

## 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 1-888-876-8864; E-mail [help123@maximus.com](mailto:help123@maximus.com) or visit them on the Web at [www.healthcolorado.org](http://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:** February 1, 2011

**Time:** 2:00 PM

**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
- 2:20 - Quality Update
- 2:30 - Reyna Garcia  
 Director of Customer Service & Claims,  
 Colorado Access
- 3:00 - Questions and Answers
- 3:15 - Co-Chair, Charmaine Barros- 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.

## Learn Wellness Tools and Grade Your Mental Health Center!

Join WE CAN at Colorado Access (10065 E Harvard Ave., 1st floor conference room) on February 15th, 2011 at 2:00 p.m. – it's free and refreshments will be provided!

You can participate in an informative wellness workshop and have a chance to give feedback about your mental health center! Your opinion will be kept anonymous, but your comments will go straight to Colorado's leaders in mental health! Make your opinion known!

Please call Lacey Stein at (720) 208-2236 with any questions.

## Nurse Advice Line for Medicaid Clients

Did you know that there is a Nurse Advice Line for Medicaid clients???

The Nurse Advice Line is staffed by Registered Nurses (RN's) 24 hours per day, seven days a week. The staff can help you with health care advice and assist you to determine if you need to go to the Emergency Room.

**1-800-283-3221**

You can call anytime, any day and the call is free.

### 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](http://www.coaccess.com)

## Your Resolution

This year, make it your New Year's resolution to be healthy - both mentally and physically. Studies show that your mind and your body are strongly linked. As your mental health declines, your body can also break down; and if your physical health declines, it can make you feel depressed.

The first step to being healthy is to see a healthcare provider at least once a year for important tests and screenings.



## 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, toll free 1-800-984-9133 or TTY for the deaf or hard of hearing at 1-888-803-4494.

## Happy New Years from Access Behavioral Care!

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



Happy and Healthy New Year! I can't believe another year has gone by and that it's already 2011. Where did 2010 go?

This year I'm going making a resolution to take better care of myself. Join me and make a New Year's resolution to take care of your mind and body.

One resolution I think a lot of us make each year, is to start eating healthier. I began to think about the important role food plays in my own holiday celebrations. This led me to do some research online. I found an excellent resource from Mental Health America that I would like to share with each of you. It is located at <http://www.liveyourlifewell.org/go/live-your-life-well/eat> and is part of Mental Health America's Live Your Life Well program.

Here, you can find basic tips on good eating habits and certain foods to avoid. Remember to talk to your healthcare provider if you have any questions about nutrition or before you start a nutrition program.

As always, I look forward to seeing you at the next Advisory Board Meeting and at each of the meetings in 2011. For a full 2011 schedule, visit our Web site at [www.coaccess.com/member-and-family-advisory-board](http://www.coaccess.com/member-and-family-advisory-board).



## Welcome Charmaine!

By Charmaine Barros, Advisory Board Chair

Hello, my name is Charmaine and I am the new co-chair for the member advisory board. I am grateful for this opportunity and look forward to serving for the next 2 years. In this column I plan to give updates on current events and activities which focus on the mental health community. Here are 3 topics I'd like to share with you:

1) As the co-chairperson, I attend the Medical Behavioral Quality Improvement Committee (MBQIC) meeting. The MBQIC works to ensure that members are receiving the best possible care and that providers are meeting the standards set by Colorado Access. The MBQIC meets regularly providing expertise on mental health and medical care to ensure that our members receive high quality, integrated and coordinated care.

2) If you did not attend the annual Partnership resource fair in November you missed it. The fair was a huge success with over 18 organizations sharing helpful information about their programs. The next event should be even better.

3) This past Thanksgiving, the Mental Health Center of Denver (MHCD) Resource Center served dinner to over 120 people. Thanks to Bertha of the Resource Center for her hard work and hospitality. She makes it a joy to go there and I personally want to thank her.

What I've learned during this short time as the co-chairperson has been very exciting. I have much hope for the future and look forward to hearing from more of you.

### Also on Our Web site . . .

A lot of helpful member information such as the Member Handbook, and information about Advance Directives can be found on our Web site at: [www.coaccess.com/access-behavioral-care](http://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. If you call us in the evening or on the weekends, a mental health provider at our after-hours service can help you.

## The 10 Tools

These proven tools can help you feel stronger and more hopeful.

- ♦ **Connect with Others**  
Fight stress with friendship. Turn to friends or family in times of stress.
- ♦ **Stay Positive**  
Changing your thinking can change your life. Thinking negatively can drag down your moods, your actions and even your health.
- ♦ **Get Active**  
Exercise can make you happier. Exercise decreases stress, anger and tension, reduces anxiety and depression, and offers a greater sense of well-being.
- ♦ **Help Others**  
Research shows that people who consistently help other people have less depression, are more calm, have fewer pains and better health.
- ♦ **Get Enough Sleep**  
Research shows that you're more likely to succeed at your tasks—and enjoy greater well-being—if you get some serious shuteye.
- ♦ **Create Joy and Satisfaction**  
Feeling good is good for you, so have a laugh, find a hobby, or just kick back.
- ♦ **Eat Well**  
The right foods can fuel your mind, boost your mood and fight disease.
- ♦ **Take Care of Your Spirit**  
Praying, meditating or just connecting with your deepest self can enrich your life.
- ♦ **Deal Better with Hard Times**  
Coping tools can help you through a rough patch.
- ♦ **Get Professional Help if You Need It**  
Don't hesitate to seek professional help.

Adapted from "10 Tools to Live Your Life Well", Mental Health America, 2010