



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.

In this issue:

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Thank you for all of the help.

— Optum Idaho Member Survey
December 2016

Practicing mindfulness

Mindfulness means living in the moment and not dwelling in the past or worrying about the future. That can be difficult during the holidays and new year — when we are excited or sad or feeling overwhelmed with how much we want to do. One way to stay in the moment is to do something new—in this case, something different. We welcome you to visit us at [**Live & Work Well**](http://Live & Work Well (liveandworkwell.com)) (liveandworkwell.com.) then at **Welcome!**, type “Guest” and at [My Benefits Are Provided Through...](#), select “Optum Idaho Behavioral Health Plan” and press Enter; then at **How Can We Help You?**, select **Improving my well-being** and scroll down to the box (toolbox) that reads **Mindfulness**. You’ll see audio topics such as “Breathe” and “Sounds.” You may find yourself:

- Enjoying the sights and sounds
- Just relaxing and listening
- Laughing out loud

No matter where you are on your journey to well-being, it’s important to build resiliency. Practicing relaxing can help us feel focused. Or perhaps you prefer journaling or talking with a friend after you’ve tried using one of these tools.

Holiday memories

This may be a particularly difficult time for you if you have experienced the loss of a loved one, either recently or in years past.

It’s OK to take time to cry and remember these treasures of our lives. They help us have a sense of self and of our roots when we think about the past. In *The Stages Of Sorrow* by Kathleen Smith, an individual states: “I have learned that there is no avoiding grief within. The only way to get it out of oneself is in compassion for others.”

What better time than during the holidays to share the compassion you feel with others. You might consider helping a friend or volunteering at a community event. You may even choose a change of pace altogether and start a **new tradition**.



We welcome you to visit **Live & Work Well** (liveandworkwell.com). At **Welcome!**, type “Guest” and at [My Benefits Are Provided Through...](#), select “Optum Idaho Behavioral Health Plan.”



We can help you find a provider.

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



You have a choice of providers.

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Visit us online.

Visit 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 5 — Holiday 2017

Managing holiday stress

Have you ever wondered how we can achieve peace on earth when we can barely find a moment of peace in our own busy lives? The holidays are here, bringing more things to do, people to see and places to go. These things might be fun, but they also can be stressful. To make this holiday season a happy — and peaceful — one, look for healthy ways to manage stress. Here are some tips:

Get real — set reasonable expectations.

The media often portray the holiday season as trouble-free and festive. But family problems may escalate when the season arrives. The reality of the holidays, much like life, is that real people and families are not perfect. If you can change your expectations — don't expect holidays to be like the movies! — you may have a more enjoyable experience.

Tips for setting reasonable expectations during the holidays:

- Do your best to stick to your regular family routine. Changing your schedule to fit in holiday activities and traveling can be tough, so try to keep things as normal as possible. Try to keep bedtimes and mealtimes the same even when you're away from home.
- Talk with your family about schedules. Together, choose activities that you really want to do. You can't do everything, so you might let your children pick their favorite things for your family to do.
- Talk with your family about finances. Even young children can learn how to budget for gifts. Urge them to get creative and make presents instead of buying them. Receiving a thoughtful gift from a child can be a memorable holiday moment. Many families concentrate on special things they can make or do for each other.



Get relief — take time to relax.

It is important to take time to relax this holiday season. To cope with holiday stress, plan quiet time or at least downtime from activities. Take a few moments to read a book or sit down and listen to your favorite songs. You also may want to:

- Play a board game with your family.
- Go for a walk with your family to see holiday displays in your neighborhood.
- Join your kids for fun family exercise. If you choose something outdoors, the fresh air and exercise can lift your spirits.
- Settle down for story time with your family. Pull out holiday stories that you loved as a child and read them aloud together.

Just do your best.

As you enjoy the holiday season, do your best to limit stress. Don't expect everything to go as planned. Your child may get sick on the holiday, the oven might break, or a storm may prevent travel. When these things happen, let the family help decide on a new plan. For example, if the electricity goes out, grab your flashlights and make peanut butter-and-jelly sandwiches. Use cookie cutters to cut them into fun shapes!

Don't let unexpected events ruin the holidays for you. Be adaptable and flexible. You can help yourself and your children relax and enjoy the holidays for what they truly are: a time of joy, celebration, and peace with friends and family.

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**.

Focus on important things.

We can feel stress when we are overwhelmed or when we feel things are out of control. To get a handle on stress before it takes over, you may find it helpful to consider the things you have planned and ask yourself, "Is this important to me?" For example, you may be surprised that Grandma's six-hour pudding is not a family favorite! There could be similar surprises, when you think about where your time and energy will go during the holidays. You may choose to change an "outdated tradition."

Money concerns are also stressful. Consider making time together — even playing games — as the treat. You could even tell a funny story as a present.

If you're married, divorced or a member of a blended family, juggling time between families is stressful but often necessary. Don't make the holidays a tug-of-war for the children. Plan scheduled events ahead — and build in extra time around each visit. This way, you have time to get to each destination.

Remember, the reality of the holidays, much like life, is that real people and families are not perfect. Focus on what is important to you, in terms of a successful visit, day or season.



I'm very pleased with my health provider.

— Optum Idaho Member Survey
December 2016

... I know I can get help.

— Optum Idaho Member Survey
December 2016



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

Notes:

Or to request that a copy of the Optum Idaho Member Handbook be mailed to you as an Idaho Medicaid Member, feel free to call us at **1-855-202-0973** and we will mail that to you at no cost.

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

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।