

**2022**

## **PARKLAND COMMUNITY HEALTH PLAN**

### **ANNUAL BEHAVIORAL HEALTH QUALITY MANAGEMENT GUIDE**

#### **Connect with a mental health provider**

Beacon Health Options (Beacon) works to improve the care and services provided for you. We want every member in the Parkland Community Health Plan Medicaid (STAR and CHIP) to receive quality care for your healthcare needs. One way that we make sure our members have access to care is by helping you find mental health and substance use treatment. We manage those benefits for you, so you can get safe treatment from our in-network providers.

#### **How to find a mental health provider**

- Call our toll-free number 24 hours a day, 7 days a week. The number is **1-800-945-4644**.
- Let us know that you need help finding a provider.
- Be sure to ask questions about your benefits and what's covered.
- You can also go online to find in-network providers and hospitals at [www.beaconhealthoptions.com](http://www.beaconhealthoptions.com).

#### **Quality management program**

The quality program works to make sure you get quality service for yourself and your family. We are always looking for and finding ways to get better. For more information on our quality programs, call **1-800-945-4644**.



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

## What your doctor needs to know when you are in therapy

**When you start therapy** - Sometimes problems can be caused by medical conditions. For example, depression is sometimes linked to certain medical problems. Depression or anxiety can also affect your overall health. Be sure to answer all your doctor's questions completely and honestly.

**Changes in your health** - If your health changes, your doctor needs to know. You may need to have tests or your medications might need to be changed.

**When you start or change medications** - Your doctor can help make sure that all of your medicines can be used together safely. Bring a complete list of all of your medications to each doctor visit. Don't forget to include the name of the prescription and the name of the doctor that ordered it. Your doctor will also need to know about any over-the-counter medications you are taking. Be sure to include those as well.

**Test findings** - Ask that a copy of any test be sent to all your doctors. This will help them monitor and coordinate your care. It will also prevent you from having to have extra tests done.

**Be your own health care manager** - You are the most important manager for your own healthcare. Your therapist can work with your doctor to coordinate your care. To do this, you will need to ask your therapist to call your doctor. He or she will ask you to sign a form giving permission to share your health information. You have the right to choose what kind of information you want to share. You will find a space on the form to tell them what kind of information you would like shared. This could be things like a diagnosis, lab work, or medications.

## After you leave the hospital

After being in the hospital, a plan for your care is needed to help you recover. Support during the move from hospital to home is very important. This is referred to as "discharge planning."

Before you leave the hospital, the hospital staff will help you to set up an appointment with your doctor or therapist. Make an appointment in a day or two after leaving the hospital. Your appointment should be within (7) days after you leave the hospital.

Beacon staff can help you with aftercare as you leave the hospital. Our care team is trained to work with your therapist and other types of support services to help you feel better and stay well. Our goal is a smooth, transition from care that will support your needs.

Beacon works hard to help our members live their lives to the fullest. When you can self-detect health issues early on, you have a chance to take steps and stay healthy.





## Intensive Case Management Program (ICM)

If you have more than one health condition, we can help. The ICM program is free, voluntary, and confidential. The ICM program helps members who have complex health care issues. It coordinates services at all levels of care.

### The ICM program is designed to help you:

- Enhance quality of life for you and your family
- Overcome barriers to your care
- Understand your healthcare
- Coordinate mental health and other healthcare services
- Develop an individual treatment plan
- Set goals based on your personal needs
- Determine resources available for you and your family

### Our case managers work with you and your doctors to:

- Develop a care plan that meets your needs
- Coordinate services to help you be independent and experience personal growth
- Integrate mental health and medical care services
- Make sure you have the right medication
- Prevent crisis or relapse
- Help you access community resources
- Monitor your ongoing mental, physical and daily support needs
- If you are interested in ICM services, please call **1-800-945-4644**

## Self-management tools for members

Beacon works hard to help our members live their lives to the fullest potential. When you can self-detect health issues early on, you have a chance to take steps and stay healthy.

Beacon's online tools cover many common health care topics. There is also information and useful ways to help. Members can take positive steps to improve their health and well-being.

Beacon has tools and resources online at <https://www.beaconhealthoptions.com/members/member-health-tools>

Our online tools cover:

- [Reducing high-risk drinking](#)
- [Identifying common emotional concerns](#)
- [Managing stress in your life](#)
- [Increasing physical activity](#)
- [Taking charge of your health](#)
- [Personal medical information form: "Keep It with you"](#)

### Other educational materials that you may find useful:

- [Alcohol use disorder tip sheet](#)
- [Substance use disorder tip sheet](#)
- [Opioid treatment resources](#)
- [Heroin: How much do you know?](#)
- [Depression screening quiz](#)
- [Understanding mental illness: What to do in crisis](#)
- [Myths and Facts about suicide](#)
- [ADHD resources](#)
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## Customer Service: When to use them and what to expect

Beacon customer service can help you find answers to questions like:

- I have an issue that is causing me stress. Where do I go for help?
- How do I find a counselor or therapist to talk to?
- Where do I begin?
- Do I have benefits and what do they cover? Does my care need to be approved ahead of time?

Customer service can help you find information about your benefits. We can give you information on things like:

- Co-pay
- Deductible
- Number of sessions your plan pays for
- How to get started

Beacon customer service can look up the counselors or therapists in your area who work with your plan. Call **1-800-945-4644**.



## Benefits and claims

Customer service can also help you get answers to questions about substance use or mental health benefits. We can also provide important information on:

- Your benefits – what is included and what is excluded
- Co-pays and other possible charges
- Participating providers and sub-specialty care
- Benefits outside of service area
- Inpatient, outpatient, and partial benefits
- Mental health services
- Questions about claims
- How to file a complaint
- How to appeal a decision
- The availability of independent, external UM determination

Contact customer service at **1-800-945-4644**.

TTY Toll-free Number (For Hearing Impaired): **711**

## Confidentiality

Beacon protects your personal health information (PHI). Our PHI policies explain how you can get access to your PHI. Our policies explain how we use your information to pay claims and help you get treatment. If you would like to read the privacy notice concerning your PHI, visit us online at [www.beaconhealthoptions.com](http://www.beaconhealthoptions.com).

## Utilization management decision making

We make decisions based on what is considered appropriate care, what services are available, and whether or not you have coverage.

Beacon also makes decisions about approving and paying for services. We consider if the care is appropriate for your needs. We also look at the benefits that are available for those needs. Beacon does not reward anyone for denying coverage or services. In addition, Beacon does not give financial rewards to anyone to make decisions. This includes decisions that would mean a member would get less care than they need.

## Mental health or substance use crisis

### **Help is available 24 hours a day.**

Our crisis hotline is open 24 hours a day, 7 days a week. If you call our crisis number, a staff member will take your call and help you find care. This may include an emergency referral or admission to a hospital. Our team works with all types of care. If you have an urgent need, please call **1-800-945-4644**.

## Language services

Language services are available. Please tell customer service if you need:

An interpreter

- A provider who speaks a language other than English
- Help in translating any letters or paperwork about your care

**CONTACT BEACON**

**24 HOURS A DAY, 7 DAYS A WEEK**

**1-800-945-4644**

## **Members' rights & responsibilities**

*We want you to have the best information about your care so you can be healthy.*

### ***You have a right to:***

- Be treated with respect and dignity.
- Have your personal information be private based on our policies & U.S. law
- Get information that is easy to understand and in a language, you know
- Know about the way your health benefits work
- Know about our company, services, and provider network
- Know about your rights and responsibilities.
- Tell us what you think your rights and responsibilities should be
- Get care when you need it
- Talk with your provider about your treatment options - regardless of cost or insurance coverage
- Decide, with your provider, on the best plan for your care
- Refuse treatment as allowed by law
- Get care without fear of being restrained or secluded unnecessarily
- Decide who will make medical decisions for you if you cannot make them
- Have someone speak for you
- See or change your medical record, as allowed by our policy and the law
- Understand your bill, if there is one
- Expect reasonable adjustments for disabilities as allowed by law
- Request a second opinion
- Make a complaint
- Make an appeal if you disagree with a decision made by Beacon about your care
- Be treated fairly - even if you tell us your thoughts or appeal a decision

### ***Your responsibility is to:***

- Give Beacon and your doctors the information they need to help you get the best possible care
- Follow the health care plan that you agreed on with your health care provider
- Talk to your provider before changing your treatment plan
- Understand your health as best you can
- Read all information about your health benefits and ask for help if you have questions
- Follow all health plan rules and policies
- Tell your health plan or Beacon of any changes to your name, address, or insurance
- Call 911 if you have a medical emergency