

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
- ◇ 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 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 Soopers 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 2nd, 2011

Time: 2:00 p.m.

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

Agenda:

- 2:00 – Introduction
- 2:15 – General Announcements
- 2:30 – Quality Update
- 2:45 – Guest Speaker - Reyna Garcia
- 3:30 – Questions & Answers
- 3:45 – Member Co-Chair Update
- 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.

The NAMI Family-to-Family Education Program

With the help of the National Alliance on Mental Illness (NAMI) of Colorado, your family and friends can better understand mental illness.

The NAMI Family-to-Family Education Program is a free, 12-week course for family and friends of people with mental illnesses. The course is taught by trained family members and over 115,000 people have graduated from this national program.

The course will cover topics about current information on major depression, medications, side effects, current research and so much more. Your family and friends can learn coping skills too! They will have special workshops for problem solving, listening, and learning communication skills.

To learn more about this course or to register, please visit www.NAMI.org, scroll down and under **NAMI Programs**, click on *Family-to-Family*. This is where you can learn all about the program. Then scroll down and click on *View the current Family-to-Family course schedule* and select *Colorado*. To register, please call the numbers listed for the county you live in. You can also contact NAMI Colorado directly at (303) 321-3104 or toll free 1-888-566-6264.

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

Some Food for Your Noodle

**Mental Health Center of Denver (MHCD)
Goes to Washington D.C.**

Did you know that MHCD participates in the National Council Hill Day every year?

This is where hundreds of people from the behavioral health community go to Washington D.C. to advocate for mental health.

Last year, MHCD sent over 400 letters to D.C. and won the National Council competition for the center with the most letters. Great job!



What Access Behavioral Care Can Do For YOU!

Access Behavioral Care (ABC) has many kinds of mental healthcare just for you. We will help you find what you need and what works best for you. We have services for our members and for families too.

As an ABC member, you can get:

- ◇ Individual counseling
- ◇ Family counseling
- ◇ Group counseling
- ◇ Case management services
- ◇ Medication management with a psychiatrist or nurse

You can meet with your provider and decide what you need. You will get care as long as you need it. We want you to get the best mental healthcare.

To learn more, review your ABC member handbook. If you lost yours, no problem! You can find one online at <http://www.coaccess.com/access-behavioral-care>

A Message from Charmaine Barros

Your Co-Chair of the Member Advisory Board

Hello! Here we are enjoying another Colorado summer, the only place where you get all of your seasons in one day! I hope everyone is enjoying the warmer weather and you all had a wonderful and safe 4th of July.

Knowing more about mental illness and understanding what is being done to improve our quality of life is very important. By attending the Medical/Behavioral Quality Improvement Committee (MBQIC) meetings, I have learned that caring professionals are always looking for new ways to help us in our treatment and recovery from mental illness.

They want to look for the main causes of mental illness and to better understand what we go through. This can help them understand how to treat us and stay on the same page with us. One area of particular interest is how mental illness is affecting our minds, thus our overall state of well-being.

I have been to many events around town lately! Access Behavioral Care (ABC) and the Mental Health Center of Denver (MHCD) had a consumer/family/provider recovery conference on May 26th. It was fun and wonderful! David Granirer

from "Stand Up for Mental Health" and five other MHCD stand-up comedians put on a wonderful show and had us laughing off our seats. He wanted everyone to know the importance of using humor to build self-esteem and to always look on the bright side of mental health. Honestly speaking, this is one of the best conferences I have attended!

Thank you for allowing me to serve you and know that together we can work towards a healthy lifelong recovery.

-Charmaine Barros

Enriching Lives & Minds Open House

Every month, the Mental Health Center of Denver (MHCD) holds an open house where you can learn how they can help you recover from mental illness. You can also meet Dr. Carl Clark, the CEO of MHCD.

These are casual events with light snacks.

The next Enriching Lives and Minds open house is Wednesday, August 10th, from 5:15 p.m. to 6:30 p.m. at 4141 East Dickenson Place, Denver. Don't miss it!

For questions or to RSVP for this open house, please call Joanne Aiello at (303) 504-6732 or email her at Joanne.Aiello@mhcd.org

**Colorado
Access is bringing
you more help!**

**Stayed tuned for
the Colorado
Access Crisis
Hotline.**

Family and Friends to Share With

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



Is it summer already? This year is just flying by and it has gotten me thinking about the family and friends we have in our lives.

Sometimes, we can forget, but we should always remember that we are surrounded by loved ones. And at

times, we don't ask our loved ones for help, even if we need it.

Do you know when to ask for help when you need it?

By asking for help and including others in your struggles, whether big or small, you can help your relatives understand what you need. There are great programs, like "Family-to-Family" and general family counseling that are designed to help your loved ones understand mental illness.

Make the most of these programs and let your family know you want them to be a part of it. By creating this bond, you are making strong relationships. Whether it's your friend, brother, sister or doctor, always ask for help when you need it.

Don't forget to see me at the next Advisory Board Meeting! For a full 2011 schedule, please visit our website at www.coaccess.com/member-and-family-advisory-board



Also on Our Website...

A lot of helpful member information such as the Member Handbook and information about Advance Directives can be found on our website at www.coaccess.com/access-behavioral-care

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. A mental health provider is available after-hours to help you.