



We hope you find the following information helpful. We are available 24/7 should you have any questions or need assistance with your outpatient behavioral health benefits.

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#### Optum in Idaho

Helping 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 serves Idaho Medicaid Members who need access to outpatient behavioral health services. 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.

## Did you know? We have Recovery and Resiliency Guides available.

Visit [OptumIdaho.com](https://OptumIdaho.com) and click on *Members & Families*, then *Live & Work Well Resources* or call us at **1-855-202-0973** for a copy to be mailed to you as a Member.

#### Self-help programs

Self help and support groups can be a great resource for anyone seeking help or encouragement. There are many resources available:

- **Mindfulness tools** – Use our mindfulness tools when you need a few moments to relax, breathe, and be in the moment. These tools can be completed all at once or at different times, in any order.\*
- **Recovery and resiliency guides** – Daily reading and exercises—in the form of recovery and resiliency guides—can help when things are not going well. Here are some examples of tools available online\*:
  - Action Plan for Prevention & Recovery
  - Recovering Your Mental Health
  - Dealing with the Effects of Trauma

\* Visit [OptumIdaho.com](https://OptumIdaho.com) and click on *Members & Families*, then *Live & Work Well Resources*



#### We Can Help You Find a Provider:

Optum Idaho Member  
Access and Crisis Line  
1-855-202-0973



#### You Have a Choice of Providers

Optum Idaho Member  
Access and Crisis Line  
1-855-202-0973



#### Visit Us Online:

Visit [OptumIdaho.com](https://OptumIdaho.com) and click on *Members & Families*, then *Live & Work Well Resources*

# Optum Idaho Member Newsletter

Here to serve Idahoans with behavioral health care needs

Edition 3—Spring 2017



## Benefits of growing resilience

Resilience is the ability to adapt well in response to stressful events. In our lives we may experience tragedy, adversity, or stress. These events can occur in our family or significant relationships, workplace, health, or resources we rely on.

Resilience is not something you either have or do not have. While many people are naturally resilient in some ways, it is also a skill that can be developed. With practice, you can learn behaviors, thoughts, and actions to help you bounce back after a stressful time. We are all still human no matter how resilient we are. We have emotional and even physical responses to a bad day, but we can train our mind and bodies to “bounce back.”

## Qualities of resilience

What does a resilient person look like? Typically, a person who adapts well to stressful life experiences and is a good communicator and problem-solver.

Resilient people work on having strong self-confidence and self-esteem, and they believe in their abilities. They are able to set goals, make plans, and follow through with them. They also do not hesitate to lean on supportive family or other relationships like friends, support or faith-based groups, or mental health professionals (providers), such as a licensed counselor or therapist.



## Building resilience in stressful times

Do you consider yourself a person who bounces back from life’s challenges and setbacks? Someone who lacks resilience may focus on life’s problems and feel like a victim. Others may turn to unhealthy behaviors or develop a substance use problem. There are genuine ways to improve your reaction to life’s challenges. Consider the following ideas as resiliency strategies:

- Build relationships
- Be confident in decisions
- Be goal-focused
- Focus on the facts
- Take time to relax
- Laugh

To read more about how each of these topics relates to recovery and resiliency, visit [OptumIdaho.com](http://OptumIdaho.com) and click on *Members & Families*, then *Live & Work Well Resources*.

## Did you know?

We’re open 24 hours, 7 days a week,  
365 days a year at 1-855-202-0973.

If you have questions, feel free to discuss this topic with your provider or call Optum Idaho at 1-855-202-0973.



If you feel that you are not being encouraged in your treatment,  
you can discuss this with your provider or call Optum Idaho at 1-855-202-0973.

## Being mindful

Our minds are constantly in action. We often mull things over that have happened in the past or we are planning things in the future. Mindfulness highlights the fact that we only exist in the present moment and that instead of always dwelling in the past or future, it is important to take the time to fully address our current experience: checking in on what's going on in our minds right now. If you would like to read more about mindfulness, visit [OptumIdaho.com](http://OptumIdaho.com) and click on Members & Families, then Live & Work Well Resources or call us at 1-855-202-0973.

**Did you know?**  
**We offer over 200 articles for parents.**



Visit [OptumIdaho.com](http://OptumIdaho.com) and click on Members & Families, then Live & Work Well Resources



## Finding quiet time

Having time to reflect—especially in a busy household—can help us plan our day. People often use relaxation exercises to become more mindful and reflective of today. Feel free to visit [OptumIdaho.com](http://OptumIdaho.com) and click on Members & Families, then Live & Work Well Resources and select Mindfulness. You'll see:

- **Breathe – 2 Minutes 18 seconds**
- **Watching Thoughts – 7 Minutes 46 seconds**
- **Have a Laugh – 3 Minutes 29 seconds**
- **Mindful Eating – 4 Minutes 51 seconds**

Mindfulness involves us simply noticing and accepting everything we experience as a part of us at that moment, without categorizing, evaluating or judging these experiences.



Visit [OptumIdaho.com](http://OptumIdaho.com) and click on Members & Families, then Live & Work Well Resources

**Did you know?**  
**Over 20,000 callers have contacted us.**

Optum Idaho Member Access & Crisis Line, September 2013 to January 2017

**Did you know?**  
**55% of those we serve are children.**

Optum Idaho, July 2015 to June 2016

## 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/ فارسی:

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।