



2017

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Quality Program Structure, Operations, and Initiatives

Beacon Health Options (Beacon) is always working to improve the quality of care and services provided for you.

Through our high-quality system of health care, we strive to ensure that every member enrolled in a health plan receives safe, effective and responsive treatments to address their health care needs.

Quality Program Goals

At Beacon, we strive to:

- Ensure you receive timely service from us and our providers, and that you are satisfied.
- Ensure that our services are easy to access and meet your cultural needs.
- Improve any deficits in the services you receive.

Importance of Coordinated Care

When you or your family member need to see a behavioral health specialist, it is very important that you communicate with your medical doctor.

Behavioral and Medical Conditions Can Overlap.

Sometimes, problems can be caused by medical conditions. For instance, depression is often linked to certain medical problems. On the other hand, depression or anxiety may play a part in your medical condition. It is important to share changes in health status with your providers. You may need to have tests or there may be changes to your medications. Ask that a copy of any test be sent to your doctor. This will help your doctor monitor your care and prevent you from having extra tests done.

Give Your Providers The Full Picture

No one knows your health better than you do! Give your healthcare providers the full picture by telling them what medicines you take, what specialists you see, and any health issues you may have. Allowing your healthcare providers to talk to each other is a great way to keep them informed. They cannot do this without your permission. You may need to fill out a form allowing each of your providers to discuss your treatment with other providers. It's your choice to share your health information.

Benefits of allowing providers to talk

- ◇ All of your providers can get on the same page with your care.
- ◇ To ensure the best treatment for you
- ◇ To make sure they prescribe the best medicine for you based on other medicines you take or health issues you have.

You are your own best advocate, take an active part in managing your own care. Ask your therapist to call your doctor. He or she will ask you to sign a form to give permission to share the

information. On this form you can list what type of information you would like shared, such as diagnosis, lab work, and medications.

Beacon has developed a form for you to use. You can fill it out and bring it with you to your doctor or therapist appointment.

If you would like a copy of this form, please visit www.beaconhealthoptions.com or call Beacon at 888-204-5581 (tty: 866-727-9441) and request the Consent for Provider to Release Information Form.

Achieve Solutions

Achieve Solutions is Beacon's award-winning website filled with trusted information on mental health and substance use issues. Achieve Solutions helps individuals and their families to better cope with and manage their health concerns as well as everyday life challenges.

Topics featured on the site include:

- ◇ Alcohol & Other Drugs
- ◇ Anxiety
- ◇ Depression
- ◇ Emotional Wellness
- ◇ Family Care & Education
- ◇ Health & Wellness
- ◇ Relationships
- ◇ Work

The clinical content undergoes a stringent peer review process prior to publishing and then is reviewed annually. You can trust that the content item you are accessing is current and accurate. We encourage you to visit www.achievesolutions.net today!



Follow-up After Hospitalization

About one in four adults in the United States has a mental illness. Those who have a mental illness are less likely to use medical care and follow treatment plans. Each year, on average 60 percent of adults and 70 percent of children do not receive mental health services when they are needed. Without the proper care, those with poor mental health can see a decline in their overall health and wellbeing.

After being in the hospital, it is important to have a plan to help you recover. Support during the move from hospital to home is very important.

Before you leave the hospital, the hospital staff will help you set up an appointment with your doctor or therapist. Ideally, you should schedule an appointment within a day or two of leaving the hospital. Research shows that people who see their doctor or therapist within one week after discharge do better than those who wait for a longer period of time.

Beacon can help you with arrangements as you leave the hospital. This help can range from finding a therapist, doctor, or other resources. Our care team is trained to work with your therapists and other types of support services to help you feel better and stay well. Our goal is a smooth,

continuing care program to help support your health and wellness.

In 2016, only fifty-one percent of our members attended appointments within 7 days after leaving the hospital. We want to improve this!

Please let us know if you or your child needs appointment assistance by calling 888-204-5581 (tty: 866-727-9441)

Alcohol & Substance Use Early Recovery: Getting it Right

The life of someone with an addiction centers around whatever they are addicted to. Things that used to be important become less so. The early weeks of recovery are very hard because lifestyle is a hard thing to change. Living a disciplined life is key to early recovery.

Three Things That Will Help:

1. Set up non-negotiables

Non-negotiables are things absolutely needed for your recovery. Things you must do each day, close to each day, or each week. They reflect your values and build your character. They include duties and commitments to family, work, health, etc. They can include: 12-step meetings or other support groups, daily reading, or prayer,

family dinners, parenting or family duties, and going to church, synagogue or other spiritual supports. They should be written down and talked about with someone you trust. They are called non-negotiables because they are not by choice and are not based on how you feel each day. Mood changes are widely found in early recovery. You will have good days and bad days, but having a tough day can no longer be excuses to avoid what you need to do.

2. Set daily schedules and routines

Decide what time you will rise and go to bed each day. Make time for reading and quiet times as well as your daily 12-step or other recovery meetings. Your daily plan will include your non-

We help people live their lives to the fullest potential.

negotiables. Less important activities must wait, but schedule them in and keep those appointments too! Conflicts are a given, but caring for yourself must take priority. Know that being on a schedule does not mean you overload your life with activity. You should build in some downtime.

3. Build a circle of support

You will need an inner circle of two or three others who can support you. These should be people that you can call day or night. They should know you well enough to hold you accountable, support you, or just be with you during your dark hours.

Friends, clergy and 12-step sponsors may be part of your inner circle. Tell them that you want to be accountable to them. Let them know how often you should talk with them. Tell them the specific

situations that are unsafe for you. You must also let them ask you tough questions about your schedule, meetings, and relationships.

Creating order and accountability will help you stay on track when the emotions and stresses of early recovery run high. It is hard at first. And the good feelings resulting from responsible living are not instant. But, unlike the passing highs of addiction, they can last a lifetime.

By Drew Edwards, MS, EdD

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Self Management Tools

Life is complicated. Staying healthy doesn't have to be.

We live in a fast paces world and it's important to make time for your health. At Beacon, we are the Behavioral Health experts, and we know staying healthy means paying attention to both your mental and physical health.

Take control of your health. We encourage you to visit the member health tools page on our website at <https://www.beaconhealthoptions.com/members/member-health-tools/> to explore lots of tools and information that can help you identify a health-related issue, stay on track with your wellness goals and feel better!

Topics Include:

- ◇ Reducing High-Risk Drinking
- ◇ Identifying Common Emotional Concerns
- ◇ Managing Stress in Your Life
- ◇ Increasing Physical Activity

**IMPORTANT: These tools are not intended to replace treatment from a health care provider. If you are concerned about any aspect of your health, please talk to your doctor or another medical professional.*



We help
people live
their lives to
the **fullest**
potential.

Mental Health or Substance Use Crisis?

Help is available 24 hours a day. We maintain a crisis hotline 24 hours a day, 7 days a week. The staff member who takes your call can help direct your care. This may include an emergency referral or admission to a hospital. The team can make arrangements with all types and levels of care. If you have an urgent need, please call your health plan.

Benefits and Claims

Contact Beacon's Member Services Department with benefit or claim questions about mental health or substance abuse. 888-204-5581

Utilization Management Decision-Making

Beacon decision-making is based on appropriateness of care, services, and existence of coverage. Beacon does not reward practitioners, or other individuals, for issuing denials of coverage or service. Decision-makers are not given financial incentives that would encourage decisions that result in less care than needed.

Confidentiality

Beacon has written policies to protect your health information. These policies state how you may have access to your Protected Health Information (PHI). They tell you how we use your information to pay claims and to arrange treatment. To view the Beacon Privacy Statement, please visit www.beaconhealthoptions.com. If you would like the Beacon Privacy Statement mailed to you, please call 888-204-5581 (tty: 866-727-9441).

Member Rights & Responsibilities

Member Rights

You have the right to know about Beacon Health Options, Inc. and how we do business, including:

- ◇ Names and titles of staff members
- ◇ Services covered by your benefit plan
- ◇ How we make decisions about approving payment for treatment
- ◇ Your rights and responsibilities as a member

You have the right to know about Beacon participating providers including:

- ◇ Clinical licenses
- ◇ Specialties
- ◇ Addresses, phone numbers, office hours
- ◇ Demographic information such as race or gender (if available)

You have the right to have information about your diagnosis and treatment kept confidential. However, sometimes the law requires Beacon to release such information. Beacon will only release information to others about your diagnosis and treatment if you, or your legal guardian, sign a form allowing such a release.

In your interactions with Beacon staff, you have the right to be treated with respect, dignity, and privacy.

You have the right to be part of decisions that are made about plans for your care.

You have the right to talk with your provider about the best treatment options for your condition, regardless of the cost of such care, or benefit coverage.

You have the right to tell Beacon what you think your rights and responsibilities as a member should be.

You have the right to make complaints about Beacon staff, services, or the care given by providers.

You have a right to appeal if you disagree with a decision made by Beacon about your care. Beacon administers your appeal rights as stipulated under your benefit plan.

You have the right to have anyone you choose

Speak for you in your contacts with Beacon.

You have the right to know about covered services and benefits offered under your plan, and how to seek these services.

You have the right to receive timely care consistent with your need for care.

You have the right to know facts about any charge or bill you receive, no matter who is making payment.

Member Responsibilities

You have the responsibility to provide information (including past treatment records) that Beacon or your provider may need to plan your treatment.

You have the responsibility to learn about your condition and work with your provider to develop a plan for your care.

You have the responsibility to follow the plans and instructions for care you have agreed to with your provider.

You have the responsibility to help Beacon obtain such items as approvals for out of network payment for treatment and referrals.

You have the responsibility to notify Beacon and your provider of changes. This includes an address or phone number change.

If you would like a copy of the Member Rights & Responsibilities in English or Spanish, please visit or www.beaconhealthoptions.com/members/member-rights/ or call Beacon at 888-204-5581 (tty: 866-727-9441)

Language Services

Language Services are available. Please let the member service representative know if you need:

- ◇ An interpreter
- ◇ A provider who speaks a language other than English
- ◇ Help in translating any letters or other documents about your care

HEDIS® Highlight

Antidepressant Medication Management (AMM)

The Healthcare Effectiveness Data Information Set (HEDIS) is a widely used set of performance measures developed and maintained by the National Committee for Quality Assurance (NCQA). The Antidepressant Medication Management (AMM) measure is important in helping people with depression manage their symptoms and treat their illness.

What does NCQA recommend?

After an initial diagnosis of depression and a prescription of an antidepressant medication, regular follow up visits are recommended. NCQA recommends remaining on an antidepressant for at least 6 months.

Facts about Antidepressants

- ◇ Usually it takes between 4 and 8 weeks for the medication to work and for you to feel better.
- ◇ You will probably need to take the medication for at least 6 months, or maybe longer.

Have you been prescribed an Antidepressant?

- ◇ You are not alone. 33% of Americans take this kind of medicine at least once in their life.
- ◇ This medicine is a safe treatment and it helps improve the way you feel when you take it for the right length of time.
- ◇ Many people stop taking this medicine too soon because they don't feel better immediately.
- ◇ Be patient. This medicine can take one or more weeks to begin working and sometimes a few more weeks until you feel the full effect.
- ◇ Once you are feeling better, you may think your depression is gone and you no longer need this medicine. That's not true.
- ◇ Antidepressant therapy is prescribed for at least six months, and maybe longer.
- ◇ There aren't many side effects of this medicine. Speak to your prescriber if you think you have any.

If you take Antidepressant medication

- ◇ Remember to keep your appointments
- ◇ You should see the doctor or nurse who gave you the medication at least one (1) time in the first three (3) months.
- ◇ Take your medication exactly as your doctor or nurse tells you, even if you are feeling better.
- ◇ Always tell your doctor or nurse exactly how you are feeling.
- ◇ Call your doctor if you are worried or have questions
- ◇ Call the doctor if you plan to stop taking the medicine