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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 implement the goals set forth by the State and 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!

## New Services Launched in 2019

What's new and what you should know.

Optum Idaho continues to expand services for the Idaho Behavioral Health Plan to help members across the state reach for better mental health.

In 2019, six new services were introduced for members. To learn more about the following services go to [OptumIdaho.com](http://OptumIdaho.com) click on "For Members" and then click on "Member Handbook." Or you can call our Member Access & Crisis Line at 1-855-202-0973.

### Behavior Modification & Consultation

For Children and Adolescents

Your provider works with you to develop strategies to learn new skills to help improve identified behaviors. Behavior Modification and Consultation can be provided at any time and in any setting

to meet your needs. These settings include home, school, and other locations.

### Day Treatment

For Children and Adolescents

This service provides therapeutic outpatient care for when you have severe needs that require more care than intensive or routine outpatient care. This service may include skills building or group, individual, and family therapy. Managing medication may also be included.

You will be in therapy at least 3 hours per day and can be up to 5 hours per day. Treatment is 4 to 5 days a week. Day Treatment providers coordinate and communicate with other agencies, including coordination with schools, if needed.



### Intensive Home & Community Based Services

These services are for children and youth who have severe needs in the Youth Empowerment Services (YES) Program. They are used to increase stability and help prevent out of home placements.

### Therapeutic After School & Summer Programs

Therapeutic After School and Summer Programs are for child/adolescent members and may be offered by various community organizations to meet the needs of children in their area.

These programs include behavioral health professionals who work with each child on goals in a recreational or after school setting.

### Youth Support

This service is provided by someone who has lived experience of mental health issues as a child or youth, and specific training to teach them how to work with youth.

Youth Support helps you learn how to manage your treatment, makes sure that you know your rights, and helps you speak for yourself.



## What is Targeted Care Coordination?

Targeted Care Coordination (TCC) is the service provided by someone trained to help you access services and coordinate care between various providers and agencies.

Targeted Care Coordination is available to any Medicaid member under 18 years of age.

The Targeted Care Coordinator will coordinate and facilitate the Child and Family Team (CFT) meetings to create a person-centered service plan that includes both formal and informal services and supports.

The Targeted Care Coordinator serves as a care guide for the family and is responsible for integrating services, between providers, systems, and programs.

A Targeted Care Coordinator is responsible to:

- Help the family navigate the system of care
- Run CFT meetings with the member, family, and the provider(s) involved in the member's care
- Link the member to services and supports
- Develop, implement, and monitor the member's person-centered service plan
- Update the Child and Adolescent Needs and Strengths (CANS) assessment for the member if requested by the treating clinic.

### New for 2020

More new services planned

New services are now offered, starting January 2020.

#### Partial Hospitalization

Partial Hospitalization is a structured program that you attend many times a week and do not spend the night in the hospital.

This program includes at least 20 hours of treatment a week. Services exist for youth and for adults.

#### Recovery Coaching

Recovery Coaches may have lived recovery experience from a substance use disorder diagnosis and specific training to support your recovery. They will help you create goals for recovery and a recovery plan that reflects your needs. This service is available for adults.

### Crisis Centers

Help when you need it

Crisis Centers offer emergency mental health services for people 18 and older who are dealing with a substance use disorder or behavioral health crisis.

A behavioral health crisis is when you are having sudden and severe mental health or substance use disorder problems and need help right away.

You may remain at a Crisis Center for up to 23 hours and 59 minutes. The services they offer include detox services, crisis intervention and prevention, a quiet place to relax, and help connecting with resources.

Idaho has seven Crisis Centers throughout the state, they are open 24 hours a day and you can reach them by phone or in person.

### Crisis Center Locations

Boise

**Pathways Community Crisis Center of Southwest Idaho**  
7192 Potomac Drive  
1-833-5-CRISIS (27-4747)

Caldwell

**Western Idaho Community Crisis Center**  
524 Cleveland Blvd. Suite 160  
208-402-1044

Coeur d'Alene

**Northern Idaho Crisis Center**  
2195 Ironwood Court  
Suite D  
208-625-4884

Idaho Falls

**Behavioral Health Crisis Center of East Idaho**  
1650 N. Holmes Ave.  
208-522-0727

Lewiston

**First Step 4 Life**  
1002 Idaho Street  
208-717-3881

Moscow

**Latah Recovery Center**  
531 S. Main Street  
208-883-1045

Orofino

**A to Z Family Services**  
1275 Riverside Avenue  
208-476-7483

Pocatello

**Southeast Idaho Behavioral Health Crisis Center**  
100 N 7th Ave N. Ste. 160  
208-909-5177

Twin Falls

**Crisis Center of South Central Idaho**  
570 Shoup Ave. W  
208-772-7825



### Telemental Health

Do you struggle to get to your appointments because of health or transportation issues? Do you live in a rural area and can't find a provider near you?

Optum Idaho is expanding the use of Telemental Health (TMH), also called virtual visits, for behavioral health services to help you get the services you need.

Telemental Health sessions use a two-way, real time system to allow your visits to happen. The system is secure so your privacy is protected.

You can receive Telemental Health services at the office of a provider, at a hospital, or at another private, secure location that you choose, such as your home.

You do not need any special

equipment for a Telemental Health appointment. You can use your smart phone and a secure app that will allow you to speak with your provider.

Telemental Health appointments are not right for everyone. Sometimes certain treatments require in person appointments. However, Telemental Health may help you when you simply can not get to a provider's office.

Optum Idaho will review your situation to see if this service is a good fit for you and help connect you to a provider.

If you want to learn more about Optum Idaho's Telemental Health Services and if they are right for you, contact Optum's Member Access and Crisis Line at 1-855-202-0973 TDD/TTY dial 711.

### Psych Hub

A New Way to Learn About Mental Health

Do you have questions about mental health issues that relate to you, a family member or friend?

Do you want to gather more information about subjects so you can make informed decisions?

Now you can dig deeper into mental health topics that are important to you on Psych Hub a new section on Optum Idaho website that has all sorts of short videos about mental health and wellness.

In these short videos from Psych Hub, you'll hear personal stories, find out about common symptoms and learn about how treatment can help restore health and well-being.

Some of the topics you can learn about include:

- Sleep disorders
- Panic attacks
- Depression
- Different types of therapy
- Opioid addiction
- Suicide prevention
- And more

To visit Psych Hub visit [www.optumidaho.com](http://www.optumidaho.com) click on For Members and then click on Psych Hub.

## New to Medicaid?

### What You Should to Know About The Idaho Behavioral Health Plan

#### The Idaho Behavioral Health Plan

Optum Idaho manages outpatient mental health services for Idaho Medicaid members in the Idaho Behavioral Health Plan (IBHP).

Whether you have been a Medicaid member or are newly eligible, we are here to help you find behavioral health services and providers. Services are for adults as well as youth, including those who are eligible for the Youth Empowerment Services (YES) Program.



### Optum Idaho Member Services

Mental health includes everything from depression to substance use disorders to emotional crisis. No one needs to suffer alone or go without help.

#### Let's start the conversation about mental health.

It's okay to ask for help. Mental health is just as important as physical health and deserves the same attention as physical health.

Optum providers offer services and treatments that can help you regain the behavioral/mental wellness that can affect all areas of your life.

A referral or approval is not needed to see a network provider.

The Optum Idaho Member Access & Crisis Line (1-855-202-0973 or TDD/TTY at 711) can answer questions or give you information on:

- Membership – Can you receive services that are managed by Optum?
- Choosing a behavioral health care provider
- Your rights and responsibilities
- Finding specialists and other providers
- Covered services
- Changing providers
- Filing a complaint or appeal
- Getting an interpreter
- Other questions

The amount and length of services provided will be based on your individual needs and medical necessity. Services may be offered in a provider's office, your home, or the community.

Some services need prior authorization. This means your provider must contact us and receive approval, before providing the service.

To learn more about your services, rights and responsibilities along with other important information you can review your Member Handbook or visit: [Optumidaho.com](http://Optumidaho.com) click on For Members > Resources & Tools >Member Handbook. You may also call the Member Access & Crisis Line to request a handbook.

## Youth Empowerment Services (YES)

### Idaho's system of care for children's mental health

The YES system of care includes services and supports for families who need care for their child with a serious emotional disturbance (SED).

A person with an SED, is defined as a youth under the age of 18 having a diagnosed mental health condition and functional impairments as assessed in the Child and Adolescent Needs and Strengths (CANS) tool.

YES uses a youth and family centered, team-based, strengths and needs focused approach for early identification, treatment planning and implementation of care.

For more information about the YES System of Care visit [www.yes.idaho.gov](http://www.yes.idaho.gov)

#### Yes Principles of Care

The Principles of Care are 11 values that are applied in all areas of Youth Empowerment Services (YES). These 11 Principles involve treatment as a whole.

#### The 11 Principles are:

- 1) Family-centered—emphasizes each family's strengths and resources.
- 2) Family and youth voice and choice—prioritizes the preferences of youth and their families in all stages of care.

- 3) Strengths-based—identifies and builds on strengths to improve functioning.
- 4) Individualized care—customizes care specifically for each youth and family.
- 5) Team-based— brings youth, families, and informal supports together with professionals to identify the youth and family's strengths and needs, and to create, implement and revise a coordinated care plan.
- 6) Community-based service array—provides local services in a location chosen by the youth and family.
- 7) Collaboration—brings families, informal supports, providers, and agencies together to

- meet identified goals.
- 8) Unconditional—commits to achieving the goals of the coordinated care plan.
- 9) Culturally competent—considers the family's unique needs and preferences.
- 10) Early identification and intervention—assesses mental health early and provides access to services and supports when the need is first identified.
- 11) Outcome-based—contains measurable goals to assess change.




**The six components of the YES Practice Model are:**

1) Engagement— The foundation to building trust and a mutually-beneficial relationship between youth, family, and service providers. Providers should communicate their belief in the family's ability to succeed and listen to the youth and family without judgment or defensiveness.

2) Assessment— Provides an in-depth evaluation of available strengths, underlying needs, functional impairments, specific mental health concerns, and risk factors. Evaluators should recognize that youth and families are the experts on their own experience and value their input.

3) Care planning and implementation — The process of determining the array of services that will appropriately serve the indi-

vidualized strengths and needs of the youth and family.

4) Teaming— The process of bringing together formal and informal supports who are committed to helping the youth and family reach their treatment goals.

5) Monitoring and adapting— The practice of continued evaluation of the effectiveness of the care plan and making adjustments as needed. Some of the principles of this practice include never giving up on the youth and family, ensuring safety, and understanding that setbacks may reflect changing needs rather than resistance.

6) Transition—The process of moving between levels of care. Transition from formal to more informal supports happens over time and should be included in the care plan.

**Liberty Healthcare**

Liberty Healthcare provides independent mental health assessments to determine if a child has SED. If you are currently Medicaid eligible, this determination is required only if you are seeking Respite through the YES Program.

**If you are interested in the YES Program complete the following steps.**

1) **Schedule an assessment** with Liberty Healthcare Corporation at 1-877-305-3469.

2) **Complete the assessment.** A representative from Liberty Healthcare Corporation will contact you to schedule and complete an assessment. After the assessment, Liberty Healthcare Corporation will contact you with the SED determination.

3) **Develop a person-centered service plan.** After your youth has been determined with a SED for the YES Program, you may contact a Targeted Care Coordinator to create a person-centered service plan.

4) **Find a provider.** Contact the Optum Idaho Member Access & Crisis Line at 1-855-202-0973 TD/TTY: 711 or visit [www.optumidaho.com](http://www.optumidaho.com) to find a provider of behavioral health services in your area.

**In 2020 Start with Hello**
**Raise awareness about mental health.**

In 2019 more than two hundred thousand people participated or wore a green wristband as part of Optum Idaho's *Start the Conversation, Stop the Stigma* campaign to raise awareness about mental health.

This year, the campaign is evolving to *Start with Hello*, because that really is the way you would start any conversation about mental health.

*Start with Hello* is a national campaign. In Idaho, Madison School District has adopted this campaign and Optum will implement it in other schools and community organizations statewide.

**When will this happen?**

*Start with Hello* is a 12 month campaign that will have different areas of focus to raise awareness about a variety of issues that impact mental health. The areas of focus include:

- Child Abuse Awareness
- Mental Health Awareness
- Recovery Awareness
- Domestic Violence Awareness
- Substance Use Disorder Awareness
- Suicide Prevention Awareness

**How can you be a part of this?**

In 2020 Optum Idaho will use stickers and glossy cards with

*Start with Hello* on them to spread the message. Optum Idaho will also create other items, such as flyers, posters, table tents, and more.

You are invited to share social media posts sharing stories about your experiences with mental health and what helps



you to feel well, while wearing the stickers or holding the cards and using #mymentalhealthidaho and #startwithhelloidaho.

This year Optum Idaho is inviting businesses, chambers of commerce, cities and towns to participate along with our stakeholders and providers.

Everyone is invite to share photos of them engaging in a *Start with Hello* activity. These activities an be anything from wearing

a sticker and sharing photos, to doing something that makes you feel well. Businesses are invited to share images of their reader boards saying *Start with Hello*, or to share pictures of *Start with Hello* posters in their windows.

**A toolkit is available.**

Optum Idaho has a digital toolkit available for any groups, individuals, businesses or communities who are interested in participating in this campaign.

This toolkit provides a variety of information to help you tailor large or small activities to meet the needs of your community or organization.

Some of the items in the toolkit include:

- Digital posters and flyers
- Sample proclamations
- Sample press releases
- Sample Facebook posts
- Project ideas
- More

If you would like to learn more about Start with Hello visit [www.optumidaho.com](http://www.optumidaho.com)

To request a toolkit, stickers or cards email: [idaaho.communications@optum.com](mailto:idaaho.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।

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