



2017

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**Maryland ENGAGEMENT CENTER
Annual Behavioral Health Quality Management Guide**

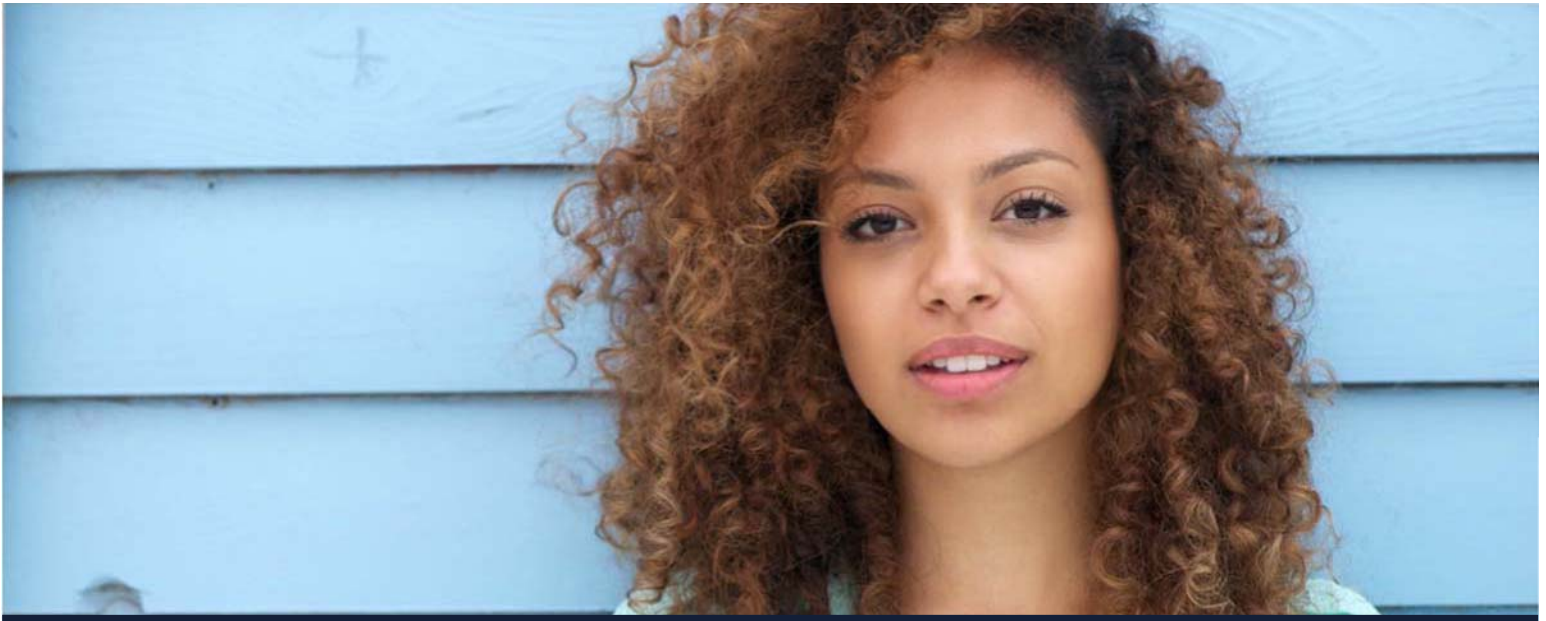
Quality Program Operations, Initiatives and Structure

Beacon Health Options (Beacon) is always working to improve the quality of services provided for you. We aim to ensure that every member active in the Maryland Public Behavioral Health System (PBHS) receives high quality treatments to address their healthcare needs.

When you see more than one provider - When you or your family member need to see more than one health care provider, your care can become more complex. This is true whether you see more than one medical doctor or a behavioral health provider. Open communication with all providers is important because medical conditions and behavioral health conditions can impact one another.

You may be interested in a “self-management tool” referred to as “Integration: Taking Charge of Your Health”. This tool gives you interactive ways to talk with your provider.

<https://www.achievesolutions.net/achievesolutions/en/maryland/Content.do?contentId=46341>



Changes in health status - If your health changes, your doctor needs to know. You may need to have tests or there may be changes to your medicines.

When you start or change medications - Your doctor should make sure that the medicines you take can be safely used together. Make sure your doctor has a complete list of all of your medicines at each visit. This list should include prescription medications and the doctor that ordered them. All over the counter medications you are taking, including herbal and vitamins also need to be on the list.

Bring this list to every doctor appointment so that appropriate decisions can be made about your care. Keep the list up to date and let your doctor know if you have discontinued or started any medications.

Laboratory findings - Ask that a copy of any test be sent to all your doctors. This will help your doctors monitor and coordinate your care and prevent you from having to have extra tests done.

Be your own health care manager - Take an active part in managing your own care. Ask your therapist to call your doctor. He or she will ask you to sign a form to give permission to share information. On the form, you can list what type of information you would like shared, such as diagnosis, lab work, and medications. You are your own best advocate. Beacon has also developed a form for you to use. You can fill it out and bring it with you to your next appointment.

If you would like a copy of this form, please click on this link to open the form:

http://pcptoolkit.beaconhealthoptions.com/wp-content/uploads/2016/01/Beacon-Auth-Behavioral-Provider-ENG_v1.pdf

Or call the Quality Management Department at **(410) 691-4035** and request the *Member Consent to Release Confidential Information Form*.

If you are hospitalized - After being in the hospital, a plan for your care is needed to help you recover. Support during the move from hospital to home is very important. This is referred to as “discharge planning”.

Before you leave the hospital, the hospital staff will help you to set up an appointment with your doctor or therapist. It is ideal to schedule an appointment within a day or two after leaving the hospital. Research shows that people who see their doctor or therapist within one week after discharge do better than those who wait for a longer period of time.

Beacon staff can help you with aftercare as you leave the hospital (See page 4 for referral resources). This help can range from finding a therapist, doctor or other resources or rescheduling a missed appointment. Our care team is trained to work with your therapist and other types of support services to help you feel better and stay well. Our goal is a smooth, transition from care that will support your needs.



We help
people live
their lives
to the
fullest
potential.

Achieve Solutions – Self Help Screening Tools Available

Beacon works hard to help our members live their lives to the fullest. When you can self-detect health issues early on, you have a chance to take steps and stay healthy.

Achieve Solutions® is Beacon's behavioral health and wellness website. This website provides educational articles, self-assessment tools, and links to other resources. This is a way for you to monitor, track, and take charge of your own health.

For many of us, an event such as divorce, job change, or the death of a loved one feels overwhelming and life changing. This often places pressure on you and those you love.

Achieve Solutions can help you with a number of challenges and difficulties at work or at home. When you need help and enhance your health and wellness. Achieve Solutions has more than 6,000 articles right at your fingertips. Members can view over 200 topics. Here are some examples below:

- Depression
- Managing Stress
- Substance Use
- Healthy Weight
- Smoking & Tobacco Use
- Relationships
- Pregnancy
- Healthy Eating
- Work
- Grief
- Parenting
- And more.....

If you would like to visit the Achieve Solutions website, you can sign-in by clicking this link:

<https://www.achievesolutions.net/achievesolutions/en/Home.do>. Select "Resources", then "Assessments", and chose from the list of assessment tools. You can also log into the Beacon member connect page with your user ID and password here: <https://www.valueoptions.com/mc/>.

If you need help logging in, please contact Beacon's Member Services at **(866) 477- 8208**.

Quality Program Structure, Operations and Initiatives-Continued:

Customer Service: When to use them? What to expect?

- Do you have an issue that is causing stress in your life?
- Have you decided that it is time to talk to a counselor or therapist?
- Where do you begin?
- Does your care need to be approved ahead of time?

Beacon Customer Service can provide several services. If you have questions about your benefits or how to get started, we can give you that information.

Beacon Customer Service can look up the counselors or therapists in your area who work with your plan. We can also check to see which providers in your area specialize in working with certain issues (stress, depression, family counseling, etc.). For questions about your plan, how it works or how to get started, call Beacon Customer Service at **1-800-888-1965**.

View all the Beacon Member Health & Wellness Newsletters here:

<http://maryland.beaconhealthoptions.com/participants/participant-newsletters.html>

If you would like to receive a paper/printed copy, or if you have any questions and comments, please call the Wellness and Recovery Department at:
(410) 691-4017



Consumer Perception of Care Survey

A survey to rate if consumers in the Public Behavioral Health System are satisfied is performed once a year. The survey in the past found, consumers who receive services from the Public Behavioral Health System rated their behavioral health services and benefits as very positive. In 2016, consumers were asked to score their satisfaction and outcomes. The following are a few examples of items were scored on the survey:

- Consumers reported staff from outpatient services treated them with respect = **95%** (Adult Mental Health), **91%** (Adult Substance Use Disorder) and **97%** (Child/Caregiver)
- Consumers reported an outcome of outpatient services was being better able to control their life = **74%** (Adult Mental Health) and **81%** (Adult Substance Use Disorder)
- Caregivers reported as a direct result of the services received by the child, in a crisis, they would have the support they need from family and friends = **88%**

* *For complete results, please refer to the Beacon Maryland website under "News".*
<http://maryland.beaconhealthoptions.com>

Behavioral Health Information and Resources

Alcohol Prevention During Pregnancy

Are you or is someone you know pregnant, or trying to get pregnant?

Did you know that fetal alcohol spectrum disorders (FASD) are 100 percent preventable if a woman does not drink alcohol during pregnancy? Not everyone knows this important fact. This valuable information needs to be communicated to women, families, health care providers, partners, educators, media, and policy makers. Screening for alcohol use during pregnancy or among women who are trying to become pregnant can prevent:

- Damage to fetus at any stage of pregnancy
- Life-long cognitive deficits, developmental delays, and fetal alcohol syndrome (FAS)
- Poor birth outcomes and preventable alcohol related birth defects
- Growth abnormalities

Alcohol and Pregnancy Q & A

Q: *Is it okay to drink a little during pregnancy?*

A: No, there is no safe level of alcohol during pregnancy. The best choice is not to drink at all when you are pregnant.

Q: *I drank before I knew I was pregnant. What should I do?*

A: It is never too late to stop. The sooner you stop drinking the better it will be for you and your baby. Get regular prenatal checkups and tell your doctor or nurse you have been drinking. **Follow your doctor's advice.**

Q: *I need help to stop drinking while I am pregnant, who can I turn to?*

A: You can turn to: Your doctor, a nurse, a counselor, a therapist, or Beacon Health Options referral resources.

Alcohol Prevention for your Child

Alcohol is the #1 drug used by teens

In 2017, an article was written on children and drinking. One in 25 children ages 12 to 14 drank too much alcohol or (binged) in the past year. There are many safety issues with teen drinking. Many studies also link brain damage to drinking.

The earlier a child starts to drink, the more serious the drinking problems are later. The use of alcohol in teens can increase the risk of drug use. Talk to your child about the dangers of alcohol by the time your child turns age 12.

If you notice several of the following signs and drinking problem:

- Mood changes: flare-ups of temper, irritability, and defensiveness
- School problems: doesn't show up, low grades, and always getting in trouble
- Rebelling against family rules
- Switching friends and not wanting you to get to
- A "nothing matters" attitude: sloppy appearance, a lack of involvement in previous interests, and low energy overall
- Finding alcohol in your child's room or backpack, or smelling alcohol on his/her breath
- Physical or mental problems; memory lapses, poor concentration, bloodshot eyes, lack of coordination, or slurred speech

If you would like more information on how to talk to your child about alcohol use, you can click here for a resource developed by the national Institute on Alcohol Abuse and Alcoholism:

https://pubs.niaaa.nih.gov/publications/MakeADiff_HTML/makediff.htm

Behavioral Health Information and Resources—Cont.

Bipolar Disorder and Alcohol Use

Studies have shown it is not enough to treat bipolar symptoms alone. People with bipolar disorder are three times as likely to have problems with alcohol. Alcohol use can make bipolar symptoms worse. Both must be assessed and treated together. General signs and symptoms of bipolar disorder and alcohol use are:

- Overly excited mood for a period of time or a depressed mood other times.
- Using alcohol to deal with feelings.
- Feeling that you cannot control how much alcohol you drink.
- Making bad decisions or getting into dangerous situations.

Bipolar disorder with alcohol problems can be treated. Getting help can make a big difference.

If you would like to receive a referral to a behavioral health provider, please call Beacon toll free at **1-800-888-1965**.

Attention-Deficit/ Hyperactivity Disorder (ADHD)

The Centers for Disease Control (CDC) reports that kids with ADHD can have more injuries than kids without ADHD.

ADHD is the most common behavioral disorder in kids. It is believed to occur in about 11 percent of school-age kids (age 5-17). It is more common in boys than girls.

There are three types of symptoms:

- Difficulty paying attention (inattention)
- Being overactive (hyperactivity)
- Acting without thinking (impulsivity)

These behaviors are normal, but may be more extreme than other kids the same age. The lack of attention may cause them to lose focus or not be organized. Not being able to focus and having poor impulse control may result in unsafe choices that can lead to an accident or injury.

You can find additional information on ADHD using this link to various resources and information on ADHD: <http://pcptoolkit.beaconhealthoptions.com/adhd/>.

Children and Prescription Drug Abuse/Disposing of Unused Medications

You, Your Adolescent Child and Drug Abuse

In the past, street drugs were often abused by teens. Today, prescription and over the counter (OTC) drugs are the primary sources used by teens to get high. Some studies show that 70 percent of teens who develop drug problems begin drug use by using prescription drugs.

Recent surveys show that most teens who abuse these medicines get them for free from family and friends.

What are some of the dangers?

- Half of youth ER visits are for abusing cough or cold remedies.
- Mixing the OTC or prescription meds with alcohol can cause death or serious breathing problems.
- Taking opiate pain medications can cause serious breathing problems, loss of consciousness and death.
- Heart problems or seizures can result from abuse of these drugs.
- Problems with judgment or motor skills may happen if under the influence, which can lead to accidents.



What can parents do?

- Get rid of old or unused medication safely (**see section below**).
- Keep drugs in a safe place and keep an eye on how much is there.
- Set rules about not sharing medicines and following directions for using medicines safely.

For more information on preventing teen drug or alcohol abuse visit <http://www.drugfree.org>. Here you will find a parent tool kit to download, a drug guide for parents: Learn the Facts to Keep Your Teen Safe and other valuable information to share with your family.

How can I get rid of old or unused medications?

- Check with your pharmacy about drug take back programs in your area. You can check here for public medication disposal locations. This is a safe and easy option.
<https://apps.deadiversion.usdoj.gov/pubdispsearch/spring/main?execution=e2s1>
- There are other methods for medication disposal if you cannot find a drug take back program in your area.
 - * You can take the medication out and mix it with coffee grounds or other unpleasant garbage like kitty litter, put it in a sealed bag or container before putting it in the trash.
 - * Some medications may be best disposed of by flushing or sink disposal.

If you have any questions about medication disposal, it is best to check with your pharmacist. To download a copy of "How to dispose of Unused Medicines" visit <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>.

Confidentiality

Beacon has written policies to protect your health information. These policies state how you may have access to your Protected Health Information (PHI). They tell you how we use your information to pay claims and to arrange treatment. To view the Beacon Privacy Statement, please visit:

http://maryland.beaconhealthoptions.com/privacy/Notice_of_Privacy_Practices.pdf

If you would like have the Beacon Privacy Statement mailed to you, please call the Quality Management Department at (410) 691-4035.

Utilization Management Decision Making

Beacon decisions are based on if care is appropriate and treatment coverage. Decisions are not based on financial incentives that would encourage the result in less care than needed. Beacon does not reward health care providers, or other individuals, for denying coverage or service.

Mental Health or Substance Abuse Crisis? Help Is Available 24 Hours a Day 1-800-888-1965

We maintain a crisis hotline 24 hours a day, 7 days a week. The staff member who takes your call can help direct your care. This may include an emergency referral or admission to a program. We can make arrangements with all types and levels of care.

Benefits and Claims

Contact Beacon customer's service department with benefit or claim questions about mental health or substance abuse services.

Beacon Health Options Customer Service

To contact Beacon's customer service department, call: 1-800-888-1965

Telecommunication device for the deaf or those hard of hearing: TDD/TTY - 1-866-835-2755

Language Services

Language services are available. Please let the Customer Service representative know if you need:

- An interpreter
- A provider who speaks a language other than English
- Help in translating any letters or other documents about your care

Members' Rights & Responsibilities

Beacon Health Options is committed to respecting enrollee's rights and responsibilities

Enrollees have a right to:

- Receive information about the organization, services, practitioners and providers, and enrollees' rights and responsibilities.
- Be treated with respect and recognition of their dignity and right to privacy.
- Participate with practitioners in making decisions about their health care.
- A candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about the organization or care it provides.
- Make recommendations regarding the organization's enrollees' rights and responsibilities policies.

Enrollees have a responsibility to:

- Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide quality care.
- Follow plans and instructions for care that they have agreed on with their practitioners.
- Understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.