



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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**Coordination of care**

You have an opportunity to be very active in your care. If you think of your care as a team event, you’re the star player. If you are seeing a primary care physician and a behavioral health practitioner, they will want to coordinate your care, with your permission. Please be sure to tell your doctors about **any medications you are taking**, including any over-the-counter medication, vitamin supplement, herbal remedy, etc., appointments you have made, and any concerns you have about your health. This way, your health care providers can help you with your overall care.

Coordinated care is the best way to make sure your health care is appropriate, safe and tailored to meet your needs. If you want to know more about the **Idaho Medicaid Healthy Connections Program**: Call 1-888-528-5861 or visit [www.healthyconnections.idaho.gov](http://www.healthyconnections.idaho.gov). If you want to know more about Optum Idaho outpatient behavioral health benefits: Call Optum Idaho Member Access and Crisis Line 1-855-202-0973 or visit [www.OptumIdaho.com](http://www.OptumIdaho.com).

**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 email us at Optum Idaho 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 For Community Partners, Commitment to Quality.



**About Optum Idaho**

Optum Idaho serves Medicaid Members who need access to outpatient behavioral health services. Our goal is to support each Member in their journey. We can help you find a mental health or substance use 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.



**We can help you find a provider.**

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



**Visit us online.**

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

# Optum Idaho Member Newsletter

Here to serve Idahoans with behavioral health care needs

8th Edition — 2018

## Focusing on children and families — focusing on you

Each of us plays an important role in our health. Over time, Idaho has been growing the number of options Idaho Medicaid Members have for behavioral health care. This expansion is important because it addresses the needs of parents or guardians of children who may need assistance.

Different people can help us achieve good health. The people we choose to help us can be considered a team. This “team” approach is not new. A “team” of people can include your family, school counselors, healthcare professionals, and other people who can support you. What is new is the growth and importance of a team approach and how it may play a role in your health and/or the development of your child.

For example, the state of Idaho is working to make available, statewide, the Child & Adolescent Needs and Strengths (CANS) tool, which is a functional assessment. This tool is designed to focus on areas such as a child’s past experiences, strengths, social and family interactions, emotional needs, and activities. It is also used to promote a “team” of support. It is an example of new tools and supports available to children in Idaho.

Care transformation — change and growth in the number of options you have for care — can be important to any Member’s care. As an Idaho Medicaid Member, you can call us anytime, 24 hours a day, 7 days a week to talk about your needs and to find an outpatient behavioral health network provider.

## Help for myself

Also see our article, ***Tools to help you feel empowered*** (7th Edition Member Newsletter at [OptumIdaho.com](http://OptumIdaho.com)).

Admitting you may need help is not easy and the majority of people in need have not sought help before. As you start to research your treatment options, keep in mind that there is no single treatment that will fit all needs. Though you may feel you don’t need the involvement of your community, studies show that better results occur when a treatment and recovery plan is designed with your local community in mind. People in your community can be part of a “team” that can help provide the support you need.

Individual (one-on-one) counseling can help you focus on behaviors and understand family and social relationships. One-on-one counseling focuses on short-term goals and can help a person develop skills and coping strategies. Additional community supports can help you take control and bounce back. Group therapy, as opposed to one-on-one treatment, is used to help promote discussion and gain the support of peers, others who can relate.

The best way to find what approach is right for you is to call a trusted resource. Speak with a licensed clinician who will listen to you, understand your personal situation, educate you on appropriate and available treatment options, and arrange for a face-to-face clinical assessment by a provider as soon as possible. As an Idaho Medicaid Member, you can call us anytime, 24 hours a day, 7 days a week to discuss your needs and receive help in finding an outpatient behavioral health network provider.

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



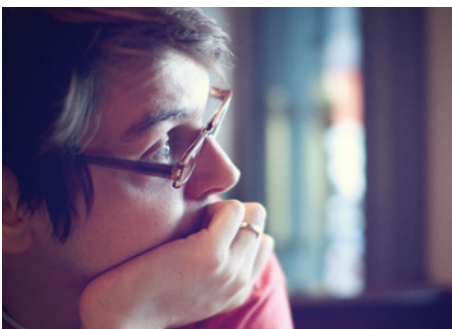
**If you feel that you are not being encouraged in your treatment, you can discuss this with your provider or call Optum Idaho at 1-855-202-0973.**

## Opioid awareness

By now we've all seen or heard the headlines: the U.S. is in the midst of a national opioid crisis. Many people first use opioids prescribed by their doctor after an injury or surgery, or to address pain from arthritis, cancer, and other illnesses. Opioids are a necessary and useful part of treatment for some medical conditions, but these powerful drugs come with a significant risk of misuse and dependency. If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Ask your doctor these questions about any opioid prescription:



1. Why do I need this medicine? Talk with your doctor about what is right for you.
2. Are there other options that will address my pain? For example, over-the-counter pain relievers such as acetaminophen (like Tylenol), naproxen (like Aleve) and ibuprofen (like Advil) may be enough. In addition, treatments that don't involve medication, such as physical therapy, manipulation and acupuncture, may provide relief.  
*No medicine is risk free. Some over-the-counter medications can interfere with other medications or affect certain medical conditions. Read package directions and be sure you understand all directions and precautions before taking any medication. Follow your doctor's advice about medicine use — and ask your doctor or pharmacist if you have any questions or concerns.*
3. How long do I take this medication? Extended opioid use can increase the risk of dependence and addiction.
4. What are my risks for addiction? Some people may be more prone to addiction than others. Talk with your doctor about what factors to consider.
5. How does this medicine mix with other medicines I'm taking? Opioids can be deadly when mixed with other drugs, especially those taken for treatment of anxiety, sleeping disorders and seizures. It's a bad idea to mix alcohol with an opioid pain reliever.



*Also, consult with your doctor before changing any medication(s) you may be on or considering other options. Ask about what kind of changes may be best for you.*

For more information on how Optum is addressing the Opioid epidemic: <https://www.optum.com/resources/library/Working-to-end-the-opioid-epidemic.html>

*Also see our article, **Coordination of care** (upper left corner of this issue).*

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.

## 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/ 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।