

# Member Brochure

## Getting Help Through MHNet

*Your medical plan selected MHNet Behavioral Health (MHNet) to manage mental health and substance abuse benefits for its members. This brochure introduces MHNet and our services. We are here to serve you!*

MHNet is here to ensure that your needs are met efficiently and effectively.

Our dedicated staff is available to answer any questions you may have.

Call us at any time. We offer around-the-clock emergency access to trained mental health professionals.

While our staff can assist you in most cases, go to a hospital emergency room if a situation requires immediate attention.

We look forward to providing you with

information about your mental health benefits and services.

### **Please call us...**

- ◆ If you need the names of therapists, doctors, or sub-specialty care providers
- ◆ If you are having a hard time coping or feel that you need help
- ◆ If you have questions about substance abuse or mental health concerns
- ◆ If you think you or someone you care about needs to be in the hospital
- ◆ If you have questions about your mental health benefits, co-payments, or mental health claims
- ◆ If you need mental health services outside of the service area
- ◆ If you need information about a practitioner, including his/her background or qualifications
- ◆ If you wish to name someone to represent you for claims, care decisions, and/or appeals

## **Treatment Guidelines and Preventative Health Programs**

You are an important part of your treatment team. To help you be an active partner in your treatment, MHNet has information on several disorders. These include schizophrenia, major depressive disorder, bipolar disorder, and substance abuse. The materials give you information about these disorders and your

options for care. After you read them, please discuss your treatment options with your provider.

MHNet also offers special behavioral health prevention programs that include educational materials and treatment opportunities for members with Anxiety Disorders, teenaged

children who may be at risk for Depression, and Attention Deficit/Hyperactivity Disorder [ADHD].

MHNet also maintains a library of education materials that are available online.

For more information, please call MHNet and ask to speak with the QI Department.

*Para recibir este documento en español por favor llame al :*

**1.888.646.6889**

Visit us at:

**Www.mhnet.com**

## ***Ensuring the Best Treatment Results***

Typically, the two most effective kinds of treatment for behavioral disorders are medication management and psychotherapy.

MHNet believes best results are generally obtained using a combination of both treatments. Generally, Psychiatrists are responsible for prescribing and managing medication. Psychologists and Master's-Level Counselors provide individual and family therapy.

After the initial evaluation, appointment times are typically 15 minutes with a Psychiatrist

and 45 minutes with a Counselor.

Following your treatment plan may help keep your symptoms from becoming more severe and prevent a relapse.

In many instances, it may take some time for you and your provider to decide which medication is best for you, to adjust the dosage, and for you to feel relief from your symptoms.

If you experience side effects, report them to your physician. Side effects can often be managed by adjusting dosage,

adding or combining medications, or using a different medication.

## **New Mental Health Treatments**

MHNet keeps an eye on new mental health treatments. Before adding them to your mental health benefits, we look for scientific studies and government approval. These help us evaluate whether new treatments are safe and work better than current treatments.

## ***Your Right to Praise, Complain, and Appeal***

MHNet wants to know how you feel about our services. Please call or write us with any feedback. MHNet will review any complaint and notify you of the results. If you are unhappy with any decision or denial of mental health services, you can ask MHNet to look at it again.

In some cases, you have the right to have the denial looked at by an outside Independent Review Organization. You can choose someone to appeal for you. Your requests may be oral or in writing.

Visit our website for the latest information about our services. Read about the latest news, evaluations and results on availability of providers, appointment wait times, and phone access. You also will find information on our Quality Improvement Programs, preventive health programs, member rights and responsibilities, privacy rights, and the results of recent member satisfaction surveys.

## ***Your Privacy Rights***

The 1996 federal law known as the Health Insurance Portability and Accountability Act (HIPAA) protects your health information. MHNet will not disclose your information without your written authorization unless this disclosure is specifically allowed by HIPAA.

MHNet has always had a strict confidentiality policy for ourselves and for those with whom we do business. You can view our full notice of privacy practices at our website, [www.mhnet.com](http://www.mhnet.com), or you can call us and we will mail you a copy.

## ***Your Rights and Your Health Information***

MHNet believes that making members aware of their rights when requesting health information improves our ability to meet the needs of our members.

This includes the right to:

- ◆ Request Restriction of Use and Disclosure
- ◆ Request Confidential Communications
- ◆ Inspect and Obtain Copies of Your Health Information
- ◆ Request a Change in Your Health Information
- ◆ Request a Copy of our Full Notice of Privacy Practices

- ◆ Request an Accounting of Disclosures of Your Health Information

Some of these requests must be made in writing. If you would like to make a request, please contact the QI Department for more information. You also may file a complaint with the Secretary of the U.S. Department of Health and Human Services.

***There is no penalty or retaliation for filing a complaint or voicing a privacy concern.***

The Access Centers are staffed with bilingual counselors Monday through Friday during business hours to assist Spanish-speaking callers.

In addition, through our Language Line service, MHNet provides telephone-counseling access to individuals speaking any of 140 languages.

## ***Member and Provider Resources***

MHNet has compiled a list of internet-based resources to help enrollees and providers. These resources will provide information about health care quality and performance that will assist you when you meet with your health care provider.

For more information on any of these resources and for more helpful information about MHNet Patient safety activities, please visit our website.

## ***for Quality and Patient Safety***

### ***Important resources include:***

- ◆ Hospital Specific Information:
  1. The Leap Frog Group - [www.leapfroggroup.org/for\\_consumers](http://www.leapfroggroup.org/for_consumers)
  2. Centers for Medicare and Medicaid Services Hospital Quality Initiative [www.cms.hhs.gov/quality/hospital/default.asp](http://www.cms.hhs.gov/quality/hospital/default.asp)
- ◆ National Health Resources:
  1. Healthfinder - [www.healthfinder.gov](http://www.healthfinder.gov)
  2. Quality of Health Care (Q-Pack) - <http://www.ahrq.gov/path/beactive.htm>
  3. Medline Plus - [www.nlm.nih.gov/portals/public.html](http://www.nlm.nih.gov/portals/public.html)
- ◆ Accreditation and Quality Incentive Programs:
  1. Joint Commission on Accreditation of Health Care Organizations (JCAHO) - <http://www.qualitycheck.org/>
  2. National Committee for Quality Assurance (NCQA) - <http://hprc.ncqa.org>

## ***Member Rights and Responsibilities***

MHNet believes that members should be aware of their Rights and Responsibilities. Please review the statement below. If you have any questions, please call us. For additional Rights and Responsibilities, please visit our website. Call MHNet if you would like a printed copy of our Member Rights and Responsibilities.

### **As a member accessing care through MHNet,**

#### ***You have the following rights:***

- ◆ To receive information about MHNet, our services, and our network of providers and facilities
- ◆ To receive information about our clinical guidelines
- ◆ To be treated with respect and recognition of your dignity and need for privacy
- ◆ To work with your providers in making decisions about your treatment
- ◆ To openly discuss appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage
- ◆ To voice complaints or appeals about MHNet or the care provided and to appear before a panel. You also have the right to receive a timely answer to your complaints or appeals
- ◆ To suggest changes to MHNet's member rights and responsibilities policies
- ◆ To have your medical records maintained confidentially, in accordance with the state and federal law

#### ***Your responsibilities include:***

- ◆ To supply information, to the best of your ability, that your provider needs in order to care for you
- ◆ To follow the treatment plan and instructions for care agreed upon by you and your provider
- ◆ To understand your health problems and participate in developing mutually agreed upon treatment goals
- ◆ To report unexpected changes in your condition to your practitioner
- ◆ To confirm that services are authorized by MHNet in advance
- ◆ To understand your mental health benefits and pay any co-payments that apply
- ◆ To inform MHNet and/or your provider about any changes in your eligibility or coverage
- ◆ To advise an MHNet staff person of any problems you have and work with us to resolve it

## ***Report Suspected Fraud, Waste and Abuse***

MHNet has a specific hotline for reporting Fraud, Waste and Abuse.

Call 1.866.806.7020 to access the hotline. You will be prompted to leave a message when you call.



As part of its efforts to coordinate your care and its health care operations, MHN Net will share information with your Primary Care Physician ("PCP") to monitor your care and inform your physician of any medication changes, if applicable.

Therefore, please provide us with your PCP's information below so that we may update and include this information in your record.

Your Name \_\_\_\_\_ Health Plan ID Number \_\_\_\_\_

Primary Care Physician Name \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature of Client or Legal Guardian

Date

**Send this form to:**

MHN Net Behavioral Health

PO Box 7811

London, KY 40742

***For Internal Use Only: (check all boxes)***

***Date Received:*** \_\_\_\_\_

***Date sent to QI for Tracking:*** \_\_\_\_\_

***Alert Msg. Entered in QMACS by*** \_\_\_\_\_ ***(MHN Net staff signature)***

***Hard copy filed***

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### About Financial Incentives

MHNet pays providers based on a fee schedule. MHNet does not pay providers in a way that encourages denials of care or service. At MHNet, care is based on a member's needs and the best way to meet those needs.

### How to Contact Us

MHNet's trained mental health professionals are available to help you 24 hours a day, 7 days a week. We advise that you go to a hospital emergency room if a situation requires immediate attention. We look forward to providing you with information about your mental health

National Service Centers [NSC]	Toll-free Numbers
<b>NSC—AUSTIN</b> [Serving: AZ, IA, KS, LA, MO, NE, NM, OH, OK, SD, TX, VA, WV]	<b>800-336-2030</b> [TTY: 866-727-2749]
<b>NSC—FLORIDA</b> [Serving: DE, FL, GA, IL, MD, NC, NJ, NY, NV, OH, PA, SC, TN, UT]	<b>800-835-2094</b> [TTY: 800-627-6684]
<b>NSC—ST. LOUIS</b> [Serving: IL, IN, KY, MO, WA]	<b>800-377-9096</b> [TTY: 866-727-2747]