

Ombudsman for Medicaid Managed Care

If you are on Medicaid or a member of Access Behavioral Care, you can get free and independent help from the Ombudsman for Medicaid Managed Care.

Why would you call the Ombudsman?

- ♦ You are unhappy with care or services provided
- ♦ You want or need assistance accessing services
- ♦ You were treated unfairly or disrespectfully
- ♦ You need help filing grievances or appeals
- ♦ You want or need assistance accessing services
- ♦ A requested service has been denied, reduced, or stopped
- ♦ To learn about your rights and responsibilities
- ♦ As a resource for when you are not sure who to call



To contact the Ombudsman for Medicaid Managed Care:

Call: (303) 830-3560, toll free 1-877-435-7123 (en español) or TTY for the deaf or hard of hearing at 1-888-876-8864; E-mail help123@maximus.com or visit them on the Web at www.healthcolorado.org.

If you would like this newsletter in large print, on tape, or in another language, call us at at (303) 751-9030, toll free 1-800-984-9133 or TTY at (720) 744-5126

Si necesita información en español, llámenos al (303) 751-9030 o 1-800-984-9133.

If you need an interpreter at the Advisory Board Meeting, please call (720) 744-5610. Please call 7 days before the meeting.

Attend the next Advisory Board Meeting and receive a \$15.00 King Sooper Gift Card!

The Advisory Board is a forum for all members of Access Behavioral Care and their families. You can share your thoughts and ideas and we listen. Together we can make a difference.

Next Meeting:

Date: August 3, 2010

Time: 2:00 PM

Place: 10065 E. Harvard Ave - on the 7th Floor, Denver (The pyramid shaped building on the corner of Iliff Ave and Parker Road. Bus Routes 21 or 83L)

Agenda:

- 2:00 - Introduction
- 2:15 - General Announcements
- 2:20 - Quality Update
- 2:30 - Mandy Graves May, MPH, Director of Training and Outreach Behavioral Health and Wellness Program
- 3:00 - Questions and Answers
- 3:15 - Breakout sessions
- 4:00 - Adjourn

Meeting Rules:

- ♦ Bring up your ideas.
- ♦ Be respectful.
- ♦ NO TALKING during the presentations.
- ♦ We will start and end on time.
- ♦ To get the gift certificate, you must stay for the whole meeting.
- ♦ NO cell phones during meeting.

National Alcohol & Drug Addiction Recovery Month

This September is National Alcohol and Drug Addiction Recovery Month. Addiction is a disease that can be recovered from.

Treatment for addiction and recovery support services are as effective as treatments for other diseases. Each person and his or her family can find their own path of recovery. This path may include:

- ♦ Focusing on improving overall health and redefining themselves
- ♦ Exploring spirituality through faith-based communities
- ♦ Finding new friends. This includes others that are in recovery or that are involved in the same support groups
- ♦ Empowering themselves by helping others

The following is a list of resources to support alcohol and drug addiction recovery:

- ♦ Denver Inner City Parish Project Renew: (303) 629-0636
- ♦ Project Recovery: (303) 825-8113
- ♦ Denver Area Youth Services (DAYS): (303) 698-2300
- ♦ Mental Health Center of Denver: (303)504-1650

September
National Alcohol
& Drug Addiction
Recovery Month



Find More Resources

More resrouces are available online at:

<http://dasis3.samhsa.gov/PrxInput.aspx?STATE=Colorado>

Have Questions? Need Help? Call Access Behavioral Care

Denver Metro Area (303) 751-9030
 Toll Free 1-800-984-9133
 TTY For the Deaf & Hard of Hearing..... (720) 744-5126
 TTY - Toll Free 1-888-803-4494

Visit us on the Web at www.coaccess.com



We Need You!

At our next Member Advisory Board Meeting, we will elect the Member Advisory Board Chair.

To be the Member Advisory Board Chair, you:

- ♦ Must be an Access Behavioral Care member.
- ♦ Must be willing to serve for 2 years.
- ♦ Should be interested in advocating for Access Behavioral Care members.
- ♦ Should be able to attend the Member Advisory Board Meetings and share information with members.
- ♦ Should be willing to get involved in the community and with Access Behavioral Care.
- ♦ Should submit a short article that is included in each Partnership Newsletter while you are the Chair. Access Behavioral Care can help you write this article.

The Member Advisory Board Chair receives a small stipend. If you would like to be the Chair, please contact Claudine at (720) 744-5610. In order to be considered, you will need to present a 2 minute speech at the next Member Advisory Board Meeting.

Visit Our Web Site

You can find Access Behavioral Care member information in the For Our Members section of our Web site. From www.coaccess.com, click on the *For Our Members* link located on the left hand side of the page. Then, click on *Access Behavioral Care*. Here, you will find important member information like the Member Handbook and Provider Directory. We have also included:

- ♦ Emergency and Community Resource Information
- ♦ Community Resources for Youth With Disabilities
- ♦ Information about Advance Directives
- ♦ Information about the Member Advisory Board
- ♦ Past issues of the Partnership Newsletter
- ♦ Information about your rights and responsibilities



www.coaccess.com - Your Place for Member Information and More!

My Time as Member Advisory Board Chair

By Zim Olson, Advisory Board Chair



My two year term as the Member Advisory Board (MAB) Chair has been a very worthwhile experience. I hope that others have benefited from my advocacy efforts.

The MAB meetings are held every third month. During these meetings I have conducted a focus group on various topics, including early morbidity amongst people with mental health disabilities, discussing and submitting the MAB's top 5 treatment concerns to the State, and we also discussed the role of individualized treatment in our recovery or Mental Health Outcomes.

Another one of my responsibilities has been to represent the MAB on the Colorado Access Medical and Behavioral Quality Improvement Committee. The committee meets every 2 months. I was given a spot on the agenda every meeting to report on the top MAB treatment concerns.

During our next MAB meeting on August 3, 2010, we will elect the next MAB Chair to Access Behavioral Care. The chair will serve for a 2 year term. I encourage you all to attend the meeting and vote for your next Member Advisory Board Chair.

WRAP® Facilitator

WRAP stands for Wellness Recovery Action Plan. This summer, the WRAP facilitator training is coming to Denver. As a WRAP Facilitator, you can help others reach recovery and gain self-management skills. If you're interested in attending this training, please e-mail Grant at ggilliand@bhiinc.org.

WRAP® is a registered trademark of Mary Ellen Copeland, PhD

If you have questions or need help, please call us at (303) 751-9030, toll free at 1-800-984-9133 or TTY for the deaf or hard of hearing at 1-888-803-4494. Our office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. If you call us in the evening or on the weekends, a mental health provider at our after-hours service can help you.

What is EPSDT?

EPSDT stands for Early and Periodic Screening, Diagnosis and Treatment. EPSDT is Medicaid's benefit package for children and adolescents ages 20 and under that focuses on illness prevention and early intervention. EPSDT benefits include well-child check-ups, sick care, treatments and special care coordinators as well as evaluation and treatment of both physical and mental health issues.



All children should have an EPSDT health screening or well-child checkup at least once a year (more if the child is under age 2) with their Medicaid physical health provider. The checkup should include, but is not limited to, the following:

- ♦ Physical examination
- ♦ Shots and lab tests (including required blood lead test) as needed
- ♦ Health and developmental history
- ♦ Nutritional, developmental, and mental/behavioral health assessments
- ♦ Adolescent family planning (if needed)
- ♦ Dental, vision and hearing screenings
- ♦ Health education and guidance
- ♦ Diagnosis, treatment, and referrals

If the physical health provider thinks the child needs mental health services and the child has Medicaid in Denver, the child should be referred to Access Behavioral Care.

More information about EPSDT can be found online at: <http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1218622604254>

Access Behavioral Care Can Help!

Our Service Coordinators can help children covered by Access Behavioral Care get the mental health care they need. The Service Coordinators are available during regular business hours at (303) 751-9030 or 1-800-984-9133.

It's Summer Time!

By Claudine McDonald, Director of the Office of Member and Family Affairs



Can you believe that it's summer time? I hope each of you are having a safe and happy summer!

During the summer months, we are often busy with outdoor activities and visiting with friends and family.

Remember to take time for your mental health. If you're actively seeing an Access Behavioral Care provider, always check in with them if you find yourself feeling stressed or down. If you're not seeing a provider, remember that your Medicaid benefits are available if you feel a need to talk to someone. You can call us if you need help finding an appropriate provider.

Your physical health is also important. Remember, there are certain things you can do to stay safe and healthy over the summer. When it's hot out, drink plenty of

water. Be sure to wear sunscreen and sunglasses to protect your skin and eyes from the sun. Also, listen to your body, if you feel tired, take a rest.

Before I finish my article, I would like to take this opportunity to thank Mr. Zim Olson for serving as the Access Behavioral Care Member Advisory Board Chair. It has been a pleasure working with Zim during the past 2 years. He has been very dedicated. During our next meeting we will vote for the Member Advisory Board Chair that will serve for the next 2 year term. If you are interested in running for Member Advisory Board Chair, please read the "We Need You" article in this newsletter.

As always, I look forward to seeing you at the next Advisory Board Meeting. Remember, before the next meeting be sure to check out the Member Advisory Board Web page at <http://www.coaccess.com/member-and-family-advisory-board>.