



Optum Idaho Member Newsletter

Idaho's Behavioral Health Partner

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

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Our goal is to support each Member in his or her journey. We can help you find a mental health or substance abuse provider. We can also talk with you about services for you or your child. We welcome your call anytime, 24 hours a day, seven days a week at our Optum Idaho Member Access and Crisis Line at 1-855-202-0973.

What is recovery and resiliency?

Recovery is a journey of healing which allows a person to live a meaningful life in a community of his or her choice. It means striving to achieve your full potential. Resiliency is your personal ability to bounce back from life's obstacles. We welcome you to use the resources at OptumIdaho.com to explore life in recovery, and strategies to help you or loved ones bounce back and succeed.*



*We also welcome you to visit **Live and Work Well** (liveandworkwell.com). There, you'll find tips and articles available to you on everything from coping skills to nutrition, to family life. You can take a 12 question survey regarding your own health and wellness called the Maryland Assessment of Recovery Scale (MARS), with questions like, "I feel accepted as who I am."

Taking care of yourself in stressful situations

Close relationships with family, friends and others can help during times of stress. There are steps you can take to mentally prepare yourself and help you feel connected to other people during stressful times. Consider:

- Volunteering in the community regularly or joining in an event at work or school
- Reading about what stress is* and talking about what you read with others
- Calling people who support you

These steps can be used any day.



*We welcome you to visit **Live and Work Well** (liveandworkwell.com) to read more about stress management

"I have received treatment and my doctor does believe that I can recover and get better."

Optum Idaho Member Survey 2015

What is "evidence based" treatment?

Evidence-based medicine, or EBM, takes the best available scientific evidence and applies it to clinical decision-making. With evidence-based treatment, decisions are made using the most up-to-date scientific evidence as well as other important factors such as a provider's experience and the unique characteristics of each patient, including the patient's preferences. The goal is to develop the right treatment for each individual.

This process guides doctors and therapists in making treatment plans and recommending treatment just for you.

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

"Our counselor was knowledgeable and respectful."

Optum Idaho Member Survey 2015

Self-help and support groups

Self help and support groups can be a great resource for anyone seeking encouragement or help. Support can refer to a meeting you attend, a book you read, a phone number you call. You can ask your provider about self-help books, brochures, or wellness programs.

You can also:

- Talk to your provider about community activities
- Visit Live and Work Well*



*We welcome you to visit **Live and Work Well** (liveandworkwell.com). Members and their families can find the Self-Help Programs in the "Tools and Programs" link within the Quick Link box.

Word Search

D	T	O	C	M	V	M	I
E	R	I	G	H	T	S	M
M	E	A	C	O	C	U	P
R	A	F	H	E	T	P	R
O	T	P	O	A	F	P	O
F	M	Y	I	L	O	O	V
N	E	F	C	Q	C	R	I
I	N	R	E	A	L	T	N
C	T	B	L	I	D	J	G

Choice
Informed
Improving

Rights
Support
Treatment



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:

www.OptumIdaho.com

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 or 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.



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.



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Personal empowerment kits

No matter where you are on your journey to well-being, it's important that you build your resiliency. You might be prescribed medication that will help you, but you need to do more to achieve your long-term recovery and well-being. These toolkits offer a range of different tools you can use depending on your personal preferences. Do you like the idea of using a game to build resiliency? Or perhaps you prefer journaling or meditation? How about tracking your journey to long-term recovery and well-being?

You'll find all that and more in these toolkits:

- **Addiction Recovery Tools***
- **Family Recovery and Resiliency Tools***
- **Recovery, Resiliency, and Empowerment Tools***



*Visit **Live and Work Well** (liveandworkwell.com). There are tips and articles available to you or use the free mental health clinician search tool.

“I am thankful for the help I receive because I cannot do it all on my own.”

Optum Idaho Member Survey 2015

The power of family

It is Optum Idaho's goal to increase awareness and education of behavioral health conditions. That is why in partnership with *Idaho Federation of Families* and *Idaho Parents Unlimited*, Optum Idaho hosted a statewide event to talk about children, and we welcomed providers, Idaho Medicaid Members, school counselors, and other people in our community to join us. The purpose of this event was to bring awareness and education to the critical topic of disruptive behavior disorders in children and the treatment options available for families. As part of the overall system transformation efforts in Idaho, it was also our goal to deliver the message that every person has a voice and parents and guardians need to be aware of their options, have an expectation of clear information and answers from providers about their child's diagnosis, and be advised and consulted about the treatments that are available for them.

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



Do You Want to Speak With Someone About a Service?

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

Video Voices of Hope*

The stigma of a mental health condition can make it hard for people to seek options that can change their lives. Most mental conditions can be successfully treated today with a combination of treatments, including therapies, support, and medication. People can live in recovery and lead long, fulfilling lives. Hear real people talk about their decision to seek treatment, what happens in treatment and the power of peer support. These are heart-felt stories of courage and hope.*

Take strength from these real stories, check out the articles or use our free mental health clinician search tool. Articles include:

- **Finding and Selecting a Mental Health Clinician**
- **For Teens: Going to a Therapist...**
- **For Kids: Relax and Unwind Center**

*We welcome you to visit **Live and Work Well** (liveandworkwell.com), Voices of Hope

Coordination of care

You have an opportunity to be very active in your care: If you think of your care as a team event, you're the star player! If you are seeing a primary care physician and a behavioral health practitioner, they will want to coordinate your care with your permission. Please be sure to tell your doctors about:

- Any medications you are taking, including any over-the-counter medication, vitamin supplement, herbal remedy, etc.
- Appointments you have made
- Any concerns you have about your health

This way, your health care providers can help you with your overall care. Coordinated care is the best way to make sure your health care is appropriate, safe and tailored to your needs.

Want to know more about the Idaho Medicaid Healthy Connections Program? Healthy Connections Program 1-888-528-5861 or www.healthyconnections.idaho.gov

Want to know more about Optum Idaho outpatient behavioral health benefits? Optum Idaho Member Access and Crisis Line 1-855-202-0973 or www.OptumIdaho.com

If you need non-emergent medical transportation

Starting July 1, 2016 Idaho Medicaid has contracted with Veyo for its non-emergent medical transportation program. How you request these services did not change: you can schedule transportation for appointments by calling 1-877-503-1261 or www.IdahoTransport.com. Trips can be scheduled up to thirty days in advance and must be scheduled no less than two business days in advance of your appointment.

Want to know more about Idaho Medicaid non-emergent medical transportation benefit? Idaho Medicaid Non-emergency Medical Transportation 1-877-503-1261 or www.IdahoTransport.com