

LANECARE
P.O. BOX 5490
SALEM, OR 97304

PRST STD
US POSTAGE
PAID
SALEM, OR
PERMIT NO.467



TO:

LaneCare Staff Photo



LaneCare Member Handbook

2411 Martin Luther King Jr. Blvd.
Eugene, OR 97401

Tel: 541-682-7250

Toll Free Number
1-888-449-5128

Oregon Relay
1-800-735-2900

If you move, please let the Oregon Health Plan know.
Their toll free telephone number is:

1-800-699-9075

If you let Oregon Health Plan know your new address
they will be able to send you new information!

**If you want to disenroll from Oregon Health Plan, please
call them at the number above.**

If you need this handbook in Spanish, in large print,
Braille, on tape, or in another format, call
541-682-7250 or 1-888-449-5128

Si usted necesita este folleto en otro idioma, letra más
grande, Braille, cinta de audio, o en otro tipo de for-
mato, llámenos en 541-682-7250 or 1-888-449-5128

If you would like help to quit smoking, you can call the Oregon To-
bacco Quit Line at 1-877-270-STOP (7867) to ask for materials or
to join a group to help you stop



LaneCare members are encouraged to participate in LaneCare
sponsored activities. For information call: 541-682-7250.

*All relevant changes in Oregon State Law will be reflected in Lane-
Care Policies & Procedures within 90 days of the effective date of
change.*

Definitions (cont'd)

State Fair Hearing: A DHS hearing related to an Action, including
denials, reductions, or termination of benefits, held when requested by
an OHP Member or the Member representative.

Therapeutic Group Home: A care setting that helps develop life
skills.

Therapy: Care meeting the goals of your treatment plan.

Treatment Foster Care: A program that helps you develop skills
allowing you to live in the community.

Urgent Care: Calling for haste, immediate action



Willamette Bridge—Eugene

Definitions (cont'd)

Mental Health Directive: A document that describes the treatment you want if you become incapacitated by mental illness.

Medical Health Plan: A health plan that contracts with the Department of Medical Assistance Programs (DMAP). This plan provides medical, surgical, preventive and chemical dependency services.

Medication Management: The ordering and monitoring of your medication, but not covering the cost of your medications.

Mental Health Organization: Plan that provides mental health services.

Ombudsperson: An impartial person who helps members resolve complaints.

Post-Stabilization Care: Covered services, related to an emergency medical condition that are provided after an enrollee is stabilized, in order to maintain the stabilized condition, or, under the circumstances described in CFR 438.114 (e) to improve or resolve the enrollee's condition.

Residential Care Program: A facility providing room, board, and mental health services. The program helps you function at home or school and in the community.

Service Area: The geographic area the PHP has identified in the Contract or Agreement with DHS, to provide services under the Oregon Health Plan. Our area is Lane County and you must live in Lane County to receive our services.

Skills Training: A program to help you function socially. It helps you manage money and teaches you ways to cook to improve eating habits.

Dear LaneCare Member:

Welcome to LaneCare!

You have received this handbook because you are enrolled with LaneCare and we provide you with this information, even if you don't choose to use our services.

If our name, "LaneCare" appears on the Oregon Health Plan Identification form, then you are eligible for mental health services through us. LaneCare provides mental health services for members living in Lane County.

We have produced this handbook to let you know about the services available to you under the Oregon Health Plan. All Oregon Health Plan Members, eligible for mental health services through LaneCare, will receive this booklet, even if they do not use the service. We will also outline your rights and responsibilities, and explain what to do in an emergency situation.

If you received mental health services somewhere before your enrollment with LaneCare, please tell us when you call Member Services.

This handbook has important information on how to find the right mental health services for you or your family. Please take some time to read through it and save it in case you need it later.

Our office hours are Monday through Friday,
8:00a.m. - 5:00p.m.

LaneCare Member Services

541-682-7250 or 1-888-449-5128

Oregon Relay 1-800-735-2900

Table of Contents

Welcome & Important Information	2-3
Table of Contents	4
Appointments	5
Local Resources	5
Member Services & Benefits	6-9
Your Rights	10-11
Your Responsibilities	12
Declaration for Mental Health Treatment.....	13
Advance Directive.....	14
Confidentiality	15
Grievance & Appeals.....	16-17
Administrative Hearing.....	18
Privacy & Protected Health Information.....	19-21
LaneCare Providers List	22-23
Definitions	24-27



LaneCare Staff Photo

LaneCare is a program in the Lane County Department of Health and Human Services. Lane County contracts with the State of Oregon to provide mental health services to residents of Lane County.



LaneCare Staff Photo

Definitions *(cont'd)*

Evaluation: A way to decide your need for mental health services

Excluded Services: Certain services or items that are not covered under any program or for any group of eligible clients. If the client accepts responsibility for a Non-covered service, payment is a matter between the provider and the client, subject to the requirements of OAR 410-120-1280.

Grievance: An expression of dissatisfaction about any matter other than an action, as “action” is defined in this section. The term is also used to refer to the overall system that includes grievances and appeals handled at the MCO or PIHP level and access to the State fair hearing process. Possible subjects for grievances may include the quality of care or services provided, and aspects of interpersonal relationships, such as rudeness of a provider or employee, or failure to respect the enrollee’s rights. (as per CFR 438.400)

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

Licensed Medical Practitioner: Person qualified to prescribe medications.

Limited Services: Mental Health Services that are only partly covered. You may have to pay for these services if you know the services are limited and accept the care anyway. This includes services that go beyond those needed to find out what is wrong.

Definitions

Action: (1) The denial or limited authorization of a requested service, including the type or level of service; (2) The reduction, suspension, or termination of a previously authorized service; (3) The denial, in whole or in part, of payment for a service; (4) The failure to provide services in a timely manner, as defined by the State; (5) The failure of an MCO to act within the time frames provided in 438.408 (b) or (6) For a resident of a rural area with only one MCO, the denial of a Medicaid enrollee's request to exercise his or her right, under 438.52(b) (ii), to obtain services outside the network.

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

Advance Directive: The document that allows you to describe your wishes concerning medical treatment at the end of life.

Appeal: A request for review of an action as "action" is defined in 42 CFR 438.400, and in this listing of definitions.

Case Management: Services to help you receive effective care from other agencies.

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

Emergency/Crisis Services: Covered in-patient and outpatient services that are as follow: 1) Furnished by a provider qualified to furnish these services under this title 2) Needed to evaluate or stabilize emergency medical conditions.

Emergency Medical Condition: A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in the following: 1) Placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy 2) Serious impairment to bodily functions 3) Serious dysfunction of any bodily organ or part.

Appointments:

You do not need a referral for a mental health appointment. You may call one of the providers on Pages 22-23 of this book to make an appointment.

You can talk to someone about your concerns who will help make your first appointment. Your first appointment is used to find out what is bothering you. More appointments will be made if needed.

If you cannot make it to your appointment at any time, you need to let your provider know. If you miss an appointment and forget to call, call as soon as you remember. They will make another appointment for you. The earlier you call, the earlier we can make another appointment for you. Your provider will work with you about missing appointments. If you miss lots of appointments, your provider will work with you about further service.

If you need an appointment with a provider with special access for those with disabilities, or who speaks languages other than English, please contact LaneCare Member Services for a referral at:

(541) 682-7250 or 1-888-449-5128

Oregon Relay 1-800-735-2900

Local Support Groups:

National Alliance for the Mentally Ill (NAMI) 541-343-7688
2411 Martin Luther King Jr. Blvd.
Eugene, OR 97401

Oregon Family Support Network 541-342-2876
72A Centennial Loop Toll Free 800-323-8521
Eugene, OR 97401

Impartial Ombudsperson for LaneCare
Ellen Singer e_singer@efn.org 541-689-3968
P.O. Box 40501
Eugene, OR 97404-0080

Member Services and Benefits

To get started, you can call any of the providers on the list in this handbook to make an appointment. You can call us at Member Services at 541-682-7250 or 1-888-449-5128 to talk to a Care Co-ordinator who can guide you to a mental health professional that meets your needs.

- **Crisis Service:** If you feel there is an immediate threat you may do harm to yourself or others, this is an emergency. This could include you or a family member thinking of suicide or hearing voices. If you already have a provider, call their office and ask for an urgent appointment. If it is after business hours, call the **Crisis Line at 541-687-4000**. If the person you speak to at the crisis line thinks you need services right away, they will let you know where you can go for services, including the hospital closest to you. You can go directly to the hospital in an emergency. If at any time during the emergency you feel your situation is not safe, **CALL 911**. The police will come to your address to help you and contact the nearest crisis program. You do not need prior approval in an emergency situation.
- **Youth Crisis Services** are available at: **541.689.3111**
- If you want to see a mental health professional who is not on our list at the back of this handbook, you need to get approval from us first. This kind of approval is only for special cases, so please call us.
- If you have special needs, need a sign language interpreter, speak a language other than English, or need someone with special skills, please call us. We will work with you to meet your needs. These services are provided at no cost to you.
- If you need to change to a different mental health professional, we will help you select another counselor. We may ask you your reason for wanting a change to help us identify and correct problems.
- For assistance with transportation needs, please call: **RIDE SOURCE 541-682-5566 or Toll free 877-800-9899**

LaneCare Providers List

Outpatient Services (cont'd)	
Options Counseling Service 1255 Pearl Street – Suite 102 Eugene, OR 97401	541-687-6983 (T) 541-687-2063 (F) *O/LMP/ICTS/A/T/C/OL
Oregon Psychiatric Partners 3203 Willamette Eugene, OR 97401	541-726-9912 (T) 541-744-4443 (F) *LMP/A/T/C/OL
OSLC Community Programs 1170 Pearl Street Eugene, OR 97401	541-743-4340 (T) 541-743-4369 (F) *O/ICTS/A/T/C/OL
PeaceHealth Behavioral Health Services 1162 Willamette—4th Floor Eugene, OR 97401	541-744-0828 (T) 541-744-1652 (F) *O/LMP/A/T/C/OL
PeaceHealth Counseling Center 1525 12 th Street - #22 Florence, OR 97439	541-902-0408 (T) 541-902-9036 (F) *O/A/T/C/OL
Relief Nursery 1720 W. 25 th Avenue Eugene, OR 97401	541-343-9706 (T) 541-683-3748 (F) *O/C/OL
South Lane Mental Health 1345 Birch Avenue Cottage Grove, OR 97424	541-942-3939 (T) 541-942-9310 (F) *O/A/T/C/OL
The Child Center 3995 Marcola Road Springfield, OR 97477	541-726-1465 (T) 541-726-5085 (F) *O/DT/ICTS/T/C/OL
Willamette Family Mental Health Serv. 687 Cheshire Eugene, OR 97402	541-343-2993 (T) 541-343-2338 (F) *O/A/T/C/OL
Willamette Valley Psychiatric Serv. 132 E. Broadway-Suite 825 Eugene, OR 97401	541-344-5363 541-344-5369 *O/A/T/C/OL

***C=Child (ages 4-12), T=Teen (ages 12-17), A=Adult (ages 18+), LMP=Licensed Medical Practitioner, PS=Peer Support, CR= 24 Hr. Crisis, DT=Day Treatment, ICTS=Intensive Community Treatment Services, O=Outpatient, R=Residential OL=Other languages spoken For special needs services please call LaneCare @ 541-682-7250**

LaneCare Providers List

LaneCare Providers List	
Inpatient—Acute	
Sacred Heart Medical Center 1255 Hilyard Eugene, OR 97401	541-686-7058 (T) 541-984-4039 (F) *C/T/A/OL
Inpatient-Sub-Acute	
ShelterCare 1790 W. 11 th Ave.-Suite 290 Eugene, OR 97402	541-686-1262 (T) 541-686-0359 (F) *R/A/OL
Jasper Mountain 89124 Marcola Road Springfield, OR 97478	541-741-7402 (T) 541-726-9869 (F) *R/ICTS/T/C/OL
Outpatient Services	
Center for Family Development 1258 High Street Eugene, OR 97401	541-342-8437 (T) 541-342-1639 (F) *O/ICTS/A/T/C/OL
Direction Service 576 Olive St.- # 307 Eugene, OR 97405	541-344-7303 (T) 541-686-6283 (F) *O/A/T/C/OL
Jasper Mountain 37875 Jasper-Lowell Road Jasper, OR 97438	541-747-1235 (T) 541-747-4722 (F) *DT/ICTS/T/C/OL
Lane County Behavioral Services 2411 Martin Luther King Jr. Blvd. Eugene, OR 97401	541-682-3608 (T) 541-682-3707 (F) *O/A/T/C/OL
Laurel Hill 2145 Centennial Plaza Eugene, OR 97401	541-485-6340 (T) 541-984-3124 (F) *O/A/T/C/OL
Looking Glass 20 East 13 th Avenue Eugene, OR 97401	541-484-4428 (T) 541-484-7212 (F) *O/ICTS/A/T/C/OL
<p>*C=Child (ages 4-12), T=Teen (ages 12-17), A=Adult (ages 18+), LMP=Licensed Medical Practitioner, PS=Peer Support, CR= 24 Hr. Crisis, DT=Day Treatment, ICTS=Intensive Community Treatment Services, O=Outpatient, R=Residential OL=Other languages spoken For special needs services please call LaneCare @ 541-682-7250</p>	

Member Services and Benefits

Your health insurance through the Oregon Health Plan (OHP) includes mental health services. This includes:

- Services needed to find out what type of mental health treatment is necessary—this is done through an assessment or evaluation which is paid for by LaneCare.
- LaneCare covers most of the mental health services that are needed to address your mental health condition—these services must be medically appropriate and part of a treatment plan.
- Some mental health conditions are not covered by Oregon Health Plan. If you decide to receive non-covered care you will have to pay for that service.
- As an Oregon Health Plan member, you can have alcohol and drug treatment services through your medical plan. Please call your medical plan who can advise you which agencies can help you and which treatments they cover.

Services we usually cover when written into a plan for your care include:

- Hospital care for mental illness
- Life and social skills programs
- Emergency services
- Psychiatric residential treatment
- Medication management related to your mental illness.
- Programs that provide community living supports
- Programs that help you manage your mental condition.

To obtain copies of your records please contact the agency who provides services to you. There might be a small fee for copying.

Some services are available only to children and some only to adults.

There are no co-pays or fees for services covered by LaneCare.

LaneCare does not offer money or other gifts to our contractors for the care provided to members.

Member Services and Benefits

Out of Area Services

We do not cover services provided outside our service area except in an emergency or when we authorize it. If you are out of the area and need services, you should return to Lane County. If you have a mental health emergency and cannot return to Lane County for treatment, you may go to the nearest hospital emergency room. Do not use the emergency room for non-emergency care. You may have to pay for emergency room care if your situation is not an emergency.

Medications

Your mental health provider can make a referral to a Licensed Medical Practitioner (LMP) who can order medications for you. Some of your medications are covered under the Oregon Health Plan. Because of this, your medical health plan may ask you to use certain pharmacies. You must follow the rules and regulations regarding which pharmacies you use.

Call your medical health plan (LIPA 541-485-2155) if you have questions regarding medications.

Be sure to talk to the LMP ordering your medications before going out of town. Your LMP can have your prescription refilled before you leave or tell you what to do if you should need your medications while away from home.

Specialty Care

If you have special health care needs due to ongoing special conditions that require mental health treatment or care management, you should schedule an appointment with a provider or call member services at

(541) 682-7250 or 1-888-449-5128
Oregon Relay 1-800-735-2900

If you are Native American or an Alaska Native and a LaneCare member and would like to choose an Indian Health Care Provider for your mental health services, please contact us at the number above.

PROTECTED HEALTH INFORMATION (PHI) PRIVACY RIGHTS

Right to Have a List of Disclosures. You have the right to ask for a list of disclosures made after April 14, 2003. You must make the request in writing. This list will not include the times that information was disclosed for treatment, payment, or health care operations. The list will not include information provided directly to you or your family, or information that was sent with your authorization.

Right to Request Limits on Uses or Disclosures of PHI. You have the right to ask to limit how your information is used or disclosed. You must make the request in writing and tell your LaneCare contracted mental health provider what information you want to limit and to whom you want the limits to apply. Your mental health provider is not required to agree to the restriction. You can request that the restrictions be terminated in writing or verbally.

Right to Choose How We Communicate with You. You have the right to ask that your LaneCare contracted mental health provider share information with you in a certain way or in a certain place. For example, you may ask your provider to send information to your work address instead of your home address. You must make this request in writing. You do not have to explain the basis for your request.

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

Right to Request a Correction or Update of Your Records. You may ask to change or add missing information to your records if you think there is a mistake. You must make the request in writing, and provide a reason for your request.

In the future, any changes made to the LaneCare Notice of Privacy Practices will be mailed to LaneCare members. You may also ask for a copy of the current notice at any time by contacting Member Services:

541-682-7250 or toll-free 1-888-449-5128
Oregon Relay 1-800-735-2900

PROTECTED HEALTH INFORMATION (PHI) PRIVACY

LaneCare may use or disclose PHI in the situations described below unless you notify us otherwise in writing.

Treatment: LaneCare contracted mental health providers may use or disclose information with health care providers who are involved in your health care. For example, information may be shared to create and carry out a plan for your treatment.

Disclosures to Family, Friends and Others: LaneCare contracted providers may disclose information to your family or other persons involved in your medical care. You have the right to object to the sharing of this information.

For Research: LaneCare uses information for studies and to develop reports. These reports do not identify specific people.

For other situations: LaneCare or their contracted providers will ask for your written authorization before using or disclosing information. You may cancel this authorization at any time in writing. LaneCare or LaneCare contracted providers cannot take back any uses or disclosures already made with your authorization. You must give your written authorization for LaneCare contracted providers to use and disclose your mental health, HIV or alcohol and drug treatment records.

PROTECTED HEALTH INFORMATION (PHI) PRIVACY RIGHTS

Right to See and Get Copies of Your Records. In most cases, you have the right to look at or get copies of your records. You must make the request in writing. You may be charged a fee for the cost of copying your records.

Right to File a Grievance. You have the right to file a grievance if you do not agree with how your LaneCare contracted mental health provider has used or disclosed information about you.

Member Services and Benefits

Treatment Options

You have the right to choose a treatment provider and access treatment directly. You have the right to receive information about the potential benefits of different treatment options and any possible risk associated with these treatments. LaneCare allows its providers to advise or work for you on your behalf as to which treatment options would be the most helpful, including alternative treatments. All covered services are available to you if they are medically appropriate.

Psychiatric Residential Care, Psychiatric Day Treatment and Intensive Community-Based Treatment Services need to be pre-authorized by a LaneCare Care Coordinator.

If you want to receive mental health services from a certain person and that person is not one of our providers, you will need to get our approval. We will decide if this person can provide services to you. If you see this person without first getting our approval, then you may have to pay for the services received.



LaneCare Staff Photo

YOUR RIGHTS & PROTECTIONS

You have many rights, which include the following:

- To have our services without a referral from your doctor;
- To receive covered mental health care without having to pay for it;
- To get information about mental health services covered or not covered by us;
- To have a referral from us to see a specialist when needed;
- To receive services to determine what is wrong;
- To obtain a second opinion;
- To receive preventive services;
- To have covered mental health services without long delays;
- To ask us to help you find a mental health provider;
- To be given information about your illness;
- To be told about the care options and to make a decision;
- To refuse care and to be told what that means for your health;
- To be involved in treatment decisions;
- To be involved in the development of you or your child's treatment plan;
- To change your primary mental health provider for a good reason;
- To receive information about your rights and responsibilities;
- To be treated with respect and dignity by your provider;
- To have your personal information kept private;
- To not be restrained or secluded as a way to punish you or get you to do something you do not want to do;
- To privacy and confidentiality of your clinical records;

PROTECTED HEALTH INFORMATION (PHI) PRIVACY

This notice describes how medical information about you may be used and disclosed, and how you can get access to this information. Please review it carefully:

LaneCare provides mental health services and must collect information about you to provide these services. LaneCare knows that information we collect about you is private and we are required to protect this information by State and Federal law. We call this information Protected Health Information (PHI).

LaneCare May Use or Disclose Information Without Your Authorization for the Following Reasons:

- **Treatment**-LaneCare may use or disclose information with health care providers who are involved with your health care.
- **Payment**—LaneCare may use or disclose information to pay for the health care services you receive.
- **Health Care Operations**-LaneCare may use or disclose information in order to manage its programs and activities.
- **Health Oversight Activities**-LaneCare may use or disclose information during inspections or investigations of our services.
- **As Required by Law or Law Enforcement**-LaneCare will use and disclose information when required or permitted by federal or state law, or by a court order.
- **For Abuse Reports and Investigations**-LaneCare is required by law to receive and investigate reports of abuse.
- **To Avoid Harm**-LaneCare may disclose PHI to law enforcement in order to avoid a serious threat to the health and safety of a person or the public.

Members may receive information on plan structure, operations or provider incentive plans upon request.

Administrative Hearing

If you do not agree with the appeal decision, you may request an administrative hearing. You may ask LaneCare or any of our providers or the Oregon Department of Human Services for an Administrative Hearing Request Form (DHS 443) and a Notice of Hearing Rights form (DMAP 3030). You must submit the request form within 45 days from the appeal decision date in order to request a hearing. You have the right to have representation at your hearing.

Continuation of Benefits

If you are in the middle of receiving OHP mental health services and you want those services to continue until your hearing is resolved, you must ask the LaneCare Quality Coordinator to give you what is called a *Continuation of Benefits*. You must ask for this within 10 working days after receiving the Notice of Action. If the decision from the hearing is not in your favor, you may be required to pay for these continued services received while waiting for the decision.

All member information used during the Complaint and Appeal and Administrative Hearing process is kept safe for you, as it says in state rules 410-141-0261 and 410-141-0262.



Wendling Bridge, Lane County

YOUR RIGHTS & PROTECTIONS

- To have a clinical record kept about your condition, services received, and referrals made;
- To have your records given to another provider with your approval;
- To change or correct your clinical record if you do not agree with what was said or find a mistake has been made;
- To file a grievance about us or one of our providers and receive a timely answer;
- To request help from an Ombudsperson to investigate a grievance;
- To not be punished in any way for filing a grievance;
- To request an appeal or to request an expedited appeal;
- To request a Department of Human Services Administrative Hearing or to request an expedited hearing;
- To get emergency care 24 hours a day, 7 days a week;
- To get a written notice when we deny or change services;
- To get written materials in a form you can understand and to have us explain them if needed;
- To have someone help you talk to your provider, if needed;
- To have a friend, family member, or advocate present during appointments;
- To not be discriminated against or restricted from services based on race, color, gender, age, disability, religion, or language spoken; and
- To be informed about mental health treatment rights and informed about the Declaration for Mental Health Treatment
- To be given a copy of your clinical record unless restricted by law

YOUR RESPONSIBILITIES

You have responsibilities, which include the following:

- To help us find you a mental health provider;
- To treat your provider and our staff with respect;
- To tell your provider of your mental health problems;
- To ask questions about things you don't understand;
- To decide about care before it is given;
- To be actively involved in developing your treatment plan;
- To follow agreed upon treatment plans;
- To help your provider get your previous mental health records or fill out new ones;
- To be sure you have approval from us before going to a provider not on the Provider List;
- To keep appointments and be on time;
- To call your provider when you are going to be late or can't keep an appointment;
- To get mental health services from us or your assigned provider except in an emergency;
- To show your OHP Medical Care Identification to your provider before services are received;
- To tell your DHS worker of a change of address and phone number;
- To tell us or your DHS worker of any other insurance available to you;
- To assist us in getting payment from other insurance you may have; and
- To pay your monthly OHP premium on time, if you are so required.



LaneCare Staff Photo

Appeals *(cont'd)*

You, your member representative or your provider may request an appeal for you. You may request an Appeal form from any LaneCare representative. You can also receive help, including interpreter services, in completing your forms from the LaneCare Quality Coordinator, by calling 541-682-7250, Toll Free at 1-800-449-5128 or Oregon Relay at 1-800-735-2900.

You have 45 days from receiving the Notice of Action in order to file your appeal. Submit your appeal to the LaneCare Quality Coordinator. With your appeal request, you have the right to give evidence about your concern. You also have the right to look at your medical records and other papers that are used. You will receive a written response to your appeal within 16 days.

If you feel you cannot wait 16 days to receive a decision due to your medical condition, contact the Quality Coordinator and ask for an expedited appeal. If your concerns meet the rules for an expedited appeal, you will hear a response within three working days. If it doesn't, you will receive an answer within 16 days from the day we receive your appeal request. LaneCare does have the right to request a 14 day extension if we can give you a good reason that we need the time to gather information for your appeal.

Grievance System

Complaints

A *Grievance* is a complaint about anything other than an “action”. You or your representative may discuss any concern you have with your mental health provider. Most of the time misunderstandings can be resolved quickly by talking with the provider. Your provider cannot act against you for filing a grievance, cooperating in an investigation or refusing to agree to something you believe to be against the law.

If you do not want to talk to the provider, you may contact the Quality Coordinator for LaneCare at 541-682-7584 or Toll Free 1-800-735-2900. This person handles concerns about our program. You can also get a DHS Complaint form (DMAP 3001) from LaneCare Member Services and submit it to the LaneCare Quality Coordinator. If you need help filling out the form, contact the LaneCare Ombudsperson, at e_singer@efn.org or Tel: 541-689-3968 Fax: 541-689-8074

For a standard complaint, you will receive an answer, in writing, within 5 days. If you think your concerns need to be resolved more quickly for medical reasons, you can call LaneCare and ask for an expedited grievance process. LaneCare will decide if your request meets the rules for a quick response. If your concerns meet the rules for an expedited grievance, you will hear a response within three working days. If it doesn't, you will receive an answer as if it is a standard grievance.

Appeals

For those concerns that involve an action (denial, reduction or termination of services), and you have received a Notice of Action from LaneCare, you have the right to appeal the decision listed in the notice.

DECLARATION FOR MENTAL HEALTH TREATMENT

Oregon has a form for stating your wishes for mental health care. The form should be filled in when you can understand and make decisions about mental health care. Such care is provided based on these wishes during times when you are unable to make your wishes known. Only a court or two doctors can decide if you are not able to make decisions about your mental health care. This form allows you to make choices about the kind of care you want and do not want. It can be used to name an adult to make decisions about your care. The person named should agree to represent you and must follow your wishes. If your wishes are unknown, this person must decide what you would want. A declaration form is only good for three years. You may become unable to decide during those three years. If so, your declaration will remain good until you can make decisions.

You may change or cancel your declaration if you can understand and make choices about your care. You must give your new form to your doctor and the person you named. Call Member Services to get this form or for more information

You can also get a copy of the form from the State of Oregon by calling (503) 945-5763.

ADVANCE DIRECTIVE

Oregon has a law that allows you to say, in writing and ahead of time, how you would want to be treated if you were seriously ill or injured. This legal document is called an Advance Directive. An Advance Directive lets you name a person to be your health care representative. Your representative does not need to be a lawyer or health care professional. It should be someone you have talked to about your wishes in detail. Your health care representative must agree by signing the Advance Directive to represent you.

The Advance Directive allows you to give instructions to health care providers if you become unable to direct your own care. The Advance Directive also lets you tell your doctor if you do not want your life prolonged if you have an illness or injury that two doctors agree you will not recover from—it can also tell your doctor to stop life-sustaining treatments if you are near death. You will receive care for pain and comfort no matter which choices you make.

The Advance Directive is only valid if you voluntarily sign it when you are of sound mind. Unless you limit the duration of the Advance Directive, it will not expire. However, you may revoke the Advance Directive at any time. You have the right to direct your own health care as long as you are able to, even if you have completed an Advance Directive. Completing an Advance Directive is your choice, and if you choose not to fill out and sign the Advance Directive form, it will not affect your health plan coverage or your access to care.

The Oregon Advance Directive forms are available at no cost from your medical plan, (LIPA 541-485-2155) or by contacting your local hospital. LaneCare has no policy to limit implementation of an advance directive as a matter of conscience.

Confidentiality

All patient information is private. This includes anything in your medical record and anything you give to LaneCare, your provider, or their clinical staff. We do not share this information without your approval except in an emergency, or when required by state and federal regulations.

In an emergency, only the information needed to help you is shared. State or federal staff may review your records to see if we gave you the best possible care.

Your LaneCare provider may ask you to sign a release of information on your first visit or later. The form will tell what information is to be shared, who will receive the information and why they need it—the form also has a date showing when the sharing stops.



Cape Creek Bridge, Lane County