

All Your Mental Health Care is Free of Charge

All mental health care you get from Access Behavioral Care is 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 do not tell the doctor or provider you are an Access Behavioral Care member.
- ♦ You do not tell us that other insurance will be paying for your care.
- ♦ You sign a “consent form” that says you will pay the doctor or hospital.
- ♦ You get health care 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 Access Behavioral Care Member Handbook.



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 (ABC) 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.

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.



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: May 5, 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 - Julie Reiskin, L.C.S.W., M.S.W., Executive Director Colorado Cross-Disability Coalition
- 3:00 - Question & Answer
- 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.

What is Bipolar Disorder?

Bipolar disorder is a disorder that causes unusual changes in a person’s mood, energy, and ability to function. Like diabetes or heart disease, bipolar disorder is a long-term illness that must be carefully managed throughout a person's life.



Bipolar disorder usually develops in the late teens or early adulthood. However, some people have their first symptoms during childhood, and some develop them late in life.

The symptoms of bipolar disorder are different from the normal ups and downs that everyone goes through. Bipolar disorder causes mood swings—from overly “high” and/or irritable to sad and hopeless, and then back again. There are often periods of normal mood in between. Severe changes in energy and behavior go along with these changes in mood. The periods of highs and lows are called episodes of mania and depression.

Bipolar disorder is a long-term illness. Therefore, long-term treatment is strongly recommended. Without treatment, bipolar disorder can get worse. A treatment plan with both medication and psychosocial treatment (like “talk” therapy) works best for bipolar disorder over time. Working closely with the doctor and talking openly about treatment concerns and options can help make treatment more effective.

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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

Access Behavioral Care Covered Services

Access Behavioral Care covers many kinds of mental health care. We have services for individuals and for families. Here are some of the services you can get:

- ♦ **Outpatient Treatment** - This includes individual, family and group counseling. For individual counseling, there is a limit of 35 visits per year (July 1 – June 30), except when medically necessary for children under age 21.
- ♦ **Day Treatment** - This is treatment for children who have specific mental health and educational needs.
- ♦ **Psychosocial Rehabilitation** - This is treatment that helps you live on your own.
- ♦ **Case Management** - A Case Manager can help you get care and resources.
- ♦ **Medication Management** - A Doctor or nurse helps you get the right medicine and understand your medicine.
- ♦ **Emergency Services** - This is for when you need care right away. 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.
- ♦ **Inpatient Services** - 24 hour care for a mental illness in a hospital.
- ♦ **Residential Services** - This is housing for people learning to live with a mental illness.

- ♦ **Home-Based Services for Children and Adolescents** - This is mental health care in the home
- ♦ **Evaluations/Assessments** - This is to find out the best care for you.
- ♦ **Deaf and Hard of Hearing Services**
- ♦ **Vocational Services** - These are services that help you work.
- ♦ **Senior Services**
- ♦ **More Services** - If you need other services, we will help you. We help you meet your mental health care needs.



More information about covered services can be found in the **Access Behavioral Care Member Handbook**. If you need a member handbook, a copy is located online at <https://www.coaccess.com/public/accessBehavioralCare.jsp> or you can call Customer Service at (303) 751-9030, Toll Free 1-800-984-9133 or TTY for the deaf and hard of hearing (720) 744-5126.

Our 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.

Also, this spring, be sure to take time for yourself. With a lot going on in the news, it is easy to get stressed. If you are feeling stressed and seeing an Access Behavioral Care Provider, check in with them. If you're not seeing a provider, remember, your Medicaid benefits are available if you feel you need to talk with someone. You can call us anytime for a referral to an appropriate provider.

Finally, I would like to invite you to our Advisory Board on May 5. The Advisory Board is a good opportunity for you to share your thoughts and ideas with Access Behavioral Care. The details about the next meeting are on the front page of this newsletter. I hope to see you there!

Springtime is Here!

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



It's spring time again! Spring is when we recognize some important health observances, including Mental Health America's Mental Health Month, which is in May. This year, Mental Health America will launch its *Live Your Life Well* campaign during Mental Health Month. If you would like to learn more, visit them at www.mentalhealthamerica.net.

What is Bipolar Disorder? (Continued)

People with bipolar disorder can lead healthy and productive lives when the illness is effectively treated.

Currently, there is no cure for bipolar disorder. Staying in treatment, even during well times, can help keep the disease under control and reduce the chance of having recurrent, worsening episodes.

Adapted from <http://www.nimh.nih.gov/health/publications/bipolar-disorder/complete-index.shtml>

Would you Like More Information About Bipolar Disorder?

More information about bipolar disorder can be found online at:

- ♦ http://www.mhcdinfo.org/poc/view_doc.php?type=doc&id=11191&cn=4
- ♦ <http://www.nimh.nih.gov/health/publications/bipolar-disorder/complete-index.shtml>
- ♦ <http://namicolorado.org/illnesses.shtml#man>

A Note from the Chair

By Zim Olson, Consumer Advisory Board Chair



Our last Advisory Board meeting was on February 3, 2009. One of the things we talked about was information that mental health consumers would find helpful. Some of the suggestions from the group were:

- ♦ How to access information in your medical charts,
- ♦ How to find information about mental health diagnoses, and
- ♦ How to find information about recovery.

We also talked about the possibility of having reviews of mental health providers readily available to Access Behavioral Care members and having member advocates at area hospitals.

Please join us at the next Advisory Board meeting on May 5. I would like the group to talk about legislation that is currently being worked on in the State Legislature.

Annual Quality Report

At Access Behavioral Care we want to make sure that our members are receiving quality care, and are happy with the service they receive. We look at data called Plan Performance Indicators to let us know how we are doing. This information is listed in our annual quality report. If you would like a copy of our annual quality report, please call Customer Service at (303) 751-9030, Toll Free 1-800-984-9133 or TTY for deaf and hard of hearing (720) 744-5126.

More information about our Quality Improvement Program can be found in the Access Behavioral Care Member Handbook. If you need a member handbook, a copy is located online at <https://www.coaccess.com/public/accessBehavioralCare.jsp> or you can call Customer Service.



Do you have Medicare Parts A & B?

Get The Advantage!

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.

Colorado Access Advantage, offered by Colorado Access, contracts with the Federal Government.