



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.

In this issue:

- Get the facts
- Family recovery and resiliency tools
- Lasting changes
- Mental wellbeing

My counselor is great.

— Optum Idaho Member Survey 2017

Get the facts

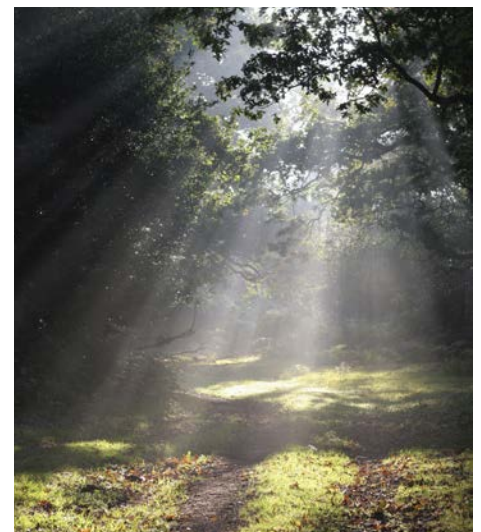
If you visit us at Live and Work Well, Idaho Behavioral Health Plan, you'll see under "Welcome Idaho Members!" a section titled, "The Basics." Click on "Get the Facts" and you'll see resources by topic for adults and children. For example, at Managing Stress, you'll see an overview of the topic, resources at the right, and subtopics such as:

- What happens when you are stressed?
- What can you do about stress?
- How do you measure your stress level?

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

Family recovery and resiliency tools

There are many things you and your family can do to maintain wellbeing. You can explore tools and see what works best for you in your journey. Optum makes available a 12-page guide titled, Family Recovery and Resiliency Tools. These are ideas and resources you might be interested in trying. Interested in more? Just visit Optum Idaho.com then at left under External Optum Sites, click on Live & Work Well. Or to request that a copy of the guide be mailed to you as an Idaho Medicaid Member, feel free to call us at 1-855-202-0973 and we will mail that to you at no cost.



We can help you find a provider.

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



You have a choice of providers.

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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

Edition 6 — Spring 2018

Lasting changes

by Dr. Ron Larsen, Chief Medical Officer, Optum Idaho

Each year, many people set out to make healthy life changes. For example, some people may choose to eliminate a bad habit, or to take up a good habit or learn a new skill or hobby. The journey to lasting change begins with creating well thought out goals. Optum Idaho recommends that we consider goals that can be Supported, Healthy, Achievable, Paced and Exact (SHAPE).

- S Supported** — You may need to seek support to meet your goals. For example, if you aim to quit smoking you may have tried going “cold turkey” and failed. Consider trying again with the help of your doctor or a program (supports).
- H Healthy** — The state of our health is important to all of us. Improvements in your physical, emotional or mental health are an investment in you and can have a big return.
- A Achievable** — Lasting change does not require a life transformation. Those changes do not have to be radical. Achievable and sustainable change often happens gradually.
- P Paced** — Consider whether you are trying to change too much all at once. Pace yourself. Try tackling one goal per season: one for spring, one for summer, one for fall, and one for winter. Portion them out in a way that will maintain positive momentum.
- E Exact** — Set well defined goals. Make sure your goal states exactly what you are trying to achieve and how you plan to achieve it. For instance, if your goal is to lose weight this year, decide how you will do it and how much weight you plan to lose.

Talk with your doctor about the weight goal that is right for you. Also, consult with your doctor before significantly increasing your activity level. Ask about the amounts and types of activities that may be best for you.

If you are struggling to reach your goals, try partnering with someone in a buddy system to help keep you accountable if you are struggling and to celebrate with you when you succeed. An effective buddy system includes:

Sharing your goals, challenges and concerns openly with your buddy. Discuss how you would like to be supported and what types of support you may be able to offer.

Mapping out accountability check ins. Accountability may include doing the activity together and being available for support in challenging times.

Listening non-judgmentally when your buddy struggles. Admitting a setback is difficult enough without feeling that we are being judged. Your communication with your buddy can be open and encouraging.

Never let a setback become permanent. It is likely that you will have setbacks along the way, which makes it imperative to encourage each other to get back on track.

Celebrating little victories. Long-term goals are good but there are many milestones along the way. Whether it is workout clothes you like, a special activity or doing a happy dance, celebrate and take pride in each achievement along your journey.

If you have questions, feel free to discuss this topic with your provider or call Optum Idaho at **1-855-202-0973**, TDD/TYY **711**.



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**, TDD/TYY **711**.

Mental wellbeing

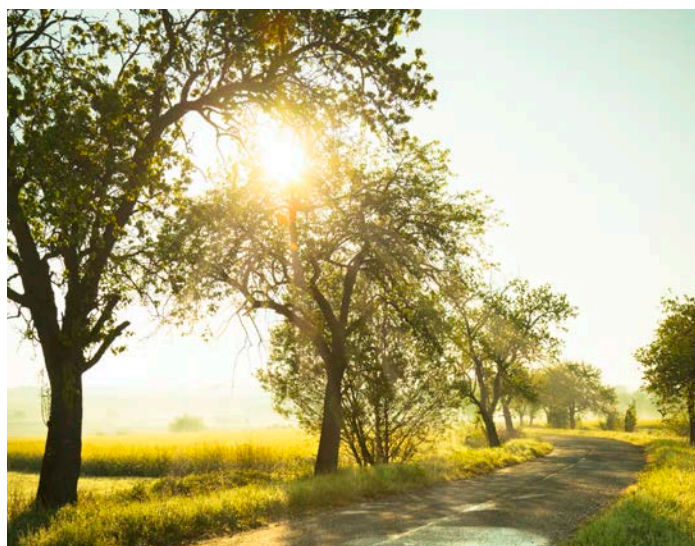
Mental health is more than the absence of mental illness. It includes having a positive mental and emotional attitude. Mental illnesses are real medical conditions, and they can be successfully treated. People can live life to the fullest in recovery, and resiliency allows us to maintain balance in the face of life’s ups and downs.

We all worry and experience times when we struggle with our feelings. Many people wonder sometimes if they have mental problems and some are afraid to get help. We may feel sad or elated, anxious, depressed, overwhelmed, fearful, disoriented, or forgetful. Relationships may become difficult. If feelings or symptoms are affecting the quality of your life, consider getting help just as you would for any medical condition.

At Live And Work Well, we offer resources and links. You’ll see topics including:

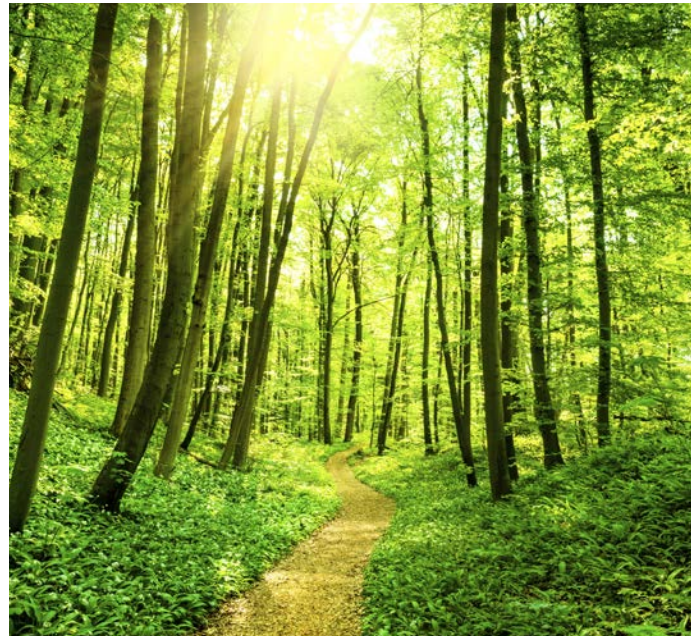
- Alzheimer’s & dementia
- Anger
- Anxiety
- Autism
- Bipolar disorder
- Depression
- Eating disorders
- Grief & loss
- Obsessions & compulsions
- Phobias
- Post-traumatic stress disorder
- And more

Help yourself or a loved one: You can even discuss a topic together. Or, share what you learned with a friend.



If you have questions, feel free to discuss this topic with your provider or call Optum Idaho at **1-855-202-0973**, TDD/TYY **711**.

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.



Everything I’m getting is helping me.

— Optum Idaho Member Survey 2017



You have a choice of providers.

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

Notes:

To request a copy of the Optum Idaho Member Handbook be mailed to you as an Idaho Medicaid Member, feel free to call us at **1-855-202-0973**, TDD/TYY **711** and we will mail that to you at no cost.

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।