

Important: Information About the Next Advisory Board Meetings

The Member and Family Advisory Board is your meeting! As an Access Behavioral Care member, you are important to us, and we want to hear from you!

The following is some information about the next meeting. Please read this carefully.

- 1) The next meeting will be at Colorado Access (10065 E Harvard Ave).
- 2) The next meeting will be on the 7th floor. The doors to the meeting on the 7th floor will open at 1:30 p.m.
- 3) Please arrive for the meeting on time. If you arrive to the meeting before 1:30 p.m., you may have to wait outside.
- 4) These meetings are held in an office building, please be courteous. If you arrive early, please wait outside until 1:30

p.m., at 1:30 p.m., please take the elevator to the 7th floor.

5) Due to building rules, the doors to the building that face Parker Road will be locked until 1:30 p.m. If you arrive early please walk to the doors on the other side of the building. The sidewalk that leads to the other side of the building is on Harvard Ave.

6) Please read the rules for the meeting that are on the front page of this newsletter. Please follow these rules. This is your meeting, and we want to make sure you get the most from this meeting.

If you have any questions, please call customer service at (303) 751-9030, toll free 1-800-984-9133 or TTY for the deaf or hard of hearing (720) 744-5126. You can also visit <http://www.coaccess.com/member-and-family-advisory-board>.

If you would like this newsletter in large print, on tape, or in another language, call us 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 at least 7 days before the meeting.

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

The Advisory Board is a forum for 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: May 4, 2010

Time: 2:00 PM

Place: 10065 E. Harvard Ave, Denver NEW - 7th Floor
(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
- 2:25 - Mandy Graves May - Behavioral Health & Wellness Program
- 2:30 - Grant Gilliland - Peer Specialist Program
- 2:45 - Beth MacKenzie & Cassidy Smith - Health Care Policy & Financing; Health Initiatives Overview
- 3:15 - Breakout session
- 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.

Emotional Eating

For some people, eating unhealthy foods, also called junk foods, is a way to deal with feelings such as stress, anger, anxiety, boredom, sadness, and loneliness. This is called emotional eating. Also, when some people feel short of time and energy, they often eat junk food or fast food because it's quick and easy. Emotional eaters may not overeat, but rather eat unhealthy foods.



There are several steps you can take to make sure that you are not using food to deal with your feelings:

- If you think that you are eating to deal with your feelings, try to understand where it comes from. Do you crave a certain foods (such as candy) that you remember from childhood? Are you feeling too stressed to worry about having a healthy meal? For several days, write down when you eat, how you are feeling, how hungry you are, what you eat, and how much you eat. This helps you see patterns and tells you which triggers to avoid.
- Learn to recognize true hunger. If you ate just a few hours ago and don't have a rumbling stomach, you are probably not really hungry. Emotional hunger usually comes on suddenly and may only go away after you eat a certain food. You may keep eating even after you get full, and then feel guilty afterwards.

Continued on the Inside

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

Check out our Web Site

We updated our Member and Family Advisory Board Web page at <http://www.coaccess.com/member-and-family-advisory-board>.

What's on the Member & Family Advisory Board Page?

Be sure to look at this page before every meeting to look for any updates about the meetings. This page also has a place for you to submit your ideas.

Also on our Web Site

At Access Behavioral Care we want to make sure you're getting care that is in line with approved practice guidelines. These guidelines are posted on our Web site at <http://www.coaccess.com/practice-guidelines> for you and your providers to review.

The mental health guidelines that are currently on the Web site are:

- Major Depression in Adults
- Attention Deficit/Hyperactivity Disorder (ADHD)
- Bipolar Disorder
- Metabolic Monitoring of Adult Members Prescribed Antipsychotics
- Alcohol and Substance Abuse

If you do not have access to our Web site, or would like a hard copy of the guidelines, please call us at (303) 751-9030 or toll free at 1-800-984-9133.

Our Next Meeting

By Claudine McDonal, Director of the Office of Member & Family Affairs



I would like to thank those of you who came to the last Member and Family Advisory Board meeting. We had quite a large turnout and it was a pleasure speaking with you! I hope you can make it to the next meeting.

For those of you who did not attend, I would like to invite you to our next meeting. The meetings are a great chance to learn more about Access Behavioral Care! Plus, if you stay for the entire meeting, you'll get a \$15 grocery certificate.

Details about the next meeting can be found on the front page of this newsletter. Also, please read the important message on the back page of this newsletter about the next meeting. I hope to see you there!

Break the Habit!



QUIT SMOKING SUPPORT GROUP

Every Tuesday at 2:00 PM

Anschutz Medical Campus
Building 401

FOR MORE INFORMATION CALL:
(303) 724-3714

COSTS OF THIS GROUP ARE COVERED FOR
ACCESS BEHAVIORAL CARE MEMBERS



Behavioral Health and Wellness Program

Covered Mental Health Services are Free of Charge

The mental health services you get from Access Behavioral Care are free of charge as long as:

- You have current Medicaid for Denver County,
- You use an Access Behavioral Care provider for non-emergency care,
- The care is necessary to treat your mental health condition, and
- The care is approved by Access Behavioral Care.

You Might Have to Pay if:

- You see a doctor or provider who is not an Access Behavioral Care provider, for nonemergency care.
- You get mental health services that are not covered benefits.
- You do not tell the doctor or provider you are an Access Behavioral Care member.
- You do not tell us that another insurance plan will be paying for your care.
- You sign a form that says you will pay the doctor or hospital.
- You get services outside of the United States.
- You get services during your appeal to the State of Colorado and you lose the appeal.

More information can be found in the Member Handbook. A copy of the handbook is on our Web site at <http://www.coaccess.com/access-behavioral-care>.

The Advisory Board Meetings

By Zim Olson, Advisory Board Chair



At the last Advisory Board meeting the room was packed. Thank you for coming to the meeting, we hope you can come to the next meeting.

In case you missed the last meeting, Dr. Alan Fine gave an interesting 30 minute presentation. He talked about nutrition, exercise, and concerns about dieting. He also highlighted the importance of eating right and exercising.

After Dr. Fine's presentation the members at the meeting talked about their thoughts and concerns. Many of those who attended talked about dental health and treatment and shared dental health resources.

I hope to see you at the next meeting May 4, 2010, where we will discuss the end to my term as the Advisory Board Chair and the upcoming elections for the new Access Behavioral Care Advisory Board Chair.

Want to be the Next Advisory Board Chair?

If you are interested in being the next Advisory Board Chair, please contact Claudine at (720) 744-5610.

About Access Behavioral Care

Colorado Access is a nonprofit health plan that provides access to behavioral and physical health services for medically underserved Coloradans. Access Behavioral Care is part of Colorado Access and is contracted by the State of Colorado to provide behavioral health services for Medicaid members in the City and County of Denver.

As your Medicaid behavioral health plan we are responsible for helping you get the mental health services you need. We work with all the community mental health centers in the State, many other behavioral health providers, and most psychiatric hospitals.



Access Behavioral Care Service Area

Access Behavioral Care is the Behavioral Health Organization for the city and county of Denver. If you have Medicaid benefits and live in Denver, we will make sure you get the behavioral health services you may need.

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.

Emotional Eating (Continued)

- Find other ways to make yourself feel better. Instead of eating a candy bar, take a walk, watch a movie, or call a friend. Talking to someone about what is stressing you is more helpful than overeating.
- Eat a healthy diet with more whole grains, vegetables and fruits, as well as low-fat dairy products and lean meats like chicken breast without the skin. When you fill up on the right kinds of food, you are more likely to feel fuller, longer. Try to also eat at the same times every day. Remember, starchy, sweet, salty, and fatty foods can cause health problems like weight gain and heart disease.
- Snack healthy. If you need to eat between meals, choose a low-fat, low-calorie food, such as fresh fruit, pretzels, or unbuttered popcorn. Don't keep unhealthy foods around. But don't completely deny yourself. Try eating sugar free chocolate pudding or low-fat ice cream. Or allow yourself a small serving of the dessert that you want. No food is totally bad as long as you don't eat too much of it.
- Exercise regularly. Exercise can be a good way to relieve stress. Sports or group activities can help prevent boredom and loneliness. Walking can be soothing when you feel anxious or sad.
- If you give in to emotional eating, forgive yourself and try to learn from it. Plan how to prevent it in the future.

For more information about healthy eating, visit the American Dietetic Association's Web site at <http://www.eatright.org>.

Spring and Summer Reminder

Spring is here and summer is just around the corner! Many of us will be enjoying the outdoors more and more as the weather gets warmer and the days get longer. Remember, protect your skin from the sun with sunscreen. Try to use a sunscreen that has an SPF of 30 or higher, and apply it to all exposed skin. When you're outside for a long time, be sure to reapply the sunscreen throughout the day.