

*Optum Idaho manages outpatient behavioral health benefits for Idaho Medicaid members. 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, one person, one family, one community at a time.*

2021 Spring Issue

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## Resilient Idaho

### Reducing the Impact of Adverse Childhood Experiences

Optum Idaho is honored to be part of a multi-year project called, "Resilient Idaho – Hope Lives Here."

The project includes two parts. The first is the release of a study about Adverse Childhood Experiences (ACEs) in Idaho. ACEs are traumatic events that happen before age 18. ACEs include all types of abuse and neglect as well as parental

mental illness, substance use, divorce, incarceration and domestic violence. Studies show that the higher an ACE score a person has, the more likely they are to have lifelong physical and mental health issues.

Abuse, neglect and even divorce are all ACE experiences. These types of experiences left unresolved or untreated,

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# Make A Connection

## Find a Provider

Optum Member Access  
& Crisis Line  
**1-855-202-0973**  
TDD/TTY dial 711

Visit [optumidaho.com](http://optumidaho.com)  
Click "Find a Provider"  
on left side of the page.

## Get Information

Live & Work Well is a great place to find all types of information.

You can download a copy of your member handbook, find healthy recipes, learn about stress reduction, exercise, meditation and so much more to support your health and wellbeing.

Visit [optumidaho.com](http://optumidaho.com)  
Click "Live & Work Well"  
on left side of the page.

Live & Work Well is  
smartphone friendly too!



## Resilient Idaho (continued from page 1)

can create childhood trauma and toxic stress that can last a lifetime. Research shows some of the most common health conditions adults face like high blood pressure, diabetes and depression can be rooted in ACEs. They can even shorten a person life's span by up to 20 years.

In 2018, Optum Idaho sponsored a project to have ACE questions added to a Centers for Disease Control and Prevention (CDC) survey for Idaho. These results are now available and will be shared across the state throughout 2021.



The second part of this project is a documentary film called, "Resilient Idaho – Hope Lives Here." Optum helped fund this documentary that investigates the ACEs research, how ACEs affect people in Idaho, and most importantly, **resilience, which reduces the impact of ACEs.** The documentary shares powerful stories of how people have overcome tragedies with the resources available

in Idaho and how they are helping others. This documentary offers hope and we encourage everyone to take the time to watch it.

### Watch "Resilient Idaho – Hope Lives Here"

Idaho Public Television will air the documentary with panel discussion afterwards:

**Tuesday, February 16**  
8:00 PM, IPTV IDAHO Channel

**Friday, February 19**  
10:00 PM, IPTV WORLD Channel

**Monday, February 22**  
9:00 PM, IPTV IDAHO Channel

**Tuesday, February 23**  
6:00 PM, IPTV PLUS Channel

**On-Demand available February 16**  
[www.video.idahoptv.org](http://www.video.idahoptv.org)

### Join Us for a ZOOM Watch Party

**The second Tuesday of April, May, June, August, September, October and November.**

Visit [www.idahoptv.org/shows/specials/resilientidaho/](http://www.idahoptv.org/shows/specials/resilientidaho/) for more details about panelists. ■



ⓐ The production crew filming "Resilient Idaho".



ⓐ Pat Metzler and Hank Nystrom edit Resilient Idaho.  
Photos courtesy of Idaho Public Television.

### Thank you to the Producing Partners who made "Resilient Idaho" possible!

Jan Fitzgerald-Mutchie – *St. Luke's Community Health*

Kayla Blades – *ECHO Idaho, WWAMI University of Idaho*

Kevin Wallior – *Idaho Division of Veterans Services*

Anselme Sadiki and Karin Watson – *Children's Home Society of Idaho*

Emily Johnson – *Big Brothers Big Sisters of Southwest Idaho*

Taryn Yates, Roger Sherman – *The Children's Trust Fund, Prevent Child Abuse Idaho*

Michelle Sundquist – *Idaho Department of Correction*

Stewart Wilder – *Idaho Suicide Prevention Coalition*

Sharon Lightning/John Reusser – *Idaho Suicide Prevention Hotline, Jannus, Inc.*



[zerotothree.org](http://zerotothree.org)

## Zero to Three

### Early Intervention Helps Reduce Adverse Childhood Experiences

Because Adverse Childhood Experiences (ACEs) can have significant negative effects through a person's life, mental health experts are working to intervene as early as possible in a child's life. Optum Idaho helped train Idaho providers in a new approach for infants, toddlers and parents to prevent and treat mental health issues.

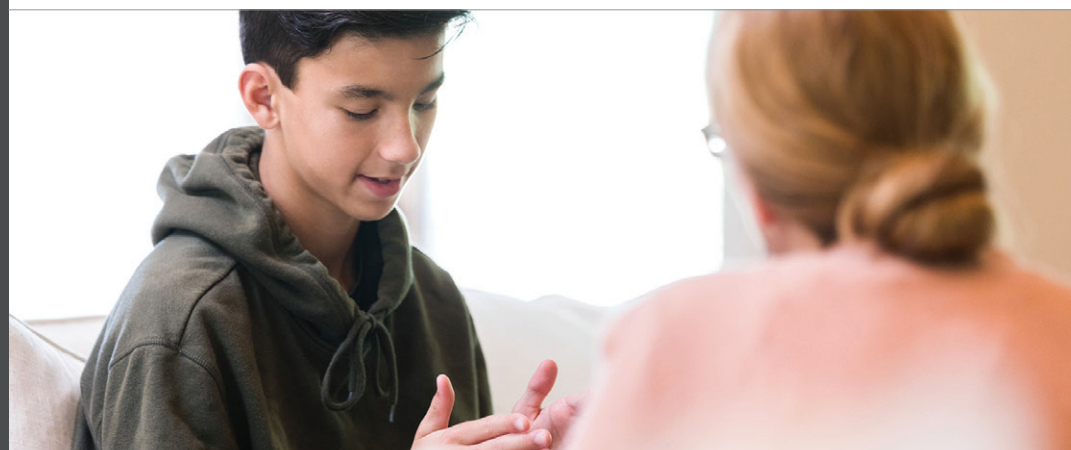
Zero-to-three years of age is a critical time for a child's budding brain. This is also the time that infants are most vulnerable to environmental and parental influences.

Helping these families as soon as possible is vital. "The earlier you intervene, the less difficult it is for a child to get back up on their developmental and emotional wheels," says Dennis Woody, a pediatric neuropsychologist and Senior Clinical Program Consultant for Optum. "If you wait five or six years, that child has difficulties that are entrenched and are more difficult to change."

One of the most important skills developed during this time in a child's life is the ability to create healthy relationship and controlling emotions. Children develop those skills through consistent, loving interactions with parents or other close caregivers. If a child does not learn how to develop these skills it could affect their relationships with their children when they become parents.

Optum Idaho sponsored an intensive two-year training program by the national nonprofit organization, ZERO TO THREE for providers in the state. This program is now available through select providers in Idaho.

To learn more about ZERO TO THREE, download the case study at [optumidaho.com](http://optumidaho.com) > About Us > Case Studies. ■



For in-depth information about Idaho resources for individuals coping with the effects of ACEs, visit the Idaho Resilience Project at [www.idahoresilienceproject.org](http://www.idahoresilienceproject.org)





If you see someone alone  
Reach out  
Say Hello!

## Hello Idaho!



Last year, Optum Idaho launched Hello Idaho! a grassroots campaign created to reduce isolation, encourage inclusion and create a safe, accepting environment to support mental health awareness.

We want to thank our members, communities, stakeholders and friends across the state for your enthusiastic support and participation. We have heard from so many of you about the wonderful ways you are using Hello Idaho! to stay connected and support your friends and neighbors.

In 2021, we plan to continue Hello Idaho! to once again bring attention to a variety of mental health areas including:

- Back to School
- Substance use prevention
- Recovery month
- Domestic violence awareness
- Suicide prevention awareness
- Holiday stress

[optumidaho.com/helloidaho](http://optumidaho.com/helloidaho)

We invite you to visit [optum.com/helloidaho](http://optum.com/helloidaho) where you will find free information and tools that you can download or request so that you can become part of the movement!

### Thank You, KTVB!

We also want to thank our media partner KTVB for their support of Hello Idaho! KTVB is dedicated to raising awareness about mental health conditions while reducing associated stigma. Each Monday, they broadcast a news story focusing on ways to start conversation about a variety of topics that can impact mental health. You can visit their website at [ktvb.com](http://ktvb.com) and click on the Hello Idaho! tab to view the entire library of stories and subjects. Feel free to share these on social media and tag [@optumidaho](https://twitter.com/optumidaho) or use the hashtag [#helloidaho](https://twitter.com/helloidaho).

Speaking of social media, please visit and like our [Optum Idaho Facebook](https://www.facebook.com/optumidaho) page. We would love to see your photos and hear your stories about Hello Idaho! and any of the ways you share wellness, inclusion and compassion in your daily lives! ■



## Telehealth Options

Last year was a challenging year for so many people because of the risks associated with COVID-19. While 2021 carries the promise of a vaccine and hope for the return to normal, people are still being told to do all they can to limit possible exposure to the virus.

That is why we want to remind you that telehealth is available for your appointments with your provider. Telehealth lets you keep your appointments without having to go to the office.

### If you want to use telehealth:

Call your provider to see if they offer telehealth and if you can participate in your treatment plan through this option.

If you are a new member, call the Member Access & Crisis Line at **1-855-202-0973** TDD/TTY: **711**. They can help you find a provider that offers these services.

You may also visit [optumidaho.com](http://optumidaho.com) > Find a Provider. This will take you to a provider search page. Type in "Telehealth Capability" and your city and state. This will give you a list of providers who offer these services.

At this time, your provider may offer telehealth but not appear on the list mentioned above. Contact your provider directly to see if they are offering telehealth. ■

## Opioid Treatment Program New Service for 2021

In January, Optum launched a new service called Opioid Treatment Programs (OTPs). This service is available to any member over the age of 16. This treatment may be offered to certain members ages 16 and 17 if they meet specific criteria.

Opioid Treatment Programs (OTPs) are specialized programs provided to members with an opioid use disorder (OUD). The OTPs are provided by certified clinics in some communities; check with your provider or contact

Optum Idaho to see if a certified clinic is near you. Your provider will work with you to decide what treatment is best for you. This decision is based on your medical and psychiatric history, past Substance Use Disorder (SUD) treatment and your wishes.

You can see a full description of this service in your member handbook. It is easy to check your handbook online. Visit [optumidaho.com](http://optumidaho.com) > For Members > Resources & Tools > Member Handbook. ■

[optumidaho.com](http://optumidaho.com)



## Member Handbook New Updates Available

Did you know that your Member Handbook contains all sorts of information about services and is updated with new information at least once a year?

It is important for you to review it regularly for any updated information. You may find new services that could help you or learn about changes to the services you are currently using.

You will also find information about how to find a provider, understand the Youth Empowerment Services program and much more.

It is easy to check your handbook online. Visit [optumidaho.com](http://optumidaho.com) > For Members > Resources & Tools > Member Handbook.

If you don't have access to a computer,

you can call the Optum Member Access & Crisis Line at **1-855-202-0973**, TDD/TTY **711** to request a copy to be mailed to you.

You may also request special needs materials including large print, audio or specific languages depending upon your needs. ■





## Non-Discrimination 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. Department of Human Services.

**Online:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>

**Phone:** Toll-free 1-800-368-1019. TTD 800-537-7697.

**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/ سراف:** 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। दुभाषिण 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।



Optum Idaho

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See inside for new resources for you  
and your family in 2021.

