

*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 Fall Issue

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## Actress Mariel Hemingway

### A Conversation with Optum Idaho About Mental Health

**Editor's Note:** Actress and writer Mariel Hemingway, granddaughter of acclaimed author Ernest Hemingway, grew up in Ketchum, Idaho where she also raised her family and makes her home today. She was nominated for an Academy Award in 1979 at age 16 and has appeared in more than 50 films and TV programs, most recently in the 2021 screen version of the book, "Grace and

Grit," something she demonstrates regularly as a tireless crusader and comforter for those facing mental health and substance use recovery challenges. In addition to her grandfather, six members of the Hemingway family have died of suicide or overdose, and she has written of her own experiences with pain, heartache and struggling with depression and anxiety. She spoke



# Make A Connection

## Find a Provider

Optum Member Access & Crisis Line

1-855-202-0973

TDD/TTY dial 711

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

Live & Work Well is smartphone friendly too!

## Hemingway (continued from page 1)

recently with Optum Idaho's Member Matters about how she and her family have coped with emotional challenges and the encouragement she has for other Idahoans in their wellness journeys.

**Member Matters (MM):** First, thanks for sharing your time and thoughts with Optum Idaho Members. You've dedicated much of your personal life to raising awareness of mental illness, suicide, substance-use and depression, and in the process worked to break down barriers to talking about these challenges. What inspired you to take up this cause?

**Mariel:** *I took up this cause because it was such a part of my life and experience. I never meant to become a voice for mental health, addiction nor suicide, but I simply couldn't deny that my life was surrounded by these issues and the more they were there, the more I had to understand them in order to not fear them becoming a part of my life. I began studying and living practices that were designed to create more wellness in body, mind and spirit.*

**MM:** You've been involved with several non-profit organizations that advocate on behalf of many of these causes. But we understand you've recently consolidated those efforts into your own charitable organization. Can you tell us more about it?

**Mariel:** *We are actually calling it The Mariel Hemingway Foundation as no one can argue with my name or have an issue with it! I have started the foundation with my closest friend and two other friends who are deeply understanding of the space. We simply wanted to create a resource center initially so we can guide people towards their solution for their mental health recovery whether their issue is depression, bipolar disorder, suicidal ideation or addiction. We want to join forces with all the great groups that are really helping people and guide*

*others to their best solution. Plus, we are including lifestyle mentoring so people can realize that their mental health and physical health are deeply intertwined. My life partner, Bobby Williams and I are a wealth of knowledge on how to live healthier, better, more balanced lives and that is an enormous part of the mental health journey.*

**MM:** Many people in Idaho may know you are the granddaughter of Ernest Hemingway and that your parents also settled in Idaho's Wood River Valley where you grew up, and you also raised your two daughters here in Idaho. They may think life must have been easy growing up as a Hemingway in Sun Valley. But you and your daughters had some very difficult times as children—what did you do to become resilient and what did you teach them about overcoming adverse experiences in childhood?

**Mariel:** *There is never a pat answer to this as everyone's circumstances are different, whether they are challenged by bullying, depression or issues of perfection and control which can cast a different shadow in everyone's life, but I think the one thing I was able to do is that I gave my girls a safe place to be allowed to express themselves. I didn't always have the answers to their problems, but they always knew that they could talk to me about whatever they were afraid of or what they were challenged by.*

**MM:** Do you feel that the pandemic and the struggles everyone have had with isolation, anxiety and depression has made it easier for people to share their emotional health challenges and seek help?

**Mariel:** *Yes, I do believe the gift of the pandemic is that people realized that by being isolated, they needed to reach out because they needed to feel connected. It was a hard lesson and this last year was a challenge to stay level-headed and uplifted when the world felt like it was falling apart. I think people*

are still testing whether they can reach out, but certainly this difficulty that we all dealt with worldwide has given us all permission to admit we need others and we need contact, and we sometimes have to ask for help.

**MM:** September is a month that organizations across the country join together to raise awareness on preventing suicide and supporting those who are on recovery journeys from substance use and addiction. What encouragement do you have for people who may be considering self-harm or feel that recovery is not possible for them?

**Mariel:** *First of all, I am here to tell anyone who believes they cannot recover is not seeing themselves correctly. They are listening to a voice inside their heads that is the frightened child inside you that feels isolated, alone, afraid, but that is NOT the real you. What I mean by this is that we are all designed to be healthy and balanced in body and brain so when a negative programming starts in you, we must train ourselves to recognize that voice as not our true selves. There is recovery for everyone and I can say that I know there is someone out there who needs to hear that suffering soul and say nothing, simply to be a witness to another's pain.*

**MM:** Finally, Optum Idaho's Hello Idaho! awareness campaign encourages people to overcome stigma and start the conversation about mental well-being by simply saying, "Hello, how are you doing?" So, can we ask: How are you doing?

**Mariel:** *Aww, thank you for asking. I am GREAT because I have been in dark places before, but I know from experience that I am great because I have found my solution(s) over the years and I cannot wait to share that with all of you.*

To learn more about Mariel Hemingway's life story, film career and books she has written on coping strategies, healthy living and overcoming adverse childhood experiences, addiction and mental illness, visit [marielhemingway.com](http://marielhemingway.com) ■

## Caregiver Support and Resource Referral

**By Chelsea Smith, Idaho Caregiver Alliance**

Many people don't identify as a "caregiver," yet one in four Idahoans support a friend or family member of any age with physical or cognitive disabilities, chronic or mental health conditions. Caregiving is a diverse experience that can range from supporting kids with behavioral or functional disabilities, to supporting a friend or spouse with a mental health condition, or helping an elderly relative manage age-related illness.

While rewarding, caregiving can take its toll and often leads to chronic stress and health impacts to the caregiver as they tend to focus on their loved one with higher medical needs. But when caregivers burn out their health also declines—and the whole family can be negatively impacted.



**Family Caregiver Navigator is here to help.** We provide free telephone-based support, resource referral and custom care plans for family caregivers

in southwestern Idaho. After walking you through an assessment, Navigators develop a customized plan for you to help you meet your own health and wellness goals and connect you with needed local services. This free local program is shown to reduce stress and help prevent burnout for family caregivers.

No insurance or other documentation is required to participate in this free program. Bilingual Navigators are available to serve Spanish-speakers and other languages can be accommodated through a translator.

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

The health and wellbeing of Idaho's caregivers matters! You are not alone. Visit [caregivernavigator.org](http://caregivernavigator.org) or call **208-426-5899** to get help building a sustainable plan for the years to come. ■

*This program is funded in part by Money Follows the Person Grant 93.791 from the Centers for Medicare and Medicaid Services. Its contents are solely the responsibility of Boise State University and do not necessarily represent the official views of the Department or the Centers for Medicare and Medicaid Services.*

## Your Voice Matters!

We want to hear what **you** have to say.

What's working well for you? What could we do differently?

Optum Idaho is searching for several members to join us on a call every other month to discuss your thoughts on the services we offer. If you would like more information or would be interested in participating, please email us at [membermatters@optum.com](mailto:membermatters@optum.com).



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

# New After-School Therapy Program for Children and Youth Available to Optum Idaho Members

By Optum Idaho Senior Clinical Program Consultant Dennis Woody, Ph.D.

Optum Idaho wants you to know about a new therapy program called the Therapeutic After-School and Summer Programs, or TASSP, under the Idaho Behavioral Health Plan for children and adolescents. This curriculum differs from others in that it contains activities that young people enjoy while also allowing them to practice the concepts and abilities they are learning. It's a program with therapeutic, recreational and socialization activities designed specifically for children. TASSP exercises assist young people in the development of problem-solving abilities, effective social behavior, communication, and other basic life skills.

TASSP is a collaborative effort between your child's therapist and other

community-based groups that engages children and adolescents in naturally enjoyable and challenging activities. Making it a two-part effort allows a child or adolescent to put what they've learned in therapy into practice while doing something they enjoy. Working with animals, cooking, woodworking, hiking, or any of the numerous activities that are now organized around Idaho are examples. Optum Idaho's therapy network is taking part in training to learn how to connect with community-based organizations that undertake similar services. With your agreement, your child's clinician can contact these collaborative partners and build a treatment plan that is supported by an activity that is "child-friendly."

The Idaho Out-of-School Network, or ION, is a network of hundreds of community-based groups located throughout Idaho. This network is expanding in all regions of Idaho, and it offers a diverse range of activities. Agencies within this network are also being trained to assist children and adolescents with behavioral health concerns and how their interests can be used to aid them. Visit ION's website at [idahooutofschool.org](http://idahooutofschool.org) to get a sense of the various activities that are currently being employed in Idaho. Please contact your therapist to begin the process of learning more about TASSP and how it can be beneficial to your child. ■

## Member Handbook

### New Updates Are 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, how to see your personal health information using a smartphone or a desktop, laptop, or tablet computer and much more.

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

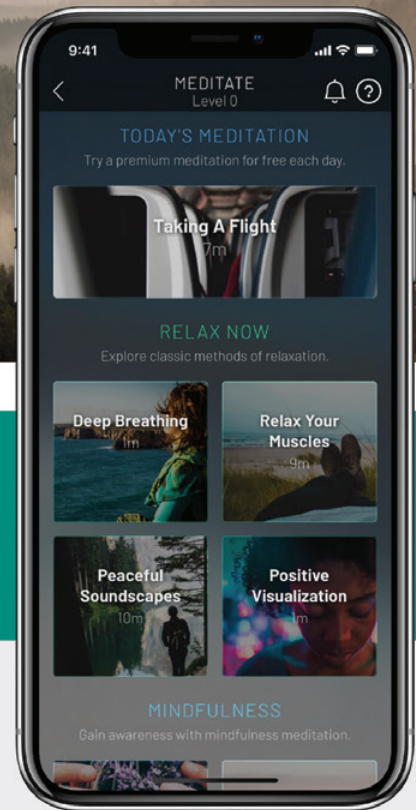
If you don't have access to a computer, you can call the Optum Member Access & Crisis Line at **1-855-202-0973**, TDD/TTY **711** to request a copy to be mailed to you.

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



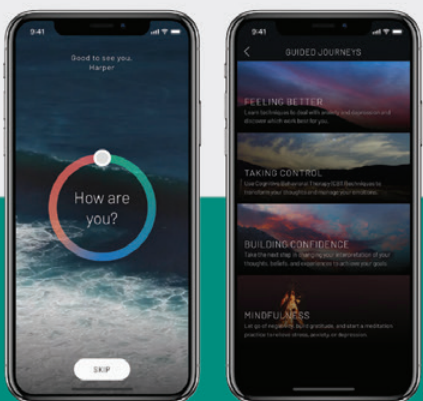
# Say hello to Sanvello

The new app for  
on-demand help with  
stress, anxiety and depression



The Sanvello app *premium version* is available to you at **no extra cost** as part of your Optum Idaho behavioral health care benefits.

Sanvello is an app that offers clinical techniques to help dial down the symptoms of stress, anxiety and depression — anytime. Connect with powerful tools that are there for you right as symptoms come up. Stay engaged each day for benefits you can feel. Escape to Sanvello whenever you need to, track your progress and stay until you feel better.



More information about the app features available on [Sanvello.com](https://www.sanvello.com)

Get the Sanvello app on [LiveandWorkWell.com](https://www.LiveandWorkWell.com). Or get it on Google Play or iTunes using your Medicaid insurance ID for **free access** to the premium version.



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The Sanvello mobile application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained in the Sanvello mobile application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used as a substitute for your provider's care. Please discuss with your doctor how the information provided may be right for you. Available to all UnitedHealthcare members at no additional cost as part of their benefit plan. Participation in the program is voluntary and subject to the terms of use contained in the application.

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## 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/ 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। 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।



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See inside for new resources  
for you and your family.

