

# Member Brochure

## Getting Help Through MHNet

Your Health Plan chose MHNet Behavioral Health (MHNet) to manage some or all of your behavioral health care.

This brochure talks about MHNet and our services.

*We are here to help you!*

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

1.888.646.6889

Visit us at:  
[www.mhnet.com](http://www.mhnet.com)

MHNet is here to meet your needs. We can answer any question you may have.

Feel free to call us at any time. You can talk to trained behavioral health experts. You can call them 24 hours a day.

Our staff can help you in most cases. For urgent help, go to a hospital.

We want to help you.

You are an important part of your treatment team.

MHNet can help you. We have information on a few disorders.

We have information on:

- ◆ Schizophrenia
- ◆ Depression
- ◆ Bipolar disorder
- ◆ Alcoholism

### Please call us...

- ◆ If you need the names of health care providers.
- ◆ If you are having a hard time coping.
- ◆ If you feel you need help.
- ◆ If you want to talk about behavioral health issues.
- ◆ If you want to talk about drug or alcohol abuse concerns.
- ◆ If you think you or someone you know needs to be in the hospital.
- ◆ If you have questions about your benefits or claims.
- ◆ If you need behavioral health services away from your home area.
- ◆ If you need to know a little bit more about a provider.
- ◆ If you want to give us the name of person to represent you.

## Treatment Guidelines and Preventative Health Programs

Our materials give you choices for care. It will help you talk with your provider.

MHNet offers special prevention programs for:

- ◆ members with ADHD
- ◆ members with Anxiety Disorders
- ◆ teenaged children who may be at risk for Depression

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

## **Best Treatment Results**

Two common treatments for behavioral health issues are:

- ◆ Drugs
- ◆ Talk therapy

The best results come from using both treatments.

Doctors order the use of drugs. They manage the use of drugs. You will see a doctor for about 15 minutes.

You will see health care providers for treatment. You will spend about 45 minutes with them.

Make sure you follow your treatment plan. This may help to

keep you from having problems again.

It may take some time to find the best drug for you. Your health care provider may need to adjust how much you take. It may take time for you to feel relief.

Tell your health care provider if you have problems with your drugs. These problems can be managed by:

- ◆ Adjusting the amount of drugs you take
- ◆ Adding or combining drugs
- ◆ Changing drugs

## **Your Right to Make a Grievance and Appeal**

You may not always be happy with your health plan. We want to hear from you.

Your health plan has people who can help you. You will not lose your benefits if you complain.

You will not lose your benefits if you ask for a State Fair Hearing.

For more information, look at your health plan Member Handbook. Or you can contact MHNet.

Our services and programs are on our website. You will find information on our:

- ◆ Quality Improvement Programs
- ◆ Special health programs
- ◆ Member rights and responsibilities
- ◆ Privacy rights
- ◆ Member satisfaction surveys results

Our website: [www.mhnet.com](http://www.mhnet.com)

## **New Behavioral Health Treatments**

MHNet keeps an eye on new treatments.

We look for proven data. We look for government support.

We do this to make sure new treatments are safe. Then we add them to your benefits.

## **Your Privacy Rights**

A national law keeps your health information safe. The law is called HIPAA.

Your information will only be released two ways:

1. Your written permission; or
2. If HIPAA allows it.

MHNet has a strict privacy plan. Our business partners use the same plan.

Our privacy plan is on our website, [www.mhnet.com](http://www.mhnet.com). Call us and we will mail you a copy.

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

Privacy laws give you rights about your health records. You can make requests about these records. Some requests must be made in writing.

You may ask us to:

- ◆ Contact you in a certain way.
- ◆ Limit how we use or share your health records. We are not required to agree with your request.
- ◆ Send you a copy of your health record.
- ◆ Change your health record. You must state the reason. If we say “No” to the request, you may disagree in writing.
- ◆ Give a list of times when we have shared your health record.

We may share health records with groups that license us.

**You have the right to complain if you feel your privacy has not been kept.**

Follow your health plan complaint plan.

You can look on our web site at [www.mhnet.com](http://www.mhnet.com). You also can contact the Secretary of the U.S. Department of Health and Human Services.

*You will not be punished for filing a complaint. You will not be harmed if you report a privacy concern.*

***Effective Date of Notice: April 14, 2003***

## ***About Physician Incentive Plans***

MHNet pays providers based on a fee schedule.

Care is based on a member's needs and the best way to meet those needs.

We do not promote denials of care.

## ***Member and Provider Resources for Quality and Patient Safety***

MHNet has created a list of internet resources to help you. You can find out about how well a provider is doing. This can help you when you meet with your health care provider. Please visit our website. 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***

Members should know their Rights. Members should know what they are required to do. Please read the statements below. Call us if you have questions. Visit our website for more information. Call MHNet for a printed copy.

### **As a member getting 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 hotline just for reporting Fraud, Waste and Abuse.

Call 1.866.806.7020 to access the hotline. You will be asked 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*

✂ Cut along the dotted line to remove the form.



## How to Contact Us

MHNet’s trained staff can help you 24 hours a day, 7 days a week. Go to an emergency room if you are in need of urgent help. We look forward to helping you. We can provide you with your behavioral health benefits and services.

Counselors who speak Spanish are in the office. They are here Monday-Friday, 8 a.m.-5 p.m.

We also have a Language Line service. This line helps people who do not speak English or Spanish.

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]