



Welcome to this special edition. We hope you find information that's helpful to you and your family.

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The ABC's of obtaining services for your child

A: Always available

Every individual and every family has a unique road to wellness. Optum Idaho serves Idaho Medicaid Members who need access to outpatient behavioral health services. It is our commitment to help transform Idaho's behavioral health outpatient system by focusing on helping youth and adults in their health journey. You can call us 24 hours a day, every day of the year at 1-855-202-0973: We're here to help you find a provider based on your needs or the needs of your child.

Source: Optum Idaho

Tools to help you feel empowered

"Empowered" means you can take charge of your life. You can change your thinking and behaviors. This can help you improve your life. At LiveandWorkWell.com, you'll find great tools to help you feel empowered. You can learn how to find a provider for you or your child. You can also find helpful online programs. They can help with anxiety, stress, depression and more. Check out:

Calming Anxiety Personal Empowerment Program: This tool can help you learn to identify anxious behaviors

Managing Daily Stress Personal Empowerment Program: This tool can help you learn to cope with stress

Moving Through Depression Personal Empowerment Program: This tool can help you to recognize and change thoughts, emotions and behaviors to cope with depression

To see even more activities, just visit OptumIdaho.com. Under External Optum Sites, click on Live and Work Well.

Depression in youth

Everyone feels sad sometimes. But if it's serious and doesn't go away, it could be depression. Depression can also cause changes in sleep or eating habits, low energy and being cranky. Learn about this mood disease and how to get help for your child.

You can go to LiveandWorkWell .com and click on:

- Tools for families
- Tools for teens, including "Helpguides"
- Coping tips
- Calming-anxiety programs

Interested in more? Just visit OptumIdaho.com. Under External Optum Sites, click on Live and Work Well.



We can help you find a provider.

Optum® Idaho Member Access and Crisis Line 1-855-202-0973, TDD/TTY 711



You have a choice of providers.

Optum Idaho Member Access and Crisis Line 1-855-202-0973, TDD/TTY 711



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

Special Edition—2018



B: Being a supportive parent or guardian

Every child reacts differently to events in life. Here are some tips on supporting your child:

Listen and comfort: Some kids cry. Some ask questions. Others seem not to react at all. That's OK. Stay with your child to offer hugs or reassurance. Answer your child's questions. Or just be together for a few minutes.

Put emotions into words: Encourage kids to say what they're thinking and feeling. Talk about your own feelings. This can help kids be aware of and feel comfortable with their feelings, too. Say things like, "I know you're feeling very sad. I'm sad, too."

Tell your child what to expect: Supporting a child after a loved one dies, for example, can be a challenge. Talk about any worries and fears. Explain what will happen. This might include changes in routine or people coming to the house. *Source: Live and Work Well*

Interested in more? Just visit OptumIdaho.com, then click on Live & Work Well under External Optum Sites.

If you have questions, discuss this topic with your provider or call Optum Idaho at 1-855-202-0973.

Middle school – junior high

Middle school is a time of great change. Your child might be changing classrooms for the first time. Friends might change. Even their bodies are changing. There's a lot to learn. Go to Liveandworkwell.com for ideas on how you can help your child do well.

The teen years can be tough for both parent and child. Kids are under stress to be liked and do well in school. They might be stressed about getting along with their family. They may be thinking about important life decisions. The stress is hard to avoid. Worrying is natural. But if your teen is feeling extremely sad, hopeless or worthless, these could be warning signs of a mental health problem. (See "Consider help available for children and youth" on the next page.) If you are a parent or other caregiver of a child or teenager, call us at 1-855-202-0973 for help finding a provider.

If you have questions, discuss this topic with your provider or call Optum Idaho at 1-855-202-0973.

Youth Empowerment Services

Idaho is developing a new system of care for children's mental health called Youth Empowerment Services (YES). The YES System of Care provides options for families seeking treatment for their child with serious emotional disturbance (SED). The approach is strengths-based and family-centered, and it incorporates a team-based approach that focuses on providing individualized care for children. Most of the services in the YES System of Care will be accessed through the current Idaho Behavioral Health Plan; however, some of these services, such as Respite, are provided through the Medicaid SED Program. For more information on how to access the Medicaid SED Program, please refer to your Optum Idaho Member Handbook.

To request a copy of the Optum Idaho Member Handbook, call us at 1-855-202-0973. There is no cost to you. Or go to OptumIdaho.com to view the handbook online.



C: Consider the help available for children and youth

Mental health problems are very real. They are painful and can be serious. Kids may do poorly in school. They could lose friends. Or they can cause problems at home. Look for these signs:

- Feeling very angry most of the time
- Overreacting to things
- Is anxious or worried a lot more than other young people
- Is extremely fearful
- Going through big changes such as doing much worse in school
- Can't concentrate or make decisions
- Has nightmares a lot
- Using alcohol or other drugs or getting into trouble



Behavioral health services exist to help you and your child. To find help, talk to your teen's teacher or school counselor. You could also talk to a family doctor, psychiatrist, psychologist, social worker, religious counselor or nurse. *Source: Live and Work Well*

If you are an Idaho Medicaid Member or parent or guardian, call us any time at 1-855-202-0973 to discuss your child's needs. We can help you find a provider. We can talk about your child's needs and help you find the right services.

To request a copy of the Optum Idaho Member Handbook, call us at 1-855-202-0973. There is no cost to you. Or go to OptumIdaho.com to view the handbook online. It contains information about outpatient behavioral health.



“I hadn't considered how mental health resources may be an important thing to consider as my child heads into adulthood.”

– Parent, Kellogg Youth-to-adult Transition Fair (2018)

Optum does not recommend or endorse any treatment or medications, specific or otherwise. The information provided is for educational purposes only and is not meant to provide medical advice or otherwise replace professional advice. Consult with your clinician, physician or mental health care provider for specific health care needs, treatment or medications. Certain treatments may not be included in your insurance benefits. Check your health plan regarding your coverage of services.



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.

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।