



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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**About Optum Idaho**

Optum Idaho serves Medicaid Members who need access to outpatient behavioral health services. 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 & Crisis Line at 1-855-202-0973.

**Find a provider anytime**

Optum Idaho is pleased to manage outpatient behavioral health services for Idaho Medicaid, which includes Mental Health and Substance Abuse services.

We want all Members to know their rights. For example, Members have the right to choose a provider from the Optum network: Call us anytime at 1-855-202-0973 to discuss providers available. We are here to assist you 24 hours a day, seven days a week, every day of the year.

**Optum Idaho’s quality program**

A quality department and quality programs make sure that services are the best they can be. Our program is created with the help of members and providers of services. If you have any suggestions for improving our quality program, **please contact us at [optum\\_idaho\\_mfa@optum.com](mailto:optum_idaho_mfa@optum.com)** (or go to Contact Us, at **[OptumIdaho.com](http://OptumIdaho.com)**).

We regularly provide a description of our quality program and update our progress toward meeting our quality goals. You can find this at **[OptumIdaho.com](http://OptumIdaho.com)**, then click on *Community Partners*, then *Statewide Reporting*, then see **Optum Quality Reports and Executive Summary**, along with other reports.

**“I appreciate the services I receive. It helps me when I am confused and experiencing anxiety.”**

Optum Idaho Member Survey 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](http://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 2—Winter 2017

## Building resilience

Resilience is an “inner strength” that helps a person bounce back after stressful situations. When you are resilient, you may recover more quickly from setbacks or difficult life changes. Developing resilience begins with simple actions or thoughts that you practice, such as planning for what you’ll do next and learning to accept change.

Being resilient doesn’t mean that you find it easy to deal with difficult or stressful situations or that you won’t feel angry, sad, or worried during tough times. But it does mean that you won’t feel so overwhelmed. Building resilience can enable you to put the brakes on obsessive worrying about your situation, if that is a concern of yours. You’ll be less likely to give up and more likely to cope with stressful situations in healthy ways.

## How you can build resilience

People who are resilient often work to have a positive outlook on life. It may take gradual, small steps in any person’s outlook on life to become more positive than negative. You may be able to begin this shift on your own. A counselor or behavioral health therapist can also help you. Here are some tips to get started:

## Seek out interactions with people who make you feel better

Build relationships with people who are loving. Help them, and don’t be afraid to let them help you. Develop the ability to see that seeking help during a difficult time is a source of strength and not weakness.



## Accept that things change

- Look at change as a challenge rather than a threat.
- Reframing how you view things in life can help build resilience. One instance would be “I get to go to work” rather than “I have to go to work”.
- Think about how and why you feel the way you do when things change.
- Expect things to work out. You can’t change what happens, but you can change how you feel about it. Perception is reality so accept what you can do about a situation and try to let go of what you can’t change.

## See the big picture

- Find the positive in stressful situations and learn from the situation. Look at your life challenge as a way to cope with other situations that may present itself later in your life or that of a loved one.
- Look for things to learn. Many resources will show you that you are not alone.

## Believe in yourself and the things you can do

- Share your ideas with a supportive and helpful friend. You can talk about different solutions. You may be able to learn some coping skills from how your friend handled a similar situation.
- Do things to gain self confidence and build self-esteem. For example, list the things you’ve completed so far this year or those things that make you proud. It may be helpful to keep a written journal of these successes to help you keep perspective when you are going through a difficult or challenging time.

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.



## Finding peace of mind in the new year

Change is all around us—especially in this new year. Our relationships, families, physical and mental health, communities, and resources can change. Trying to avoid change can be frustrating and not helpful. Knowing a transition is coming can help us begin to mentally and emotionally prepare for a change.

Visit [OptumIdaho.com](http://OptumIdaho.com)—or call Optum Idaho at **1-855-202-0973**—to learn more about:

- Finding a provider to help you deal with trauma
- Finding a provider to help you develop coping skills
- Finding a provider to help your child cope with change

Everyone faces challenges in their life. If you have a mental or emotional condition or a drinking, drug or other addiction issue, it is just a part of you. It does not define you. We offer resources for you to learn how to cope and move forward with your life.

Visit [OptumIdaho.com](http://OptumIdaho.com) or call us at **1-855-202-0973**.



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

## Tips for making your appointments a success with your provider

Before you arrive at an appointment, consider these tips for getting the most out of your visit with your provider:

- Be prepared to ask questions. Write several down before your appointment and plan to take notes: it's okay if you read your notes back to your provider.
- Mention all medications you're taking and any side effects you may have. This includes all medications prescribed by other doctors, over-the-counter pills, vitamins, herbals and supplements. Be sure to include over-the-counter medications such as nose drops, ear drops, skin creams and ointments. Also be sure to include any medications you are supposed to take, but don't. It's important to let your doctor know about any problems you have had with medications in the past, like allergies or side effects.
- Let your provider know about your concerns. Make a list of any worries you may have. Tell your provider if you smoke, drink alcohol, are depressed, or feel stressed. These may be hard subjects to talk about, but they are important to your health. Your provider can help.
- Bring along a family member or friend. If you think you may have a hard time remembering or understanding what your provider says, have someone go with you to the visit. You can ask about written brochures, instructions or patient education materials. These can be positive resources.



**“We are very pleased with the counselor.”**

Optum Idaho Member Survey 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।