

## Welcome to Valley Behavioral Health Children's Outpatient Services!

Valley is a behavioral healthcare provider, specializing in mental health treatment services.

Valley is a provider of services for Medicaid, which is managed by Optum Health. They also authorize future services and will be looking at our outcomes using the Youth Outcome Questionnaire (YOQ) to be sure clients are making progress. The YOQ is given every 30 days.

### Types of Treatment.

- ❖ **Family Therapy:** we meet with more than one member of the family to improve communications and relationships. Family involvement in their child's treatment is the key to success.
- ❖ **Group Therapy:** we offer numerous groups that are useful for children and parents, including social skills groups, teen groups, parenting skills classes, and other specialty groups such as DBT.
- ❖ **Individual Child Therapy:** the therapist may meet individually with the young person to develop a relationship in which they can explore strengths, develop skills and work on treatment goals. This may involve play therapy.

We ask parents to continue their involvement with us, even when we are working with youth individually.

- ❖ **Continuum of Care:** Some children/youth need a higher level of care. In such cases, we will help access what is needed whenever possible.
- ❖ **Role of Medication:** Medication may be an effective part of treatment for some child/youth psychiatric disorders.
- ❖ **Crisis:** During working hours, 8:00 AM to 5:00 PM, M-F except holidays, we have staff covering crisis who can help problem-solve, if the therapist is not available. The UNI after-hours crisis number for evenings and weekends is **(801) 587-3000**. You and your therapist may also develop a crisis plan or safety plan to deal with possible emergencies.
- ❖ We serve children/youth with funding sources including Medicaid, Fee for Service Medicaid (state custody), and certain insurances which cover our services. Limited services for those without insurance may be available through our Resource & Resiliency Treatment Clinic,\* also managed by OPTUM.

\*See the RRC brochure for further information.

Together with the client and family we will develop a care plan which will focus on a life goal and objectives to help reach that goal. This will be completed after the initial assessment.

Please keep your appointments. If you cannot keep your appointment, give us 24 hours notice. If you miss an appointment, we won't schedule you the regular way. You may call the morning you wish to have an appointment and we may be able to schedule you that day or the next.

### CONFIDENTIALITY

Information shared with staff by clients will be kept confidential.

Exceptions to Confidentiality:

1. Unreported child/elder abuse
2. Duty to warn
3. Court order
4. Releases for people/organizations that you wants us to talk to such as schools, other family members, probation officers, and case managers from state agencies like WFS and DCFS. We also require records from previous treatment agencies or individuals.

All of our professional staff are licensed or certified by the state to provide mental health services. We also train interns and residents. In addition, some of our staff specialize in treating preschool children, adoption's issues, and trauma.

## **PROBLEMS**

If you have any concerns about the services received, there is a process for resolving it in a positive way:

- ❖ Clients are encouraged to talk about the problem with their therapist.
- ❖ Suggest any possible changes to help the situation.
- ❖ If this does not resolve the problem, ask to speak to the team leader.

## **ACCESS TO SERVICE**

Talk with the therapist about any problems obtaining services. He or she will work to resolve these barriers, such as special communication needs.

Please refer to the OPTUM Health Member Handbook, the Privacy Practices and the Rights and Responsibilities Brochures for additional information.

The OPTUM Health Medicaid Member Handbook ensures you have information about services & requirements of Valley and explains how to access emergency services and transportation. It explains choosing providers and how to file grievances and appeals.

**Problems?** For concerns about treatment or other issues please call:

Program Manager  
Susan Pizitz, LCSW  
at  
**801 284-4990**

**PROGRAM MANAGER:**  
**Susan Pizitz, LCSW**

**Team Leader:**  
**Trinity Vercimak, LCSW**  
**Nadia Ekenstam, LCSW**

**VALLEY BEHAVIORAL HEALTH**  
**Children's**  
**Outpatient**  
**Services**



**COS East**  
**1141 East 3900 South**  
**Suite A-170**  
**Salt Lake City, UT 84124**  
**(801) 284-4990**

**COS West**  
**3809 West 6200 South**  
**Kearns, UT 84118**  
**(801) 963-4200**

**AFTER HOURS CRISIS:**  
**UNI**  
**(801) 587-3000**