



Administered by Optum Idaho  
Effective 9/1/13

# Member Handbook

## Idaho Behavioral Health Plan

Your behavioral health benefits

## Welcome

This handbook is presented by Optum Idaho. We manage outpatient behavioral health services. That means if you have Medicaid, we can help you find a mental health or substance abuse provider. We can also talk with you about services for you or your child and rights as a Member.

We want to help you learn more about the services available to you and how to access them.

Optum Idaho has been serving Idaho Medicaid Members for outpatient behavioral health services since 2013. 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.

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## Key Contact Information for Members and Families

### Optum Idaho Important Numbers

Optum Idaho Member Access  
& Crisis Line ..... 1-855-202-0973  
TDD/TTY Hearing Impaired Resources ..... 711

### Other Important Numbers

#### **Medicaid Medical, Medicaid Dental Services, Other**

Healthy Connections ..... 1-888-528-5861  
Spanish ..... Press 2  
MCNA Dental – Idaho Smiles.... 1-855-233-6262  
IDHW Benefits Customer  
Service Center ..... 1-877-456-1233  
Spanish ..... Press 2  
Idaho Health Coverage  
Assistance Program ..... 1-866-326-2485  
Spanish ..... Press 2  
Molina Medicaid Solutions ..... 1-866-686-4752  
(Idaho Participant Services Line)  
Your Health Idaho  
(insurance exchange)..... 1-855-944-3246

### Health & Wellness

Idaho 211 Care Line ..... 211  
- Idaho hotline for adult abuse  
- Idaho aging and disabilities  
or ..... 1-800-926-2588  
Spanish ..... Press 2  
Idaho Suicide Prevention ..... 1-800-273-TALK  
or ..... (1-800-273-8255)  
Idaho Protection..... 1-855-552-KIDS  
-Idaho hotline for child abuse or neglect  
or ..... (1-855-552-5437)

### Interpreter / Translation Services

Optum Idaho Member Access  
& Crisis Line ..... 1-855-202-0973  
Idaho Speech to Speech ..... 1-888-791-3004  
Spanish Idaho Speech  
to Speech ..... 1-866-252-0684

### Transportation

Idaho Non-emergency Medicaid  
Transportation Services..... 1-877-503-1261

### Websites

Optum Idaho ..... optumidaho.com  
National Alliance on  
Mental Illness (NAMI) ..... NAMI.org/Idaho  
Mental Health America ..... NMHA.org  
  
Idaho Department of Health & Welfare  
(IDHW)..... healthandwelfare.idaho.gov  
Idaho 211 Care Line ..... 211.idaho.gov  
IDHW Benefits Customer  
Service Center ..... mybenefits@dhw.idaho.gov  
Depression & Bipolar Support  
Alliance..... dbsalliance.org  
Your Health Idaho ..... yourhealthidaho.org  
Idaho Federation of Families for Children’s  
Mental Health ..... idahofederation.org  
Vocational Rehabilitation ..... vr.idaho.gov  
Live Better Idaho ..... livebetteridaho.org

Optum Idaho important website:  
**liveandworkwell.com**

**In case of an emergency dial 911**

## Introduction and Guide to Your Idaho Behavioral Health Plan Benefits

Please read this entire handbook. It has useful information about services available to you. It can be a great resource to help you understand and use your behavioral health (including mental health and substance use disorder) care benefits.

We constantly strive to deliver the best services. We value member feedback. Updates and current editions of the handbook are available on the Optum Idaho Consumer Website at [www.OptumIdaho.com](http://www.OptumIdaho.com). You can also call Optum Idaho Member Services at 1-855-202-0973 for more information.

We want to make it easy for you to use your benefits. If you have questions, call Optum Idaho Member Services at 1-855-202-0973. Let us know if you need other languages or an interpreter. You have a right to services in the language you choose. We can also provide an interpreter.

TTY access: Call 711: Just as you can dial 411 for information, you can dial 711 to receive access to telecommunications relay services in Idaho. The relay service is free. Nationwide, you can also dial 1-800-855-2880 (ask the operator to call Optum Idaho Member Services at 1-855-202-0973).

This handbook explains behavioral health (including mental health and substance use disorder) that are Medicaid benefits under the Idaho Behavioral Health Plan, managed by Optum Idaho. You can get this handbook and other written information in Spanish or alternative formats. It also comes in English or Spanish compact disk (CD). For help, call Optum Idaho Member Services at 1-855-202-0973.

*Este Manual para Miembros explica los servicios que cubre Optum Idaho. Usted puede obtener esta guía y otra información en español.*

*Si necesita ayuda para leer este Manual para Miembros, o si desea recibir una copia en español o tiene alguna pregunta, llámenos al 1-855-202-0973. Cuando contesten su llamada, espere en línea un momento mientras lo comunican con un intérprete.*

Optum Idaho provides mental health and substance use disorder services for members eligible for Medicaid and enrolled in the Idaho Behavioral Health Plan who live in Idaho. If you need mental health or substance use disorder services, you can contact an Optum Idaho provider for help.

## Optum Idaho

Optum Idaho manages behavioral health support services for Idaho Medicaid. Our goal is to support your recovery. If you are a parent or guardian, we want you to have the tools you and your minor child or dependent need to promote resiliency.

### **Who can I talk to if I have questions?**

If you have questions, please call Optum Idaho Member Services at 1-855-202-0973. You can talk with a Customer Support Specialist. They can also connect you to a Care Coordinator or a Peer or Family Support Specialist.

### **Where can I get more information?**

You can get more information at [www.OptumIdaho.com](http://www.OptumIdaho.com) or by calling Optum Idaho Member Services.

## Youth Empowerment Services

Idaho is developing a new system of care for children's mental health called Youth Empowerment Services (YES). YES provides options for families who need care for their child with serious emotional disturbance (SED). Many of these services are provided through the Medicaid SED Program. It is strengths-based and family-centered, and it incorporates a team approach that focuses on providing individualized care for children.

Find additional information about YES at: <http://youthempowermentservices.idaho.gov>

## Customer Support Services

### **Optum Idaho Member Services Telephone:**

1-855-202-0973

### **Mailing Address:**

Optum Idaho  
205 East WaterTower Street  
Meridian, ID 83642

### **Our Optum Idaho Member Services department can answer questions or give you information on:**

- Membership – Do you receive services that are managed by Optum?
- Choosing a behavioral health care provider
- Your rights and responsibilities
- Finding specialists and other providers
- Covered services
- Changing providers
- Getting support from a Peer or Family Support Specialist
- Filing a complaint or appeal
- Making a name or address change
- Changing your Care Coordinator
- Medicaid coverage
- Getting an interpreter
- Getting a ride to your provider
- Other questions

## Covered Services

### **What are covered services?**

Behavioral health services help support recovery and resiliency for people facing:

- Emotional problems
- Mental illness
- Substance use disorders

We can help you find out what services are covered. Your provider can help as well. We can also help you access other community services.

## What services does Optum Idaho cover?

Outpatient behavioral health services for mental health and substance use needs are covered by Optum Idaho through the Idaho Behavioral Health Plan. The amount and length of services provided will be based on your needs and medical necessity. There are no service limitations for covered services managed by Optum Idaho. Services may be provided in a provider's office, your home or the community.

Some services need prior authorization. This means your provider must contact us before providing the service. Your provider will coordinate referrals with other doctors. You do not need an authorization for emergency service. Your provider can request an authorization by calling Optum Idaho Member Services.

Outpatient behavioral health and substance use disorder services include:

Covered Service	Definition
Comprehensive Diagnostic Assessment	A written summary of your medical and behavioral health care history that you report to a behavioral health care professional.
Individual Psychotherapy	You can talk with a behavioral health care professional about emotional issues you may be having and learn coping skills to help you manage them.
Family Psychotherapy	Your family can talk with a behavioral health care professional about emotional problems you and your family may be having and learn coping skills to help you and your family manage them.
Community Crisis Intervention	A behavioral health professional will talk with you and help you use coping skills if you are having a crisis.
Group Psychotherapy	A group of people with similar emotional issues meet to talk with a behavioral health care professional. The group members share experiences and practice coping skills to learn how to manage issues as independently as possible.
Pharmacologic Management	A doctor or nurse meets with you to discuss the medicines you are taking and order new prescriptions you might need.
Individualized Treatment Plan	A written plan created with you and your behavioral health team. The plan describes your behavioral health wellness goals and the steps you want to take to achieve your goals.
Psychological/ Neuropsychological Testing	Written, visual or verbal tests that are given by a psychologist to measure your thinking and emotional abilities.
Case Management	A service provided by a behavioral health care professional to help you learn to coordinate and access your medical, mental health and community-living needs.

Covered Service	Definition
Nursing Assessment/ Evaluation	A nurse meets with you to help identify your medical needs and your preferences and abilities to benefit from medical services.
Skills Building/Community Based Rehabilitative Services	Services provided to you by a behavioral health professional in your home or community to help you learn and be confident to practice the skills you need to support your overall wellness and independent living abilities.
Drug/Alcohol Testing	A test to see if a person has been using chemical substances or alcohol.
Skills Training and Development	Services provided by a behavioral health care professional to teach you skills to support your recovery and reach your goals.
Community Transition Support	A service provided by a behavioral health professional to help you successfully move back into the community after a mental health hospital stay or after a crisis.
Peer Support Specialist	A service provided by a person (who received behavioral health services themselves) to help you learn to manage difficulties in your life.
Family Support Specialist	A service for families with children living with behavioral health issues provided by a parent who also has a child living with behavioral health issues. This service helps families learn to manage difficulties in their lives.
Intensive Outpatient Program	<p>You are provided continuous blocks of outpatient therapy to help you manage your behavioral health needs and meet your treatment goals. Adults participate at least three hours per day, three times a week. Adolescents participate at least two hours per day, three times a week. This service allows you to receive more intensive treatment when you need it.</p> <p>Optum is implementing IOP in phases throughout 2017 and 2018. Please note this service may not be available in all areas of Idaho. We are working to expand availability.</p>
Non-crisis Respite	<p>Non-crisis respite care is a short-term or temporary care for a youth with Serious Emotional Disturbance provided in the least restrictive environment that provides relief for the usual caretaker and that is aimed at de-escalation of stressful situations. This is a 1915(i) Medicaid covered service available to those who meet the criteria for Idaho Youth Empowerment Services (YES). The combined (individual and group) limit for an Idaho YES Program member is 300 hours per calendar year.</p> <p>Please note this service may not be available in all areas of the Optum Idaho network.</p>



Early Periodic Screening, Diagnosis and Treatment (EPSDT) services will be provided and monitored through proactive care management of children and adolescents up until twenty-one (21) years of age. If a medically necessary outpatient service is required and is not available through our network providers, Optum Idaho will negotiate a single-case agreement with a qualified non-network provider to deliver the service.

### **What are Peer Services?**

Optum Idaho provides additional services that are valuable and can help improve the health of members. These Value Added Services include:

- Community Transition Support
- Peer Support
- Family Support

Community Transition Support is provided when a member is transitioning back into the community after a hospitalization or crisis event. Community Transition Support includes:

- In-home services provided by a case manager or therapist, or peer support provided by a certified Peer Support Specialist.
- Services during the first month after you are discharged from a mental health hospital stay.
- Initiation by a network provider at the request of an Optum Idaho Discharge Coordinator or Intensive Care Manager.

A Peer or Family Support Specialist is a recipient of behavioral health services. This person can answer questions. They can help you during your recovery process. Peer Support Specialists have first-hand experience with:

- Mental health issues
- Substance abuse issues
- Recovery and resiliency

Family Support Specialists have experience as parents of children who live with behavioral health needs. They can help you plan and manage your recovery. They also can help you:

- Advocate for your own needs with providers
- Understand and protect your rights
- Learn about community resources
- Connect with other peer and self-help services

Both Peer Support Specialists and Family Support Specialists can help our members as:

- Part of a support system
- A role model
- A provider of hope
- A coach for WRAP or other engagement tools
- A translator between “doctor talk” and the consumer
- A cheerleader when the member is having a difficult time

### **How do I get behavioral health care services?**

You can call Optum Idaho Member Services at 855-202-0973 to be referred to a provider in your area or go directly to any in-network behavioral health provider of your choice. You can also call Customer Support Services and talk to a Peer or Family Support Specialist. You have the right to take part in all health care decisions including treatment and recovery planning. This also means that you may participate in the process of deciding when you should be discharged at the end of your treatment.

The Optum Idaho provider network directory is also available online at [www.OptumIdaho.com](http://www.OptumIdaho.com). The online directory allows you to search for a behavioral health provider near you who can meet your particular needs. The online directory is updated weekly and is the most accurate resource for finding a provider.

Services are provided by licensed (or otherwise certified) behavioral health and substance use disorder professionals. These professionals include doctors and psychiatrists, psychiatric nurses, psychologists, licensed clinical social workers, substance use disorder counselors, other professional counselors, certified psychiatric rehabilitation practitioners, case managers and peer support staff.

## **Steps to Access the Medicaid SED Program**

### **1. Schedule an assessment.**

If your child is a Medicaid Member and wants to access respite services, contact Liberty Healthcare at 1-877-305-3469 to schedule an assessment.

## **2. Complete the assessment.**

Liberty Healthcare will come to your home to complete an assessment and confirm that your child has serious emotional disturbance (SED). Liberty Healthcare will contact you within one business day with the results and next steps.

## **3. Engage with Idaho Behavioral Health Plan providers.**

Contact the Optum Idaho Member Access & Crisis Line at 1-855-202-0973 to find a provider of behavioral health services in your area.

## **4. Develop a person-centered plan.**

After Liberty Healthcare has confirmed an SED, a plan facilitator from the Division of Behavioral Health or the Division of Family and Community Services will contact you to start development of the person-centered plan. The first step in this process is for you and your child to select a team of providers and other people who can assist you in developing a person-centered plan that will match your child's identified needs with available services and supports.

## **Receiving Covered Services**

### **Do I need a referral to get behavioral health care services?**

No. Your primary care provider (PCP) may decide to refer you for services, but a referral is not needed. If you have a referral from your PCP, please bring it with you to your appointment; your behavioral health care provider needs to know what your PCP recommends.

### **Can I refer myself for behavioral health care?**

Yes. You can refer yourself for behavioral health care. You can go directly to a behavioral health care provider. You can find information:

- In this handbook and the provider directory
- By calling Customer Support Services
- On our website at [www.OptumIdaho.com](http://www.OptumIdaho.com)

## **What Idaho Behavioral Health Plan services can I get?**

The services you receive will depend on your situation and needs. Every person does not qualify for every available service. You can get treatment like seeing a psychiatrist for medication or talking to a therapist about your problems. These are just two examples of the kinds of services you can get.

There are many other kinds of treatment. A licensed clinician will determine what services are medically necessary and most appropriate for your needs. For more information, ask your provider or call Optum Idaho Member Services at 1-855-202-0973.

## **Non-Covered Services**

### **What are the services not covered by Optum Idaho?**

These services are not covered by Optum Idaho: inpatient psychiatric and inpatient substance use disorder treatment; medical care, including medical detoxification in hospital for a substance use disorder problem; dental care; vision care; and pharmacy. However, these services are covered by Medicaid.

Excluded services include: vocational services, educational services, and recreational services. If you have questions about these or any other services that might be covered by Medicaid, call Optum Idaho Member Services at 1-855-202-0973.

## **Optum Idaho Provider Network**

### **What is a behavioral health care provider?**

A behavioral health care provider can be a licensed (or otherwise certified) behavioral health, substance use disorder counselor, doctor, psychiatrist, psychiatric nurse, psychologist, licensed clinical social worker, other professional counselors, certified psychiatric rehabilitation practitioner, case manager or a peer support staff. They can support you by helping you create and fulfill your recovery plan. They can connect you with other community services. Doctors can help you with medication if you need and want it.

### **What does it mean to be a “network provider”?**

To be a “network provider” means that a provider has agreed to work with Optum Idaho. Network providers must meet the requirements for network participation and be approved by our credentialing committee. Optum Idaho manages the provider network that will be used to provide services covered under the Idaho Behavioral Health Plan.

### **How do I choose or change my behavioral health care provider?**

Call Optum Idaho Member Services at 1-855-202-0973 for help picking or changing a provider. You can also use our “Find a Behavioral Health Clinician” search tool. This tool is on our website at [www.OptumIdaho.com](http://www.OptumIdaho.com). From [www.OptumIdaho.com](http://www.OptumIdaho.com), click on “Consumers” and then click on “Search for Behavioral Health Clinician” in the Quick Links menu to the right.

### **How do I receive services if I do not yet have a behavioral health care provider?**

Call Optum Idaho Member Services at 1-855-202-0973. You can also look at our Provider Directory for names and numbers of providers in your area. You can request a copy of the Provider Directory by calling Optum Idaho Member Services. The Provider Directory is also on our website.

### **How many times can I change my behavioral health care provider?**

You can change your behavioral health care provider at any time. Call Optum Idaho Member Services at 1-855-202-0973 if you don’t know which provider to use. We can help you pick one. You can also find a provider by going to [www.OptumIdaho.com](http://www.OptumIdaho.com). From [www.OptumIdaho.com](http://www.OptumIdaho.com), click on “Consumers” and then click on “Search for Behavioral Health Clinician” in the Quick Links menu to the right.

### **Can my request to change my behavioral health care provider be denied?**

Yes. If the provider you want is not available, your request may be denied. We can help you pick a different provider. You can also talk with a Peer or Family Peer Specialist.

### **What do I need to bring to see my behavioral health care provider?**

You must bring your Medicaid ID card when you receive any behavioral health care services. It is good to prepare for your visit with your clinician. One way is to write down the changes you have experienced since the last appointment.

### **Can I direct my own care?**

You have the right to direct your own or your minor child's care. You also have the right to choose services and providers for yourself or your minor child. Call your Care Coordinator or Optum Idaho Member Services at 1-855-202-0973 to learn more.

## **Connecting Your Physical and Behavioral Health Services**

### **What is a Primary Care Provider (PCP)?**

A PCP is a doctor, nurse or clinic that helps you manage your physical health care. You can change your primary care doctor by calling your local Healthy Connections office. You'll get a letter in the mail confirming your primary care doctor. Please read it carefully and call your local Healthy Connections office if you have questions.

### **Will my physical health care and behavioral health care be coordinated?**

Yes. Optum Idaho will request that your providers coordinate your care. You should always tell your primary care provider about your behavioral health services and medications. You should also tell your provider about any services you are getting from him or her and about your medications. You *do not* need a referral from your primary care provider to ask for behavioral health care services. You can ask for behavioral health care services by calling Optum Idaho Member Services at 1-855-202-0973.

If you are involved with the Idaho Department of Juvenile Corrections (IDJC) or the Idaho Department of Corrections (IDOC) or the Problem Solving Courts, Optum Idaho will also ensure your care is coordinated between these agencies and your behavioral health provider.

## Prior Authorization and Referrals

### **What is prior authorization?**

You may need permission to get some services. This permission is called a prior authorization. Your mental health provider will request a prior authorization on your behalf.

Call Optum Idaho Member Services at 1-855-202-0973 if you want to learn more. You do not need prior authorization for emergencies. Many outpatient services do not require a prior authorization.

If we deny or limit your request for a service, you can ask for a reconsideration; this is also called an appeal. Call Optum Idaho Member Services at 1-855-202-0973 to learn more.

TTY access: Call 711: Just as you can dial 411 for information, you can dial 711 to receive access to telecommunications relay services in Idaho. The relay service is free. Nationwide, you can also dial 1-800-855-2880 (ask the operator to call Optum Idaho Member Services at 1-855-202-0973).

## Emergency Services

### **What is an emergency medical condition?**

The emergency room isn't for routine medical care. If you're not sure you have an emergency, call your doctor any time for medical advice.

An emergency medical condition has sudden, severe symptoms. It could:

- Put you or others at risk
- Cause harm to your body or body functions

## **What if I have a medical emergency?**

Call 911 or go to the nearest emergency room (ER) right away. You do not need prior approval for emergency care.

## **What are behavioral health emergency services?**

Emergency services are for behavioral health problems that need care right away. Examples are:

- Thoughts of harm to yourself
- Thoughts of harm to others
- Harmful actions to yourself
- Harmful actions to others

If you feel that you have a behavioral health emergency, please call Optum Idaho Member Services at 1-855-202-0973 right away.

## **How can my provider help?**

Talk to your provider about coping strategies you have used successfully in the past. Work with your provider to develop a crisis plan you can use to avoid a crisis. Your crisis plan should include reaching out to your provider and knowledge of the provider's availability. Your crisis plan should also include Optum Idaho Member Services and the Crisis Line at 1-855-202-0973. The Crisis Line is available 24 hours a day, seven days a week.

## **Emergency Room Visits**

An emergency room is for very sick people with serious problems. These problems can occur quickly and affect your health and well-being. Emergencies can have a serious impact on you or others so it is important to see a doctor or health care provider right away. If you go to the emergency room (ER), you (or your caregiver) should provide a list of your medications and health conditions. Show this list to any medical or behavioral health providers who treat you. This is important if you have special health care needs.



Remember to tell your ER provider about your behavioral or mental health problems. This information will help them give you proper care. If you feel you have a behavioral health emergency, please call Optum Idaho Member Services and Crisis Line at 1-855-202-0973 right away.

When you go to the emergency room, the people caring for you may not know you or about your behavioral health needs. You will need to provide them with information so they can provide the best care for you. You should be prepared to tell them:

- Why you need emergency treatment and what your crisis is
- What insurance you have and bring your insurance card if you can
- What language you speak or feel most comfortable speaking or understand the best
- Your guardian information (name, phone numbers, addresses) if this applies to you
- Any allergies you have
- Any drugs you are taking – whether they are prescription or over-the-counter drugs
- Any illegal drugs you are or have been taking
- If you have been drinking alcohol recently
- Who your primary care provider (PCP) is
- Who your behavioral health care provider is
- Emergency Contacts
- Psychiatric Advance Directive – if you have filled out a Psychiatric Advance Directive for mental health conditions before you came to the emergency room (see page 15 for more information).

If you feel that you have a behavioral health emergency, please call Optum Idaho Member Services at 1-855-202-0973 right away.

## Complaint Process

### **What is a complaint?**

A complaint is an expression of dissatisfaction about Optum Idaho or a provider.

### **What should I do if I have a complaint?**

If you have a complaint about Optum Idaho or a provider, call Customer Support Services. Any staff member can help start the complaint process. Any Optum Idaho employee can accept a complaint and is trained to properly send it to the correct person.

Call Optum Idaho Member Services toll-free at 1-855-202-0973 (TTY: **711**) weekdays from 8:00 a.m. to 5:00 p.m. MST.

You also can send your complaint in writing to Optum Idaho:

Optum Idaho Quality Operations  
205 East Watertower Street  
Meridian, ID 83642

Fax: 1-855-272-7053

### **Who can file a complaint?**

You can file a complaint. Someone acting for you can also file one for you. You will not be penalized for filing a complaint.

### **How long will it take to process my complaint?**

Complaint processing times vary depending on the type of complaint. All complaints receive a letter within 5 business days after we receive the complaint. This is to let you know that we received your complaint and provide information on next steps. For non-quality of care concerns, a resolution is sent within 10 business days after we receive your complaint.

### **What does Optum Idaho do when we find out about possible quality of care complaints?**

A member, representative or provider may file a complaint about a possible or supposed quality of care issue. A quality of care issue means the quality of services provided to a member may be poor or unsatisfactory. Quality of care complaints should be filed the same way as other complaints. Our Quality Department will decide if the complaint qualifies as a quality of care issue.

If so, the Quality Department and Chief Medical Officer will review and investigate the case. The complaint may be forwarded to the Peer Review Committee for additional investigation and corrective action if needed. The actions taken by Optum Idaho to address the complaint are confidential. This means that Optum Idaho will advise the person filing that the matter has been referred as a quality of care complaint. We will not advise the person of the investigation's final outcome.

## Adverse Benefit Determinations

### What are adverse benefit determinations?

Adverse benefit determinations are when Optum Idaho:

- Denies (turns down) or approves fewer services than you or your provider wanted;
- Denies payment for a service that you might have to pay for;
- Does not settle an appeal as soon as we are supposed to;
- Does not make a decision about getting services you have asked for in the amount of time Medicaid wants us to; or your provider reduces or stops a service previously approved.

### How will I know if Optum Idaho is taking an adverse benefit determination?

We will send you a letter called a Notice of Adverse Benefit Determination. You have the right to file an appeal if you disagree with our adverse benefit determination. The Appeal Request Form is included with the Notice of Adverse Benefit Determination.

## Appeal Process

### What is an appeal?

You can file an appeal when you are not happy with an Optum Idaho adverse benefit determination or decision. For example, you can file an appeal when a covered service is denied, delayed, limited or stopped.

### Who can file an appeal?

You can file an appeal. A provider or someone acting for you can also file an appeal for you, with your written permission. You will not be penalized for filing an appeal.

## **How do I file an appeal?**

You can start an appeal over the phone, in writing or in person. Appeals filed over the phone must be followed up in writing, unless it is an urgent request. An urgent request is when you, Optum Idaho or your provider thinks Optum Idaho needs to make a quick decision based on your health. Urgent appeals must be filed within 10 calendar days of the denial letter. You must file your appeal within 60 calendar days of the denial letter's date. If you wish to continue receiving services that were terminated, suspended, or reduced, you must file an appeal within 10 calendar days of the denial letter. You can give Optum Idaho evidence to support your appeal in person or in writing. You can call Optum Idaho Member Services toll-free at 1-855-202-0973 (TTY: **711**) Monday through Friday 8 a.m. to 5:00 p.m. MST to get help.

### **Appeal Address:**

Optum Idaho  
205 East Watertower Street  
Meridian, ID 83642

Fax: 1-855-272-7053

## **How long will it take to process my non-urgent appeal?**

Within five days of receiving your appeal, Optum Idaho will send you written confirmation that we have received your appeal.

We will tell you and your provider the outcome of the appeal within 30 calendar days. We will send you a letter telling you the outcome. If we need more time to review your appeal, we can ask the Idaho Department of Health and Welfare for 14 more calendar days. If the Department agrees, we will let you know in writing.

## **How long will it take to process my request for urgent review of my appeal?**

We will tell you and your provider the outcome of the appeal within 72 hours. We also will send you a letter telling you and your provider the outcome.

### **What happens if Optum Idaho denies the request for an urgent review of an appeal?**

If we deny a request for an urgent review of an appeal, the appeal will go through the non-urgent appeal process. It will be resolved within 30 days. We will call to tell you that the appeal is not going to be processed as an urgent appeal. We also will follow up in writing.

### **What if I am not satisfied with the appeal decision?**

If you are not satisfied with the Optum's appeal decision, you may ask for a State Fair Hearing with the Idaho Department of Health and Welfare. You must exhaust Optum's one appeal option before filing a State Fair Hearing.

### **Will I still get my benefits during an appeal review or Fair Hearing?**

You have the right to continue any service you are getting pending the decision if:

- You request an appeal review within 10 calendar days of Optum's Adverse Benefit Determination, or ask for a hearing within 10 calendar days of the date of Optum Idaho's Appeal decision.
- The appeal review involves a service you were receiving before the appeal review.
- The services were ordered by an approved provider.
- The time period of the service has not run out.
- You request an extension of the service.

If you get services during the appeal review, but the decision is not in your favor, you may have to pay for those services.

## **State (Fair Hearing) Process**

### **What is a Fair Hearing?**

If you are not satisfied with the Optum appeal decision, you can ask for a State Fair Hearing. A Fair Hearing is a process the State of Idaho uses to protect your rights.

### **Can I ask for a Fair Hearing?**

You or your authorized representative with your written permission can ask for a Fair Hearing with the Idaho Department of Health and Welfare. In the appeal decision letter, Optum Idaho will tell you that you can ask for a Fair Hearing in writing. The letter will tell you how to request a Fair Hearing. You must ask for a Fair Hearing using your own words or you can use a Fair Hearing request form. Optum Idaho's Behavioral Health Plan will include a Fair Hearing request form in the letter they send to you. Fill out and send this form to Medicaid. You can also get a form at any Health and Welfare local office or via email at [MyBenefits@dhw.idaho.gov](mailto:MyBenefits@dhw.idaho.gov).

You must ask for a Fair Hearing only after filing an appeal with Optum and within 120 days of the date on the decision letter you receive about your appeal. You can bring your form to any local Health and Welfare office. You can also fax or mail it to:

Administrative Procedures Section  
Idaho Department of Health and Welfare  
450 W. State St., 10th Floor  
P.O. Box 83720  
Boise, ID 83720-0036  
Fax 1-208-334-6558

Your request for a Fair Hearing must be received by the Idaho Department of Health and Welfare or postmarked within the 120 days described above. For questions or help filling out the form, call Optum Idaho Member Services at 1-855-202-0973.

### **Can I continue my services if I ask for a Fair Hearing?**

The Fair Hearing may be about our decision to reduce or stop services we previously approved. If so, you must check the box on the Fair Hearing form asking that services continue. If you ask for a Fair Hearing in the required time frame and ask that Optum Idaho keep giving you the services, we will continue to give you services. You might have to pay for these services if the hearing decision is not in your favor. If the hearing is about any other kind of adverse benefit determination, you can discuss your services at that hearing.

## Advance Directives

### **What if I am in crisis or unable to make a decision about my care?**

By preparing an advance directive when you are well, you can make sure your wishes are honored when you are sick or hurt or unable to speak for yourself.

### **What are advance directives?**

Advance directives put into writing what treatment you want or do not want. If you are unable to make a decision about your care, they describe what you want done. You may name another person you trust to make decisions for you. Make sure you have your advance directive included in your care plan with your provider. Your provider must put in your medical record whether you have an advance directive.

### **Do I have to make an advance directive?**

No. It is entirely up to you. A provider cannot refuse care based on whether you have an advance directive.

### **Can I get an advance directive?**

Yes. Idaho's Declarations For Mental Health Treatment Statute allows you to put into writing what psychiatric treatment you want or do not want. This is called a psychiatric advance directive (PAD). If you are unable to make a decision, the PAD will describe what you want done. In the PAD, you can also list an agent you trust to make decisions for you. For more information, contact the National Resource Center on Psychiatric Advance Directives at [www.nrc-pad.org/states/view/84/54/](http://www.nrc-pad.org/states/view/84/54/) and for Idaho specific information contact [www.nrc-pad.org/states/idaho](http://www.nrc-pad.org/states/idaho).

You can also call Optum Idaho Member Services at 1-855-202-0973 for more information.

### **Can I get an advance directive for medications and/or hospitalization?**

Yes. You can get an advance directive for all mental health treatment, including refusal of treatments. You also can make your requests known by talking to your provider.

### **How do I get an advance directive?**

There are many ways to complete an advance directive. You can contact your Care Coordinator or a Peer or Family Support Specialist. Your provider can assist you and include your directive in your records. There are also local and national groups that may help you complete an advance directive. Be sure that any form you use is valid under Idaho law. You also may tell your provider in words so he or she can write it down.

### **Does a lawyer need to prepare my advance directive?**

No.

### **Does someone have to approve my advance directive?**

No.

### **Can I ask that someone make mental health decisions for me if I am unable?**

Yes. You can choose an “agent” in your PAD to make these decisions. You should first speak with this person to make sure they are willing to serve as your agent and that they understand and will enforce your wishes for treatment as outlined in your Advance Directive. Your PAD must be in writing and signed by an adult witness who knows you. For more information, contact the National Resource Center on Psychiatric Advance Directives at [www.nrc-pad.org/content/view/84/54/](http://www.nrc-pad.org/content/view/84/54/).

You also can call Optum Idaho Member Services at 1-855-202-0973.

### **If I am unable, can my agent make decisions for me?**

Yes. Your agent can make decisions for you about your treatment, including refusals. Your agent can also agree for you to go to a psychiatric facility, but only for evaluation.

### **Who should have a copy of my advance directive?**

Give a copy to your health care provider and any health care center you enter and to your agent. You may give a copy to your Care Coordinator, and you should keep copies for yourself. You may give a copy to persons you trust who can make health care providers aware that you have an advance directive.



### **Can I change or cancel my advance directive?**

Yes. If you change or cancel it, let everyone who has a copy know. Have your adult witness sign and date the changed version.

### **Does my provider have to follow my advance directive?**

Not always. Your providers could decide not to follow your PAD if:

- The treatment is thought to be unworkable
- The PAD requests treatment that the provider is not authorized to give
- The treatment is thought to be unlawful
- The treatment or refusal of treatment is thought to be not effective or not standard

### **How long does my advance directive stay active?**

Your PAD stays active until you cancel it. You may cancel or change it at any time.

## **Payment for Services**

### **Will I ever have to pay for behavioral health or substance use disorder services?**

You might have to pay for non-emergency behavioral services if any of the following apply:

- The behavioral service is not covered by Optum Idaho or by Medicaid.
- The behavioral service has not been approved by Optum Idaho. You should only have to pay for the service if you signed in writing that you would pay for the service *before* you got the service.
- You ask for and keep getting services during a Fair Hearing about Optum Idaho's decision to reduce or stop a service. You would only have to pay for those services if the Fair Hearing decision is not in your favor.
- You are not on Medicaid when you get the service.
- If you see a provider not in Optum Idaho's network without first getting permission from Optum Idaho.
- If you receive a service that is not covered and sign a form agreeing to pay for that service.

### **What if I get a bill from my provider?**

If you get a bill from a provider, ask them why they are billing you. Tell them you are an Optum Idaho member. You do not have to pay bills that Medicaid should pay.

### **Who do I call if I get a bill?**

If you still get a bill, call your provider. If you still have questions, you can call Optum Idaho Member Services at 1-855-202-0973. Be sure you have your bill in front of you when you call.

### **What information will they need?**

You will need to tell Customer Support Services:

- Your name
- Who sent the bill
- The date of service
- The amount
- The provider, hospital or provider's address and phone number

### **What if I have other health insurance in addition to Medicaid?**

You are required to report all insurance information to Medicaid. Call Health Management Systems (HMS) at 1-800-873-5875 if:

- Your private health insurance is canceled, or
- You have new insurance coverage.

## **Mental Health Care in a Hospital**

### **How do I get mental health care in a hospital?**

Inpatient psychiatric hospital services are ordered by your physician.

Inpatient psychiatric services are not covered services under the Idaho Behavioral Health Plan and are not managed by Optum Idaho. They are still covered under Medicaid.

## Right to a Second Opinion

### **What if I want a second opinion?**

You can always get a second opinion for your health care. Call your behavioral health care provider or your Care Coordinator. You also can call Optum Idaho Member Services at 1-855-202-0973.

If you use a network provider, the second opinion will be free. If you want to use a non-network provider for your second opinion, you must get permission from us first.

## Appointments

### **What do I do if I need a provider and the office is closed?**

Call your provider as soon as you need care. Do not wait until the evening or weekend. Some, but not all, providers can be reached on nights or weekends. You can always get help. If you can not reach your provider and you need help, call the toll-free Optum Idaho Member Services and Crisis Line at 1-855-202-0973 open 24 hours per day, 365 days per year.

### **What is urgent medical care, and how soon can I expect to be seen?**

If you have an urgent situation, you should be seen within 24 hours. Urgent care is for sudden problems that are not emergencies. You will still need to go to a provider soon afterward to keep from getting worse.

### **How soon can I expect to be seen if I need help, but it is not an emergency or urgent?**

Your provider should see you within 14 days.

### **What do I do if I cannot go to a scheduled appointment?**

If you cannot go to a scheduled appointment, you should call your provider right away. When you call, you can cancel or re-schedule your appointment.

## When You Are Away from Home

### **What if I need behavioral health care help when I am out of state or traveling?**

When you are away from home, you can still get help. To get help, you should:

- Call Optum Idaho Member Services at 1-855-202-0973 any time, 24 hours a day, and seven days a week
- If you need to be treated right away, go to the nearest emergency room
- You may have to pay for services provided out of state.

### **What if I am out of the country traveling?**

If you are traveling in another country and need mental health care, we cannot pay for your care.

## Transportation

### **How do I get to the provider's office?**

If you have an appointment with your behavioral health provider but you don't have a car, can't operate a car or don't have a friend or family member who can take you, you can request transportation through Medicaid's non-emergency medical transportation at 1-877-503-1261.

You need to call at least 48 hours before your appointment. Medicaid non-emergency medical transportation will review your request and decide if Medicaid will pay for your transportation. Your request will be reviewed based on the least expensive transportation available and the closest available Medicaid provider or service. If you've been referred for medical care outside your community, Medicaid non-emergency medical transportation might ask for a referral from your doctor before they'll schedule your transportation.

## Interpretation Services

### **Can someone interpret for me when I talk with my provider?**

Yes. You have the right to talk with your provider and Care Coordinator in the language you choose. There is no charge for these services. You also can get written materials in alternate formats.

### **Who do I call for an interpreter?**

If you need an interpreter with your provider or Care Coordinator, call Optum Idaho Member Services at 1-855-202-0973.

### **What if I cannot find a provider who can communicate with me in my native language?**

Call Optum Idaho Member Services at 1-855-202-0973.

### **What if I want to call Optum Idaho and I am deaf, hard of hearing or have a hard time speaking?**

You can call Idaho Relay at 711. If you have a hard time speaking, you can also call Speech-to-Speech Idaho Relay at 1-888-791-3004 and a trained person will help you. If you speak Spanish and are deaf, hard of hearing or have a hard time speaking, call Spanish Idaho Relay at 1-866-252-0684.

For more information about Idaho Relay, go to their website at [www.cdhh.idaho.gov/relay\\_services.htm](http://www.cdhh.idaho.gov/relay_services.htm). If you need a telecommunications device (TTY), visit the Idaho Relay website. In some cases, the TTY may be available at little or no cost to you.

## **Updating Your Records**

### **What do I have to do if I move?**

Please contact Optum Idaho Member Services at 1-855-202-0973 to let Optum Idaho know if you are moving or need to make any updates to your record. You should also report changes to the office where you applied for Medicaid coverage or call them toll-free at 1-866-326-2485.

## **Fraud, Waste and Abuse Reporting**

### **What are fraud, waste and abuse?**

Fraud is a planned deception or misrepresentation that results in an unauthorized benefit. Abuse includes charging for services that are not medically necessary, do not correspond to known standards or are unfairly priced.

Types of fraud and abuse can include:

- Billing for services that were not provided
- Misrepresentation of a service or condition, which may include a misrepresentation of when or how the service was provided
- Providing wasteful services that are not needed

## **How do I report someone who is misusing the Behavioral Health Services Program?**

If you think someone, including a provider, has committed fraud, waste or abuse, or is using your information, you should report it. To make a report, gather as many facts as possible and call any one of the following:

- Optum Idaho Member Services at 1-855-202-0973
- The Idaho Department of Health and Welfare at 1-866-635-7515, by email at [prvfraud@dhw.idaho.gov](mailto:prvfraud@dhw.idaho.gov) or at their website at [www.healthandwelfare.idaho.gov](http://www.healthandwelfare.idaho.gov)
- The Special Investigations Unit (SIU) Tip Line at 1-877-972-8844 or via email at [OHBS.SIU.TIPs@optum.com](mailto:OHBS.SIU.TIPs@optum.com)

When reporting a provider, list:

- Name, address and phone
- Name and address of facility
- Type of provider
- Names and numbers of other witnesses
- Dates and summary of events

When reporting a member, list:

- The person's name
- The person's date of birth, if known
- The city where the person lives
- Details about the waste, abuse or fraud

Even if you do not know all of this information, you should still file a report.

## **Other Information for Optum Idaho Members**

As an Optum Idaho member, you have access to the following information:

- Our practice guidelines
- How we control services and costs
- The total number of member complaints, outcomes and appeals
- Our structure and operation
- Plans to make sure providers provide high-quality services
- Updated provider directory

For more information, go to our website or call Optum Idaho Member Services at 1-855-202-0973.

## Health Education

How can I get health education information?

We can provide you with free information on many health topics, such as:

- Behavioral Health
- Child and Youth Health
- Depression
- Bipolar
- Addictions
- Obesity
- Stress
- Alzheimer's/Dementia
- And, many others

Behavioral health resources, tools and articles are available on our website (from [www.OptumIdaho.com](http://www.OptumIdaho.com) click on "Consumers" and then click on "Liveandworkwell" in the Quick Links menu to the right). You can also call Optum Idaho Member Services at 1-855-202-0973. We can also mail information to you.

## Member Rights and Responsibilities

Members have rights and responsibilities for their care.

### Member Rights

Every Optum Idaho member<sup>1</sup> has the following rights:

1. You have the right to be treated fairly, with dignity and with respect for your right to privacy.
2. You have the right to receive all health care services in a caring, non-judgmental way.
3. If you have a communication disability you have the right to receive information in a style that meets your needs.
4. You have the 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.
5. You have the right to take part in all health care decisions. This includes treatment and recovery planning. You also have the right to refuse treatment.

<sup>1</sup> The term "member" may, as appropriate, include family members, a court-ordered legal guardian, or designated representative in an activated advance directive.

6. You have the right to understand any treatment you agree to receive. This is called informed consent.
7. You have the right to choose someone to help with care choices.
8. You have the right to get a second opinion from a provider at no cost. You can get a second opinion when you:
  - Need more information about a treatment.
  - Think the provider is not providing the right care.
9. You have the right to make a complaint about the care you are receiving. This is a way to take charge of your recovery. Complaints can be made about Optum, a provider contracted with the Optum network, or anything else about your treatment experience.
10. You have the right to choose your providers from the Optum network.
11. You have the 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 say which people you do or do not want to make choices for you.
12. You have the 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 sees those records based on those laws and rules.
13. You have the right to ask for and get information about Optum. This includes its services, its network providers, and how to access them.
14. You have the right not to be bothered by either side if problems come up between Optum and its network providers.
15. You have the right to not be restrained or secluded based on federal or state rules on the use of restraints and seclusion.

### **Member Responsibilities**

Optum asks that every member is aware of the following responsibilities:

1. You are responsible for providing Optum and its providers with information needed to provide quality care.
2. You are responsible for understanding your health problems to the best of your ability. You are responsible for participating in treatment and recovery goals both you and your care providers agree on.
3. You are responsible for following these treatment and recovery plans to the best of your ability. You must let providers know if changes are needed.
4. You are responsible for keeping, changing or cancelling appointments instead of not showing up.



## Notice of Privacy Practices

We must by law protect the privacy of your health information (“HI”). We will send you a privacy notice. It tells you:

- How we may use your HI.
- When we can share your HI with others.
- What rights you have to your HI.

We must by law follow the terms of this notice.

In the notice, “health information” (or HI) is related to your health or health care that can be used to identify you.

We have the right to change our privacy practices. If we change them, we will mail a notice within 60 days. We will also post the new notice on our website at [www.OptumIdaho.com](http://www.OptumIdaho.com). If we do make a change, it can apply to information we have now and in the future.

### **How We Use or Share Information**

We must use and share your HI if asked by:

- You or someone who has the legal right to act for you (your personal representative);
- The Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected.

We have the right to use and share your HI. This is for your treatment, to pay for your health care and to run our business. For example, we may use and share your HI:

- To pay premiums, determine coverage, and process claims. This may also include coordinating benefits. For example, we may tell a provider you have coverage. We may tell a provider how much of the bill may be covered.
- For treatment or managing care. For example, we may share your HI with providers to help them give you care.
- For health care operations related to your care. For example, we may suggest a disease management or wellness program. We may study data to see how we can improve our services.
- To tell you about health related programs or products. We may tell you about other treatments or products or services.
- For plan sponsors. We may give enrollment and summary HI to an employer plan sponsor.
  - We may give them other HI if they agree to limit its use per federal law.
- For reminders on benefits or care, such as appointment reminders.

We may use or share your HI as follows:

- As stated by law.
- To persons involved with your care. This may be to a family member. This may happen if you are unable to agree or object, such as in an emergency or when you agree or fail to object when asked. If you are not able to object, we will use our best judgment.
- For public health activities. This may be to prevent disease outbreaks.
- For reporting victims of abuse, neglect or domestic violence. We will only share with entities allowed by law to get this HI. This may be a social or protective service agency.
- For health oversight activities to an agency allowed by law to get the HI. This may be for licensure, audits, and fraud and abuse investigations.
- For judicial or administrative proceedings such as in response to a court order, search warrant or subpoena.
- For law enforcement purposes such as providing limited information to locate a missing person or report a crime.
- To avoid a serious threat to health or safety by, for example, giving information to public health agencies or law enforcement or in the event of an emergency or natural disaster.
- For specialized government functions. These functions include military and veteran activities, national security and intelligence activities, and the protective services.
- For workers compensation including disclosures required by state workers compensation laws.
- For research purposes such as to study disease or disability. The research study must meet all privacy law requirements.
- To provide information on decedents to a coroner or medical examiner. This information may be used to identify a body, find a cause of death, or as authorized by law. We may also share HI with funeral directors if necessary to carry out their duties.
- For organ donation or transplant. We may use or share HI that could help get, bank or transplant organs, eyes or tissue.
- To correctional institutions or law enforcement for inmates or persons in custody:
  - 1) If the facility needs it to provide you with health care;
  - 2) To protect your health and safety;
  - 3) To protect the health or safety of others or the general security of the correctional institution

- To business associates that do work for us or provide us with services if they need the HI to give you services. Our business associates agree to protect your HI. They are not allowed to use or share HI other than as stated in our contract with them. As of February 17, 2010, our business associates were also directly subject to federal privacy laws.
- To notify of a data breach. We may use your contact information to notify you about unauthorized access to your HI. We may send notice to you or your plan sponsor.
- Restrictions. Certain federal and state laws may limit the use and sharing of highly confidential HI. Information under federal laws governing alcohol and drug abuse may be “highly confidential.” Genetic information can also be “highly confidential” under federal law. State laws also protect information about:
  1. HIV/AIDS;
  2. Mental health;
  3. Genetic tests; and
  4. Alcohol and drug abuse.
  5. Sexually transmitted diseases and reproductive health; and
  6. Child or adult abuse or neglect, including sexual assault.

If stricter laws apply, we will meet those restrictions.

Except as stated in this notice, we use your HI only with your written consent. If you allow us to share your HI, we do not promise that the person who gets it will not share it. You may take back your consent, unless we have acted on it.

## Your Health Information Privacy Rights

You have a right:

- To ask us to limit use or sharing of HI for treatment, payment, or health care operations. You can ask to limit sharing with family members or to others who are involved in your health care or payment for it. We may also allow your dependents to ask for limits. Please note that while we will try to honor your request, we are not required to do so.
- To request that a provider not send HI to us if you paid for the care in full.
- To ask to get confidential communications in a different way or place (for example, at a P.O. Box instead of your home address). We will agree to a request when a disclosure could endanger you. We take verbal requests. You can change your request or cancel it, but it must be done in writing and mailed to the following address:

Compliance Department  
Privacy Department  
P.O. Box 99378  
Emeryville, CA 94662-9378

- To get a copy of HI that we use to make decisions about you. Examples would be for claims decisions and case or care management records. You must ask for this HI in writing at the address listed below. We may send you a summary. We may charge for copies. We may also deny your request. But if we deny your request, you may have the denial reviewed. As of February 17, 2010, if we keep an electronic record, you may also ask for an electronic copy to be sent to you or a third party. We may charge a fee for this.
- To ask to amend HI we have about you if you believe the HI is wrong or incomplete. Your request must be in writing and sent to the address listed below. If we deny your request, you may have a statement of your disagreement added to your HI.
- To get an accounting of HI we shared during the six years prior to your request. This accounting will not include any HI disclosures:
  - i. made prior to April 14, 2003;
  - ii. made for treatment, payment, and health care operations purposes;
  - iii. made to you or made following your instructions;
  - iv. those made to correctional institutions or law enforcement officials; and
  - v. other disclosures that federal law does not require us to track and provide to you.
- To get a paper copy of this notice. You may ask for a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you still have a right to a paper copy. You may also get a copy of this notice at our website, [www.OptumIdaho.com](http://www.OptumIdaho.com).

### Using Your Rights

- Contact your Idaho Behavioral Health Plan. If you have any questions about this notice or want to discuss your rights, please call 1-866-604-3273.
- Send in a Written Request. Mail us your written requests for modifying or cancelling a confidential communication, for copies of your HI, or for amendments to your HI, at the following address:

Compliance Department  
Privacy Department  
P.O. Box 99378  
Emeryville, CA 94662-9378

- File a Complaint. If you believe your privacy rights have been violated, you may file a complaint with us at the above address.

You may also notify the Secretary of the U.S. Department of Health and Human Services of your complaint. We will not take any action against you for filing a complaint.

- U.S. Department of Health and Human Services Website: [www.hhs.gov](http://www.hhs.gov)

### Summary of State Laws on Use and Disclosure of Certain Types of Protected Health Information

The charts below show categories of health information subject to more restrictive laws. They also give you a general summary of when we can use and disclose your health information without your consent. If your written consent is required under the more restrictive laws, the consent must meet the rules of the applicable federal or state law.

Summary of Federal Laws
Alcohol & Drug Abuse Information
We are allowed to use and disclose alcohol and drug abuse information that is protected by federal law only (1) in certain limited circumstances, and/or disclose only (2) to specific recipients.
Genetic Information
We are not allowed to use genetic information for underwriting purposes.

Summary of Idaho State Laws
Genetic Information
We are allowed to disclose genetic information only (1) under certain limited circumstances and/or (2) to specific recipients.
Child or Adult Abuse
We are allowed to use and disclose child and/or adult abuse information only (1) under certain limited circumstances, and/or disclose only (2) to specific recipients.

The information and therapeutic approaches discussed in these materials are for informational and educational purposes only. They are not meant to be used in place of professional clinical consultations for your health needs. Certain treatments may not be covered in some benefit plans.





## Optum Idaho Member Services

Call toll-free **1-855-202-0973**

**TTY access:** Just as you can dial 411 for information, you can dial 711 to access all telecommunications relay services in Idaho. The relay service is free. (You can also ask the operator to call Member Services at **1-855-202-0973**.)

## Optum Idaho Member Services and Crisis Line

Call the Crisis Line at **1-855-202-0973**. This hotline provides help and information 24 hours a day, seven days a week.

**TTY Access:** Just as you can dial 411 for information, you can dial 711 to access all telecommunications relay services in Idaho. The relay service is free. (You can also ask the operator to call Member Services and Crisis Line at **1-855-202-0973**.)



[OptumIdaho.com](http://OptumIdaho.com)

205 East WaterTower Street  
Meridian, ID 83642

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## 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/ سی‌راف:

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।