

Idaho Behavioral Health Plan

Optum Idaho is pleased to manage outpatient behavioral health services for Idaho Medicaid, which includes Mental Health and Substance Use Disorder services.

Our goal is to support any member who wishes to find services and to support his or her journey. We want all members to know their rights and their responsibilities. Our members are treated fairly when it comes to health care options.

Your Member Rights

- A right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.
- A right to be treated with respect and recognition of your dignity and right to privacy.
- A right to participate with practitioners in making decisions about your health care.
- A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- A right to voice complaints or appeals about the organization or the care it provides.
- A right to make recommendations regarding the organization's member rights and responsibilities policy.
- A right to get health care services in a way that respects your culture. This includes getting you an interpreter if you do not speak English.
- A right to get a second opinion from a provider at no cost to you. You can get a second opinion when you:
 - Need more information about a treatment.
 - Think the provider is not providing the right care.
- A right to choose your providers from the Optum network. This includes not being required to use the same provider for multiple services or not being denied treatment if multiple services are not obtained from the same provider or agency.
- A right to have a psychiatric advance directive (PAD). A PAD is a legal document you can use to manage your mental health treatment and wellness if you cannot make or communicate decisions about your treatment. A PAD can specify which people you do or do not want to make choices for you.
- A right to see your own behavioral health treatment records. This is based on federal and Idaho laws and rules. You have the right to restrict who can view those

- records based on those laws and rules. You also have the right to request your records be amended or corrected according to federal and Idaho laws and rules.
- A right to ask for and get information about Optum. This includes Optum services and network providers, and how to access both.
 - A right to not be restrained or secluded as described in federal and state rules on the use of constraints and seclusion.
 - A right to receive notice of any significant changes, as defined by the state, at least 30 days before the intended effective date of the change.

Your Member Responsibilities

- A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- A responsibility to follow plans and instructions for care that you have agreed to with your practitioners.
- responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- A responsibility to let your providers know if your treatment and recovery plans need to be updated to meet your changing needs.
- A responsibility to keep, change or cancel appointments instead of missing the appointment without telling the provider.

Optum Idaho is dedicated to providing Idaho members and their families with exceptional behavioral health services, supports, and options, which are easy to access and understand. If at any time you have questions about your benefits, or need assistance, you can call our Member Access & Crisis Line at 1-855-202-0973, 24 hours a day, seven days a week, to get help with finding a provider or to ask about services available to you.

The Member Handbook contains all plan information about outpatient behavioral health related to your Idaho Behavioral Health Plan, including your rights and responsibilities. Go to [OptumIdaho.com](https://www.optumidaho.com) to view the current handbook. You can request a copy of the Member Handbook by calling our Member Access & Crisis Line anytime, 24 hours a day, 7 days a week toll-free 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 Optum Idaho's toll-free number 1-855-202-0973 (TDD/TTY, dial 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 1-855-202-0973 (TDD/TTY, dial 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. Complaint forms are available at 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 1-855-202-0973. 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 (TDD/TTY, dial 711).

Spanish: Tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para solicitar un intérprete, llame al 1-855-202-0973.

Chinese: 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: Imate pravo da besplatno dobijete pomoć i informacije na Vašem jeziku. Da biste zatražili prevodioca, nazovite 1-855-202-0973.

Korean: 귀하는 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 1-855-202-0973번으로 전화하십시오.

Vietnamese: 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: 1-9073-202- مقررلاب لمتا ، يروف مجرتم بلطل.ة فلكتيا لمحت نود كتغلب تا مولعملاو ةد عاسملا بلع. لوصحلا يف قحلا كل 855

German: 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: 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: Вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы подать запрос переводчика позвоните по телефону 1-855-202-0973.

French: Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander a parler a un interprete, appelez le 1-855-202-0973.

Japanese: 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: Aveți dreptul de a obține gratuit ajutor și informații în limba dumneavoastră. Pentru a cere un interpret, sunați la 1-855-202-0973.

Sudan: Urafise uburenganzira bwo kuronka ubufasha n'amakuru mu rurimi gwawe ku buntu. Kugira usabe umusobanuzi, hamagara 1-855-202-0973.

Persian: ديامن لصاح سامتھرامش اب يھافش مجرتم تساو خرد يارب. ديامن تفايرد ناگيار روط ھب ار دوخ. 1-855-202-0973 نابز ھب تا عالطا و کمک ھک دير ا د قح امش

Ukrainian: 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: Ou gen dwa pou jwenn ed ak enfomasyon nan lang natifnatal ou gratis. Pou mande yon entepret, rele nimewo 1-855-202-0973.

Hindi: आप के पास अपनी भाषा में सहायता एवं जानकारी न:शुल्क पर प्राप्त करने का अधिकार है। दुभा पए के लए 1-855-202-0973 पर फ़ोन

Portuguese: 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.