



OPTUM[®]

Member Matters

Spring 2019



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Optum Idaho Behavioral Health Plan

One person, one family, one community at a time. Every individual and every family has a unique road to wellness, health, and hope. Every community has its own ways to support and assist the people who live there.

Optum 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.

By working collaboratively with the State of Idaho to implement the goals set forth by the State and to deliver quality, efficient and effective changes, we will achieve better outcomes for Idahoans and transform the behavioral health system.

Make A
Connection

Find a Provider

 **By phone:**

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

 **Online**

Visit www.optumidaho.com
Click FIND a Provider on left
side of page

Get Information

 **Online**

Live & Work Well is a great
place to find all types of infor-
mation.

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 www.optumidaho.com
Click on **Live & Work Well** on
the left hand side of the page.

 **Live & Work Well**
is smart-phone friendly
too!

Youth Empowerment Services (YES)

What's new and what you should know.

Family Psychoeducation

Family Psychoeducation is a new benefit for Youth Empowerment Services (YES) members designed to help your family learn about behavioral health and treatment options.

Family Psychoeducation happens in meetings with family members and their providers.

These meetings will help teach you how to build social supports, improve problem-solving, communication, and coping skills for you and your child. Ask your provider if this is something that could work for you.

Child and Family Team

The Child and Family Team (CFT) is a central part of the YES System of Care. If you receive YES benefits, you should have a CFT.

Members of the CFT must include the child and family or guardian, and the mental health provider who will develop a treatment plan for your child. The CFT may include other family members, friends, and people involved in the life or care of the child and family.

The size of your CFT is determined by your child's treatment goals, family needs, and the number of people in your child's life who need to participate to create an effective plan. Members of your CFT can be added or removed as your child's needs change over time.

The CFT helps develop a coordinated care plan, help with service delivery, solve disputes, monitor outcomes, and make any needed changes. For more information visit <https://youthempowermentservices.idaho.gov/>.



What is CANS?

Why do I Need It?

A Child & Adolescent Needs and Strengths (CANS) is an assessment tool that is designed to identify or measure functional impairment. It is used in the YES System of Care and should help guide treatment planning and measure effectiveness of treatment.

The CANS tool is designed to focus on the child's:

- Past experiences
- Individual strengths
- Social and family interactions
- Emotional needs
- Activities

The CANS tool looks at six areas of development:

1. Problem Presentation
2. Risk Behaviors
3. Functioning
4. Child Safety
5. Caregiver Needs & Strengths
6. Strengths (child)

Liberty Healthcare will complete the CANS assessment and share it with your provider. As a YES Program member, the CANS and the development of your Person Centered Plan helps shape your treatment plan.

Your provider may make a referral for a CANS assessment or you may request one directly from Liberty Health Services 1-877-305-3469, TTY:711.



New Telemental Health Services

Do you struggle to get to your appointments because of health or transportation issues? Do you live in a rural area and can't find a provider near you?

Optum Idaho is expanding the use of Telemental Health (TMH), also called virtual visits, for behavioral health services to help you get the services you need.

Telemental Health sessions use a two-way, real time system to allow your visits to happen. The system is secure so your privacy is protected.

You can receive Telemental Health services at the office of a provider, at a hospital, or at another private, secure location that you choose, such as your home.

You do not need any special equipment for a Telemental

Health appointment. You can use your smart-phone.

Telemental Health appointments are not right for everyone. Sometimes certain treatments require in person appointments. However, Telemental Health may help you when you simply can not get to a provider's office.

Optum Idaho will review your situation to see if this service is a good fit for you and help connect you to a provider.

If you want to learn more about Optum Idaho's Telemental Health Services and if they are right for you, contact Optum's Member Access and Crisis Line at 1-855-202-0973 TDD/TTY dial 711.

Care and Connection, Loneliness Affects All Ages

By: NIH News in Health -August 2018



Human beings are social creatures. Feeling like we're part of a community helps us thrive. But we sometimes have a hard time making and keeping the relationships that sustain us. Many Americans report feeling lonely for long periods of time. Connections with others are important for your health.

Social isolation and loneliness can both cause problems. "Isolation is about whether other people are physically there or not. Being lonely is about not feeling connected to others. You can feel lonely in a room full of people," explains Dr. Steve Cole, an NIH-funded researcher at the University of California, Los Angeles, who studies loneliness.

Loneliness not only feels bad, it may also be harmful to your health. People who feel lonely are at higher risk of many diseases. These include heart disease, high blood pressure, and Alzheimer's disease. Loneliness may

also increase the risk of death for older adults.

Some of the increased risk of disease may come from changes in behavior. People who feel isolated may not have friends or family encouraging them to eat right, exercise, or see a doctor. New research suggests that loneliness can also directly harm our health.

"Lonely people have differences in their biology that make them more vulnerable to disease," Cole explains. He and colleagues have studied how loneliness affects the immune system, your body's disease fighting system. They found that loneliness may alter the tendency of cells in the immune system to promote inflammation. Inflammation is necessary to help our bodies heal from injury. But when it goes on too long, it may raise the risk of chronic diseases.

People who feel lonely may also have weakened immune cells

that have trouble fighting off viruses. "So that leaves lonely people more vulnerable to a variety of infectious diseases," Cole adds.

People often associate loneliness with getting older. But you can feel lonely at any age. A recent survey found that young Americans are more likely to feel lonely than older adults. Some research suggests that social media tools and resources are preventing younger people from connecting in real life, Cole says. However, more studies are needed to know whether this is true.

It can be hard for people to talk about loneliness, Cole explains. They may feel like something is wrong with them, even though feeling lonely happens to almost everyone at some point.

NIH-funded researchers are looking into ways to help people break the cycle of loneliness. Studies have shown that feelings of loneliness can be reduced by helping others, Cole says. Caregiving and volunteering to help others may therefore help people to feel less lonely.

Having a sense of purpose in life may be another way to fight the effects of loneliness. Research has found that having a strong sense of mission in life is linked to healthier immune cells. "And when you start to pursue a goal that's important to you, you almost always have to cooperate with others to do that," Cole says. "That helps bring people together."

Start the Conversation, Stop the Stigma

#mymentalhealthidaho #stigmafree

May is Mental Health Awareness Month (MHAM). This annual event is a time to raise awareness of mental health issues, celebrate people who are successfully living with a mental health diagnosis and encourage people to seek help.

MHAM is the perfect time to **Start the Conversation and Stop the Stigma** that surrounds mental health.

This year Optum Idaho and the National Alliance on Mental Illness (NAMI) Idaho affiliate are joining forces to do just that!

One hundred thousand green bracelets that have #stigmafree and #mymentalhealthidaho on them will be handed out across Idaho.

We are inviting people to wear their bracelet and take photos of themselves doing things that make them feel well.

These activities can be anything from riding a bike to listening to music, to playing games with your family. Truly, whatever makes you feel well and balanced.

After you take those photos, we invite you to share them on Facebook, Instagram or Twitter and use the #stigmafree and #mymentalhealthidaho hashtags.

You can post photos any time throughout the year but we encourage you to post as many as possible in May. These photos celebrate wellness and recovery and offer hope to those who are in the midst of a mental health issue.

Your one simple action can help start a lifesaving conversation.

Take Part in the Conversation
To learn where you can find



these hashtag bracelets check our website at www.optumidaho.com, You will see information about **Start the Conversation Stop, the Stigma** on the front page.

If you are or know a teacher, counselor, business owner or person interested in handing out bracelets, please send an email to: Mymentalhealthidaho@optum.com.



Providers from Idaho Falls, Pocatello and the surrounding areas, wear their bracelets to Start the Conversation!

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/ عربي:

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、情報を入力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।



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