715-3500

Hours: M - F 7 am – 6 pm

Fees: Co-pay or Medicaid fees charged for services not covered by benefit plan.

Eligibility Requirements: Services are for uninsured clients or those who receive Medicaid, Medicare, PCN, or CHIP benefits.

Hope Clinic

65 East 6850 South, Midvale, UT 84047

Phone: 801-568-6700

Hours: Tu & W 9 am – 12 pm, 1 – 4 pm **By Appointment Only**

Fees: None

Eligibility Requirements/Area Served: Clients at or below 150% of federal poverty guidelines who do not have health insurance.

Intermountain Lincoln Elementary School Clinic

1090 South Roberta Street (250 E), Salt Lake City, UT 84111

Phone: 801-408-3585

Hours: M – Th 8:30 am – 4:30 pm; F 8:30 am – 12:30 pm; Closed school holidays

Fees: Accepts Medicaid, Medicare, PCN, CHIP, and most private insurance. Sliding scale for uninsured patients based on household size and income.

Eligibility Requirements/Area Served: Zip codes 84101, 84102, 84105, 84106, 84107, 84111, and 84115.

Intermountain North Temple InstaCare

54 North 800 West, Salt Lake City, UT 84116

Phone: 801-408-8654

Hours: M – Sa 10 am – 7 pm (Jan. – June); 10 am – 7:30 pm (July – Dec.)

Fees: Accepts Medicaid, Medicare, PCN, CHIP, and most private insurance. Sliding scale for uninsured patients based on household size and income.

Eligibility Requirements/Area Served: Provides **urgent medical care** for patients of all ages and all incomes with no geographical boundary restrictions.

Intermountain Rose Park Elementary Clinic

1105 West 1000 North, Salt Lake City, UT 84116

Phone: 801-408-8626

Hours: M 10:30 am – 6:30 pm; W & Th 8:30 am – 4:30 pm; Closed Tu & F

Fees: Accepts Medicaid, Medicare, PCN, CHIP, and most private insurance. Sliding scale for uninsured patients based on household size and income.

Eligibility Requirements/Area Served: Serves residents of zip code 84103, 84114, 84116, and the students and families of Rose Park Elementary School.

Maliheh Free Clinic

415 East 3900 South, Salt Lake City, UT 84107

Phone: 801-266-3700

Hours: M, Tu, Th, F 9 am – 5 pm; W 9 am – 8 pm **By Appointment Only**

Fees: None

Eligibility Requirements/Area Served: Clients at or below 150% of federal poverty guidelines who do not have health insurance.

Midtown Community Health Center—South Salt Lake

2253 South State Street, South Salt Lake, UT, 84115

Phone: 801-486-0911

Hours: M – F 8 am – 6 pm

Fees: Accepts Medicaid, Medicare, CHIP, and all major insurance plans. A sliding fee scale is available for individuals who do not have health insurance.

Eligibility: Accepts clients with or without health insurance.

Mid-Valley Health Clinic

8446 South Harrison Blvd, Midvale, UT 84404

Phone: 801-417-0131

Hours: M, Tu, W, F 8 am – 5 pm; Th 12 noon – 8 pm

Fees: Co-pay or a sliding fee based on income. Accepts Medicaid, CHIP, Medicare, and some private insurance.

Eligibility Requirements/Area Served: Provides primary health care services to all regardless of their ability to pay.

Neighborhood Clinic

1388 Navajo Street (1340 W), Salt Lake City, UT, 84104

Phone: 801-955-2360

Hours: M, Tu, Th, F, 8 am – 5 pm; W 9 am – 5 pm

Fees: Accepts Medicaid, Medicare, PCN, CHIP, and most private insurance. Sliding scale for uninsured patients based on household size and income.

Eligibility Requirements/Area Served: For patients of all ages and all incomes with no geographical boundary restrictions.

Oquirrh View Community Health Center

4745 South 3200 West, Salt Lake City, UT 84118

Phone: 801-964-6214

Hours: M & Tu 8 am - 5 pm; W 9 am - 5 pm; Th & F 8 am - 5 pm

Fees: Co-pay or sliding scale. Accepts Medicaid, Medicare, PCN, CHIP, and most private insurance.

Eligibility Requirements/Area served: Clients with or without health insurance.

72nd Street Community Health Center

220 West 7200 South Ste A, Midvale, UT 84047

Phone: 801-566-5494

Hours: M, Tu, Th, F 8 am - 5 pm; W 9 am - 7:15 pm

Fees: Co-pay or sliding scale. Accepts Medicaid, Medicare, PCN, CHIP, and most private insurances.

Eligibility Requirements/Area served: Clients with or without health insurance.

Stephen D. Ratcliffe Community Health Center

1365 West 1000 North, Salt Lake City, UT 84116

Phone: 801-328-5750

Hours: M - F 8 am - 5 pm

Fees: Co-pay or sliding scale. Accepts Medicaid, Medicare, PCN, CHIP, and most private insurance.

Eligibility Requirements/Area served: Clients with or without insurance.

Urban Indian Center of Salt Lake

Aids and assists American Indian/Alaskan Native people – promotes and provides access to primary medical care, dental care, and prenatal care.

120 West 1300 South

Salt Lake City, UT 84115

Phone: 801-486-4877, 1-866-OUR-IWIC (687-4942)

Hours: M, W, F 8:30 am - 4:30 pm; Tu, Th 8:30 am - 3 pm; Closed 12 - 1 pm Daily

Fees: None

Eligibility Requirements/Area Served: American Indians/Alaskan Natives in the Salt Lake Area. Census and tribal enrollment numbers are required.



SALT LAKE/SUMMIT AREA HEALTH RESOURCE LIST 2015



Summit County General Medical Clinic

People's Health Clinic

650 Round Valley Drive, Park City, UT 84060

Phone: 435-333-1850

Hours: Tu - Th 8 am - 8 pm; F 9 am - 1 pm

Fees: None. \$20 donation requested.

Eligibility Requirements/Area Served: No health insurance.
Proof of address in Summit or Wasatch Counties.

Health Departments

Provide preventative and health supportive services including immunizations, disease and injury prevention, food-handling permits, vital records, and WIC.

Salt Lake County

Ellis R. Shipp Public Health Center

4535 South 5600 West

West Valley, UT 84120

Phone: 385-468-3700

Hours: M - F 8 am - 5pm

Rose Park Public Health Center

799 North Redwood Road Ste A

Salt Lake City, UT 84116

Phone: 385-468-4152

Hours: W 10 am - 1 pm; 2 - 6 pm

Salt Lake City Public Health Center

610 South 200 East

Salt Lake City, UT 84111

Phone: 385-468-4225

Hours: M - F 8:30 am - 5 pm

South East Public Health Center

9340 South 700 East

Sandy, UT 84070

Phone: 385-468-4330

Hours: M - F 8 am - 5pm

South Main Public Health Center

3690 South Main Street

Salt Lake City, UT 84115

Phone: 385-468-4000

Hours: M - F 8 am - 5 pm

West Jordan WIC Clinic

1740 West 7800 South

West Jordan, UT 84084

Phone: 385-468-4365

Hours: Call for appointment

Summit County

Coalville Office

85 North 50 East

Coalville, UT 84017

Phone: 435- 336-3234

Kamas Office

110 North Main Street

Kamas, UT 84036

Phone: 435- 783-3161

Park City Office

650 Round Valley Drive

(Quinn's Junction)

Park City, UT 84060

Phone: 435 333-1500

Specialized Services

Huntsman Cancer Institute

Provides treatment, education, and awareness for cancer patients and their families.

120 West 1300 South, Salt Lake City, UT 84115

Phone: 801-585-0303, Cancer Info Line: 801-581-6365

Fees: Varies by service

Planned Parenthood Association of Utah

Provides a full range of professional, personalized, confidential reproductive healthcare services for women, men, and teens regardless of age or income.

Fees: Sliding scale, insurance accepted

Salt Lake City

654 South 900 East

Salt Lake City, UT 84102

Phone: 801-322-5571

West Valley City

1906 West 3600 South

West Valley, UT 84119

Phone: 801-973-9675

Shriners Hospitals for Children—Salt Lake City

Provides expert pediatric orthopedic medical care regardless of ability to pay.

500 South Foothill Drive (1800 E), Salt Lake City, UT 84148

Phone: 801-536-3500, 1-800-313-3745

Fees: All care provided regardless of ability to pay.

Eligibility Requirements/Area Served: 18 years or younger with orthopedic or reconstructive plastic surgery needs.

Intake Procedure: Call referral line for appointment: 1-800-314-4283

Miscellaneous

Comunidades Unidas

Provides a variety of programs focusing on both community well-being and community organizing to help individuals from the immigrant and refugee communities become healthy, self-reliant, and participatory members of society.

1750 West Research Way (2770 S) Ste 102, West Valley City, UT 84119

Phone: 801-487-4143

Health Access Project (HAP)

Helps uninsured individuals obtain needed health care before it becomes an emergency. Referral needed from HAP provider or 2-1-1 (primary care only).

140 West 2100 South Ste 208, Salt Lake City, UT 84115

Phone: 801-412-3980

Take Care Utah

Phone: 2-1-1

Website: takecareutah.org

Services: Helps people find and understand their new options for affordable healthcare coverage by connecting them with trained enrollment specialists in their communities and neighborhoods.

Hospitals

Alta View Hospital (Intermountain).....801-501-2600
9660 South 1300 East, Sandy, UT 84094

Heber Valley Medical Center (Intermountain)435-654-2500
1485 South Highway 40 Heber, UT 84032

Intermountain Medical Center (Intermountain)801-507-7000
5121 South Cottonwood St., Murray, UT 84157

Jordan Valley Medical Ctr (Iasis Healthcare)801-561-8888
3580 West 9000 South, West Jordan, UT 84088

LDS Hospital (Intermountain).....801-408-1100
8th Avenue (400 North) "C" Street (300 East), SLC, UT 84143

Lone Peak Hospital (MountainStar)801-545-8000
11925 South State Street, Draper, UT 84020

Park City Medical Center (Intermountain)435-658-7000
900 Round Valley Drive Park City, UT 84060

Pioneer Valley Hospital (Iasis Healthcare)801-964-3100
3460 South Pioneer Parkway (4155 West), WVC, UT 84120

Primary Children's Medical Center (Intermountain)801-662-1000
100 North Mario Capecchi Drive (1750 East), SLC, UT 84113

Riverton Hospital (Intermountain)801-285-4000
3741 West 12600 South, Riverton UT 84065

St. Mark's Hospital (MountainStar)801-268-7111
1200 East 3900 South, SLC UT 84124

Salt Lake Regional Hospital & Medical Center (Iasis Healthcare).....801-350-4111
1050 East South Temple, SLC, UT 84102

University of Utah Hospital (UUHSC)801-581-2121
50 North Mario Capecchi Drive (1950 East), SLC, UT 84132

Last Update: September 2015

Please visit www.211ut.org for the most current resource lists

United Way 2-1-1 is the place to call if you need help or want to give help. Callers can be linked to resources available from health and human service programs throughout the state.

