



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:

- We take member calls every day
- Youth in transition
- Field care coordination
- Have you heard about Youth M.O.V.E. Idaho?
- Finding a support network during times of change
- There are important changes regarding your member rights
- Miss an edition?

We take member calls every day

Over 20,000 callers have contacted us at Optum Idaho since we started serving Idaho Medicaid members on September 1, 2013. This includes Saturdays and Sundays and holidays, daytime and nighttime. As an Idaho Medicaid member, you can call us any time, 24 hours, 7 days a week, 365 days a year at **1-855-202-0973**.

We also have phone numbers for providers and community supports, so we are supporting members in many ways.

Youth in transition

In conjunction with the Idaho Department of Health and Welfare (IDHW), Optum Idaho works with many agencies in Idaho to help young people who are turning 18 years of age. For example, we actively work with the Idaho Department of Juvenile Corrections to assist youth. We have also:

- Provided trainings on recovery and resiliency
- Provided trainings on youth in recovery
- Mailed letters to youth who are in active care, in order to confidentially inform the youth and his/her provider of care options

If you would like to speak to someone about your care — as a young adult — or your child's care, please call us at **1-855-202-0973**.

Field care coordination

Care coordination is available to any member who is having difficulty coordinating his or her services. Optum Idaho Field Care Coordinators (FCCs) are clinicians who work with members and their providers to access the services the member needs and to develop a plan for recovery.

In our first newsletter:

- **We talked about the importance of coordination of care** — Feel free to talk to your provider about medical and behavioral health coordination of care. Or, you can call us at 1-855-202-0973, Extension 1-Treatment & Authorizations, to speak with our Clinical Services (UM) team about your care, your child's care, or an adult whose care you are overseeing.
- **We talked about the availability of non-emergent medical transportation** — You can schedule transportation for appointments by calling Veyo at 1-877-503-1261 or www.IdahoTransport.com. Trips can be scheduled up to 30 days in advance and must be scheduled no less than two business days in advance of your appointment.

We helped
a child by
bringing all
school resources
together.

– Optum Idaho November 2016



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 and click on *Members & Families*, then *Live & Work Well Resources*

Optum Idaho Member Newsletter

Here to serve Idahoans with behavioral health care needs

Edition 4—Summer 2017

Have you heard about Youth M.O.V.E. Idaho?

Through a program called Youth M.O.V.E. Idaho, the Idaho Federation of Families for Children's Mental Health is helping young people in our communities support each other. "M.O.V.E." stands for Motivating Others through Voices of Experience and is a national program (Youth M.O.V.E. National™).

Youth M.O.V.E. Idaho is made up of youth who want to have a voice in their own recovery — recovery through mental health, behavioral health and disability. In Youth M.O.V.E. Idaho, young people share their stories to:

- Help other youths, ages 12 to 18 years old, build coping (recovery) skills.
- Create an environment where youth share skills for recovery.
- Teach each other about "advocacy".

"Advocacy" means active support of something you feel strongly about or believe in. In Youth M.O.V.E. Idaho, you might choose to participate in a workshop on a topic that is important to you; or to be a mentor to others or ask for a mentor to share time with you; or to learn to express yourself, like sharing your opinions, thoughts and feelings; or to join in community events.

If you would like to learn more about Youth M.O.V.E. Idaho, feel free to visit IdahoFederation.org.



Finding a support network during times of change

Trying to get through a time of change is like walking a tightrope. This is why all of us, like all good acrobats, need a safety net: a support network. A support network can be different for each person, combining family, friends, your providers and others who are aware of your needs. During times of change, support networks can be needed the most.

When you are trying to identify your personal support network, sit down with a piece of paper and write down the answers to these questions:

- Who listens to you when you need someone to talk to?
- With whom do you share good news and bad news?
- Who stands up for you, even when they may not totally agree with your actions?
- To whom do you turn when you need advice or have a problem?
- Who helps you make tough decisions and think things through?

The names you just listed are people that are already in your support network. These are the advocates who will help you the most during times of transition and change. These are the people who know and understand you better than anyone else. These questions are important to ask yourself as you develop a better idea of whom you can turn to in times of need.

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**.

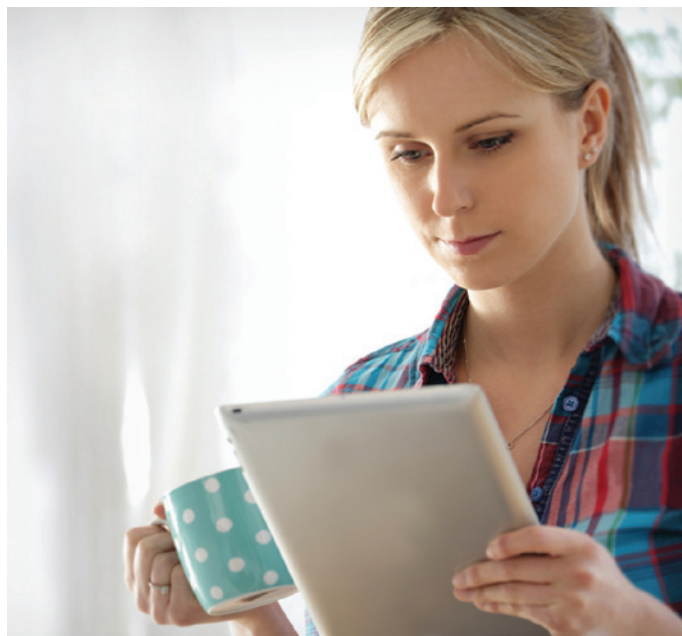
There are important changes regarding your member rights.

Some new changes are going into effect July 1, 2017, to help members in their overall health care management. These changes are related to rights and responsibilities and the steps you can take to file an appeal of a decision or when a state fair hearing takes place.

Your Member Handbook has been updated to reflect your member rights, should you wish to appeal a decision. Those changes include the following:

- “Actions” are now called adverse benefit determinations (ABD)
- A “grievance process” is referred to as an appeal process
- If you wish to file a grievance, the action is called an “appeal.”
- **You must first appeal a decision (once) directly with Optum before filing a state fair hearing.**
- Members have sixty (60) days to file an appeal (it was previously 28 days).
- After you have gone through the appeal process through Optum, you can then ask for a state fair hearing with the Idaho Department of Health and Welfare (IDHW) if you are still not satisfied with a decision.
- At a state fair hearing, the adverse benefit decision will be reviewed (this was previously called an “action”).

If you have questions about your care or would like to file a complaint or appeal, please contact us at 1-855-202-0973. 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.



Visit us online.

To view an online copy of your Member Handbook, visit OptumIdaho.com and click on For Members, then Resources and Tools, then Member Handbook.

Notes:

Miss an edition?

This is our fourth newsletter. If you missed one and would like to receive a copy, call us at 1-855-202-0973 or **all copies** are available at OptumIdaho.com.

We helped a youth by being involved in active conversations.

– Optum Idaho February 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

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।