



## Mental Health in the time of COVID-19

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### Optum Idaho Behavioral Health Plan

One person, one family, one community at a time. Every individual and every family has a unique road to wellness, health, and hope. Every community has its own ways to support and assist the people who live there.

Optum manages outpatient behavioral health benefits for Idaho Medicaid members. It is our commitment to help transform Idaho's behavioral health outpatient system by focusing on helping people reach recovery in their own health journey.

By working collaboratively with the State of Idaho to deliver quality, efficient and effective changes, we will achieve better outcomes for Idahoans and transform the behavioral health system.

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*Optum does not recommend or endorse any treatment or medications, specific or otherwise. The information provided is for educational purposes only and is not meant to provide medical advice otherwise replace professional advice. Consult with your clinician, physician or mental health care provider for specific health care needs, treatment or medications. Certain treatments may not be included in your insurance benefits. Check your health plan regarding your coverage of services.*



### Make A Connection

#### Find a Provider

##### By phone:

Call Optum Member Access & Crisis Line at 1-855-202-0973  
TDD/TTY dial 711

##### Online

Visit [www.optumidaho.com](http://www.optumidaho.com)  
Click "Find a Provider" on left side of page

#### Get Information

##### Online

Live & Work Well is a great place to find all types of information.

You can download a copy of your member handbook, find healthy recipes, learn about stress reduction, exercise, meditation and so much more to support your health and wellbeing.

Visit [www.optumidaho.com](http://www.optumidaho.com)  
Click on "Live & Work Well" on the left side of the page.

##### Live & Work Well Is smart phone friendly too!

## The Importance of Caring For Your Mental Health

Saying that the first half of 2020 has been difficult, seems like the understatement of the century.

The COVID-19 pandemic and the social unrest in the country have affected almost everyone. Many people are struggling with fear, anxiety, and existing mental health conditions may be aggravated by the stress.

Now, more than ever, it is important to pay attention to your mental health. Sometimes simply taking a deep breath, walking your dog or taking a hot bath can help you relax. Sometimes you may need more help.

Optum Idaho encourages you to seek help if you are struggling.

If you feel you need help, call our Member Access & Crisis Line at 1-855-202-0973, TDD/TTY dial 711.



If you are experiencing stress, we want to share some resources with you to help you create a self care routine that can help you feel more relaxed and healthier.

Optum has partnered with Psych Hub to provide a site to learn about how to take care of yourself during COVID-19.

You will find information and videos about:

- Social Isolation
- Meditation
- Coping with job loss
- And more

To visit the site, go to [www.optumidaho.com](http://www.optumidaho.com) click on Tools & Resources on the left hand side of the page and then click Psych Hub.

## Now is the time for Telehealth

Provider visits from the safety of your home.

Are you worried about keeping your appointments with your providers during the COVID-19 outbreak?

Things are changing everyday and doctors and officials are telling us to limit our exposure and wear a mask if we go out.

This can be a stressful time. If you need to keep appointments with your providers and don't know how, or are worried about potential exposure to COVID-19, you may be able to use telehealth.

Telehealth is covered by Medicaid. It lets you:

- Talk to your provider face-to-face but through an on-line method so you don't have to be in the same location.
- Keep appointments when you would like to limit exposure to people. Keeping your appointments ensures you stay on your treatment path.

Because of COVID-19, some of the restrictions to telehealth have been removed temporarily to make it easier for you to keep your appointments.

If you don't have a computer or Internet access, you may be able to have your appointments by phone.

If you want to use telehealth:



Call your provider to see if they offer telehealth and if you can participate in your treatment plan through this option.

If you are a new member, call the Member Access & Crisis Line at 1-855-202-0973 TDD/TTY: 711. They can help you find a provider that offers these services.

You may also visit [www.optumidaho.com](http://www.optumidaho.com) and click on "Find a Provider." This will take you to a provider search page. Type in "Telehealth Capability" and your city and state. This will give you a list of providers who offer these services.

At this time, your provider may offer telehealth but not appear on the list mentioned above. Contact your provider directly to see if they are offering telehealth.

Once you find a provider who offers telehealth you may call them to set up an appointment.

Each provider will use their own technology and will tell you what you need to do so you can use their system.

Your provider should be able to tell you about:

- How and when the sessions will happen
- How they keep records of the sessions
- How to schedule appointments
- Privacy and security
- Potential risks
- Confidentiality
- And any other information they believe you will need to know



## Your Member Handbook

Check it regularly for updates

Did you know that your Member Handbook contains all sorts of information about services and is updated with new information at least once a year?

That's right, it is updated and it is important for you to review it regularly because services may change.

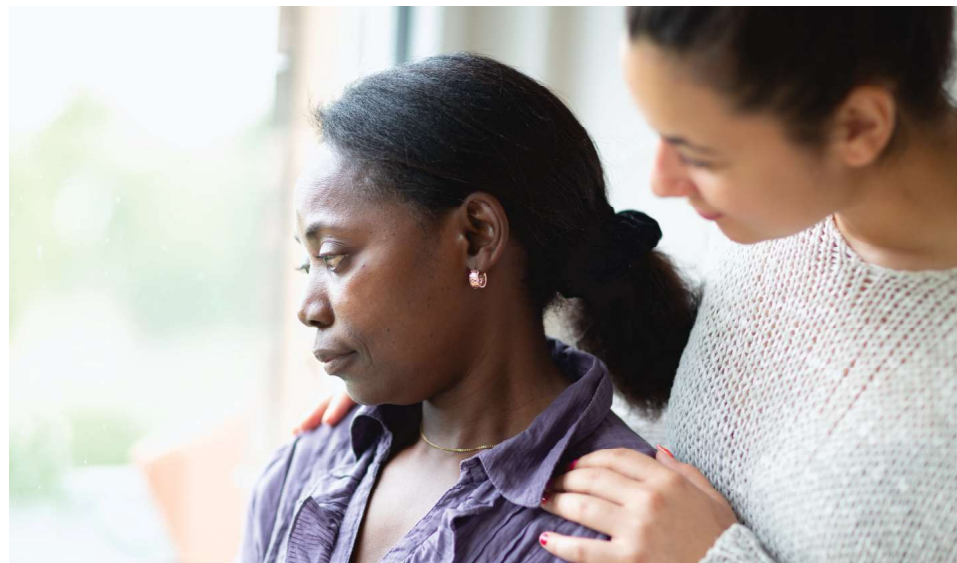
You may find new services that could help you or learn about changes to the services you are currently using.

You will also find information about how to find a provider, the Youth Empowerment Services program, and much more.

It is easy to check your handbook on-line. Simply go to [www.optumidaho.com](http://www.optumidaho.com) click on For Members then click "Resources & Tools" and then click Member Handbook.

If you don't have access to a computer, you can call the Optum Member Access & Crisis Line at 1-855-202-0973, TDD/TTY 711 to request a copy to be mailed to you.

You may also request special needs materials including large print, audio or specific languages depending upon your needs.



## Mental Health First Aid

Mental Health First Aid teaches a person how to assess another individual for signs of suicidal thoughts or other mental health conditions. It teaches people how to listen non-judgmentally and how to help people connect with proper resources in their community to find help.

Last year Optum trained 28 Adult Mental Health First Aid trainers from across the state. They returned to their communities to offer in person classes for hundreds of Idahoans.

Normally, classes are offered in a classroom setting. But COVID-19 changed that.

In April, Optum Idaho worked with the National Council for Behavioral Health to sponsor a virtual train-the-trainer course for 16 Youth Mental Health First Aid trainers. We were one of the first virtual trainings offered in the country. Youth Mental Health First Aid is for adults who work with youth or

have youth in their homes.

Most of the trainers who were recently certified, participated in last year's in-person course. Those who participated say that they were surprised at how interactive and engaging the virtual format is.

Trainers can now offer these classes despite the limitations thrust upon them by COVID-19. This also breaks down the barriers to participation for people across the state because they can attend from their home. Virtual classes will allow this training to reach people who never would have been able to participate.

If you are interested in learning more about Mental Health First Aid or Youth Mental Health First Aid classes in your community, please send an email to: [idaho.communications@optum.com](mailto:idaho.communications@optum.com) and use Mental Health First Aid in the subject line.



## Optum Idaho Encourages You to Talk About Mental Health

Optum wants to remind you that physical distancing does not mean emotional isolation. That is why we have launched Hello Idaho!

Hello Idaho! is a grass-roots movement to reduce isolation, encourage inclusion, and create a safe, accepting environment to support mental health awareness.

You can help prevent isolation.

### Say Hello!



Hello Idaho! will focus on the following mental health areas including:

- Back to School
- Substance use prevention
- Recovery month
- Domestic violence awareness
- Suicide prevention awareness
- Holiday stress

Optum is also partnering with KTVB-TV to bring awareness about mental health concerns and Hello Idaho! to the public. You can visit

[KTVB.com](http://KTVB.com) and click on the Hello Idaho! link to learn about ways to stay connected and begin the conversation about mental health and wellness.

Everyone is encouraged to participate in Hello Idaho! by displaying posters, sharing positive messages around mental health and post-

ing photos to social media using the hash-tags #helloidaho and #mymentalhealthidaho.

You are even invited to the Hello Idaho! cheer challenge. Post a video of you cheering, "Hi. Hello. How do you do? I say hello to you!" Challenge your friends to do the same and remember to use the hash tags!

You can also can request materials, including bookmarks and stickers, to share with friends and neighbors.

For more information or to request materials, visit [www.optum.com/helloidaho](http://www.optum.com/helloidaho) or email [idaho.communications@optum.com](mailto:idaho.communications@optum.com)

## Nondiscrimination Notice and Access to Communication Services

Optum does not discriminate on the basis of sex, age, race, color, national origin, or disability.

Free services are available to help you communicate with us. Such as, letters in other languages, or in other formats like large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free number (855) 202-0973. TTY 711.

If you think you weren't treated fairly because of your sex, age, race, color, national origin, or disability, you can send a complaint to:

Optum Civil Rights Coordinator  
11000 Optum Circle  
Eden Prairie, MN 55344  
Phone: 888-445-8745, TTY 711  
Fax: 855-351-5495  
Email: [Optum\\_Civil\\_Rights@Optum.com](mailto:Optum_Civil_Rights@Optum.com)

If you need help with your complaint, please call the toll-free number (855) 202-0973. TTY 711. You must send the complaint within 60 days of when you found out about the issue.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

**Online** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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

**Mail:** U.S. Dept. of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

## Language Assistance Services and Alternate Formats

This information is available in other formats like large print. To ask for another format, please call the toll-free number (855) 202-0973. TTY 711.

You have the right to get help and information in your language at no cost. To request an interpreter, call 1-855-202-0973.

**Spanish/ Español:** Tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para solicitar un intérprete, llame al 1-855-202-0973.

**Chinese/ 中文:** 您有權利免費以您的語言得到幫助和訊息。如需洽詢一位口譯員，請撥電話 1-855-202-0973。

**Serbo-Croatian/ srpskohrvatski:** Imate pravo da besplatno dobijete pomoć i informacije na Vašem jeziku. Da biste zatražili prevodioca, nazovite 1-855-202-0973.

**Korean/ 한국어:** 귀하는 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 1-855-202-0973번으로 전화하십시오.

## [Language Assistance Services and Alternate Formats, continued]

**Vietnamese/ Tiếng Việt:** Quý vị có quyền được giúp đỡ và cấp thông tin bằng ngôn ngữ của quý vị miễn phí. Để yêu cầu được thông dịch viên giúp đỡ, vui lòng gọi 1-855-202-0973.

**Arabic/ العربية:**

لك الحق في الحصول على المساعدة والمعلومات بلغتك دون تحمل أي تكلفة. لطلب مترجم فوري، اتصل بالرقم 1-855-202-0973.

**German/ Deutsche:** Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um einen Dolmetscher anzufordern, rufen Sie die Nummer 1-855-202-0973.

**Tagalog/ Tagalog:** May karapatan kang makatanggap ng tulong at impormasyon sa iyong wika nang walang bayad. Upang humiling ng tagasalin, tumawag sa 1-855-202-0973.

**Russian/ Русский:** Вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы подать запрос переводчика позвоните по телефону 1-855-202-0973.

**French/ Français:** Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander à parler à un interprète, appelez le 1-855-202-0973.

**Japanese/ 日本語:** ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳をご希望の場合は、1-855-202-0973までお電話ください。

**Romanian/ Română:** Aveți dreptul de a obține gratuit ajutor și informații în limba dumneavoastră. Pentru a cere un interpret, sunați la 1-855-202-0973.

**Sudan/ Sudani (Ikirundi):** Urafise uburenganzira bwo kuronka ubufasha n'amakuru mu rurimi gwawe ku buntu. Kugira usabe umusobanuzi, hamagara 1-855-202-0973.

**Persian/Farsi/ سی‌س‌راف:**

شما حق دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید. برای درخواست مترجم شفاهی با شماره 1-855-202-0973 تماس حاصل نمایید.

**Ukrainian/ Українська:** У Вас є право отримати безкоштовну допомогу та інформацію на Вашій рідній мові. Щоб подати запит про надання послуг перекладача, задзвоніть на 1-855-202-0973.

**Haitian/ Kreyòl:** Ou gen dwa pou jwenn èd ak enfòmasyon nan lang natifnatal ou gratis. Pou mande yon entèprèt, rele nimewo 1-855-202-0973.

**Hindi/ हिंदी:**

आप के पास अपनी भाषा में सहायता एवं जानकारी निःशुल्क प्राप्त करने का अधिकार है। दुभाषिए के लिए 1-855-202-0973 पर फ़ोन करें।

**Portuguese/ Português:** Você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para solicitar um intérprete, ligue para 1-855-202-0973.

**Nepali/ नेपाली:** तपाईंले आफ्नो भाषामा निःशुल्क सहयोग र जानकारी प्राप्त गर्ने अधिकार छ। दोभासे अनुरोध गर्नको लागि, 1-855-202-0973 मा कल गर्नुहोस्।

