

Ombudsman for Medicaid Managed Care

If you are on Medicaid or a member of Colorado Access Health Plan or any of the Medicaid Managed care plans, 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 want or need assistance accessing services → A requested service has been denied, reduced or stopped
- You were treated unfairly or disrespectfully → To learn about your rights and responsibilities
- You need help filing grievances or appeals → As a resource for when you are not sure who to call

To contact the Ombudsman for Medicaid Managed Care:

- (303) 830-3560 within Metro Denver or 1-877-435-7123 outside Metro Denver (en español)
- TTY: 1-888-876-8864 for hearing impaired
- Fax: (303) 832-8352
- Email: help123@maximus.com
- Web address: 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 at 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.



Colorado Access
PO Box 17580
Denver, CO 80217-0580

partnership



Colorado Access
Behavioral Care

The Newsletter for Colorado Access Behavioral Care Consumers and Family Members

1st Quarter 2009

Attend the next Advisory Board Meeting and receive a \$15.00 King Sooper gift certificate!

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: February 3, 2009

Time: 2:00 PM

Place: 10065 E. Harvard Ave, Denver
(The pyramid shaped building on the corner of Iloff Ave and Parker Road Bus routes 21 or 83L)

Agenda:

- 2:00 - Introductions
- 2:15 - General Announcements
- 2:20 - Quality Department Update
- 2:30 - Amanda Kearney-Smith, Director of WE CAN! of Colorado
Kate Adams, Coordinator, WE CAN! of Colorado
- 3:00 - Question & Answer
- 3:15 - 2 Breakout sessions
 - ♦ Consumer focused group
 - ♦ Family member focused group
- 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.

Keeping your Mind & Body Healthy

Taking care of both your mental and physical health is important. Finding ways to manage your health can help you feel better. Here are a few ideas on how to manage your health:



- ♦ **Advocate for yourself.** One of the ways you can do this is by letting your doctor know that you are worried about both your mental and physical health.
- ♦ **Get the Care You Need.** Get regular check-ups and see your doctor when you are not feeling well.
- ♦ **Manage Stress.** Stress is a normal part of life. Try slowing down and doing one thing at a time. If the stress gets too bad talk to someone about getting help.
- ♦ **Plan a sleep schedule.** Sleep can affect your mood and your body. Sleep is important to your overall health.
- ♦ **Watch what you eat.** Try eating more fresh fruits and vegetables.

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 Hearing Impaired (720) 744-5126
TTY - Toll Free 1-888-803-4494

Visit us on the web at www.coaccess.com

What is S.A.D.?

Seasonal Affective Disorder, or SAD, is a type of depression that follows the seasons. Most people who have SAD have symptoms during the winter when there are fewer hours of sunlight each day.



In the winter months, many people feel tired, gain weight or feel sad or depressed. People with SAD sometimes find that these symptoms begin to interfere with their daily life. People with SAD often feel chronically depressed, very tired and they crave sweet and starchy foods (like candy, pasta and potatoes). They may also want to withdraw from others and avoid social situations. The symptoms of SAD usually begin in the fall, get worse in the winter, and get better in the spring.

If you think you have some symptoms of SAD, you should talk to a mental health provider. More information about SAD is available from the National Organization for Seasonal Affective Disorder online at www.nosad.org.

Access Behavioral Care Can Help!

If you or your child need help getting mental health services, call Access Behavioral Care at (303) 751-9030. Our Service Coordinators can help set up an appointment for you. **Remember, if you have a mental health emergency or crisis, go directly to the nearest emergency room or call 911. Emergency services are available 24 hours a day, 7 days a week.**

Access to Services

When you call to make a regular appointment with your mental health provider, you should get an appointment within 7 days. If the situation is urgent, you should get an appointment within 24 hours. If you do not receive an appointment within these timeframes, please call Access Behavioral Care at (303) 751-9030 or toll free 1-800-984-9133.

Have a Happy & Healthy New Year

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



On behalf of Access Behavioral Care, I would like to wish you a happy and healthy New Year.

Wow! I can't believe it's 2009. Where did the year go? This year I am making a resolution to take good care of myself. Join me and make a New Year's resolution to take care of your mind and body.

year for important tests and screenings.

- Make sure you go to all of your appointments with your providers.
- Make sure you get enough sleep.
- Eat healthy foods.
- Get more exercise.
- Find ways to relax.
- Quit smoking.
- Have some fun! Laugh and be with people you enjoy!

I would also like to take this opportunity to thank those of you who attended to the Access Behavioral Care Member and Family Advisory Board Meetings. I have enjoyed meeting each of you. Thank you for taking the time to talk with us about your thoughts and ideas. We look forward to seeing you in 2009. If you are reading this and you have not attended, we look forward to meeting you. Details about the next meeting can be found on the front page of this newsletter.

When people have problems with their mental health, they can also have problems with their physical health. So, if you have problems with your physical health, it can make you feel depressed.

Some ideas for a New Year's resolutions that take care of your mind and body are:

- See your health care provider at least once a

Keeping your Mind & Body Healthy (Continued)

- ♦ **Exercise.** Regular exercise can help your self-esteem; reduce your feelings of stress; improve your sleep; and help maintain a healthy weight.
- ♦ **Do something you enjoy.** During the week, find time to do something you like. Take time to have fun.
- ♦ **Connect with others.** Spending time with positive, loving people you care about and trust can ease stress, help your mood and improve the way you feel.

Adapted from "Staying Well when you have a Mental Illness", Mental Health America, 2008

Do you have information you would like to be published in the next Partnership newsletter?

Please send your suggestions, comments or stories you would like to share to: Important.Updates@coaccess.com or to:

Colorado Access
Partnership Newsletter
PO Box 17580
Denver, CO 80217-0580

Important Information & More!

By Zim Olson, Consumer Advisory Board Chair



During our last Consumer and Family Advisory Board meeting the consumer group met during a break-out session to talk about what mental health means to consumers. The input I received was very insightful. Our discussion lasted for 15

minutes. Some of the issues we talked about included:

- ♦ Well Being,
- ♦ Pain Levels,
- ♦ Problem Solving, and
- ♦ Tolerance for Stress.

During the next Consumer and Family Advisory Board meeting, I would like the consumer group to talk about the mental health information they need. Some of the topics I would like to discuss are:

- ♦ Mental health treatment options,
- ♦ Mental health center policies, and
- ♦ Mental health related Government policies.

Please come to the next meeting on February 3, 2009 to discuss these topics.

**Reason #31
to join
Colorado Access
Advantage:**

If you feel like
you're having to jump
through hoops to get the
healthcare you need,
we're here to help.


Colorado Access
AdvantageSM



Do you have the Colorado Access Advantage?

Colorado Access Advantage offers a variety of health plans for people who have Medicare, and a variety of health care needs. We've also increased some benefits and added some "extras" to help you get the best care possible.

For more information on all of our plans, call an enrollment representative today at: (303) 751-2436 (Denver Metro area) or 1-877-287-6767 (toll free) 1-888-803-4494 (TTY) (toll free) 8 a.m. to 8 p.m., Monday through Sunday.