

# Member Brochure

## Getting Help Through MHNet

Your MO HealthNet Managed Care Health Plan selected MHNet Behavioral Health (MHNet). We manage behavioral health and substance abuse benefits. This brochure introduces MHNet and our services.

*We are here to serve 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 questions you may have.

Feel free to call us at any time. We offer access to trained behavioral health professionals 24 hours a day.

Our staff can help you in most cases. We advise that you go to a hospital if a situation requires immediate attention.

We look forward to providing you with information.

## Treatment Guidelines and Preventative Health Programs

You are an important part of your treatment team.

To help you, MHNet has information on several disorders.

We have information on:

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

The materials also offer you options for care. This information will help you talk to 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.

## Please call us...

- ◆ If you need the names of counselors or health care providers
- ◆ If you are having a hard time coping
- ◆ If you feel you need help
- ◆ If you have questions about substance abuse or behavioral health concerns
- ◆ If you think you or someone you care about needs to be in the hospital
- ◆ If you have questions about your benefits or claims
- ◆ If you need behavioral health services outside of the service area
- ◆ If you need information about a provider
- ◆ If you wish to name someone to represent you for claims, care decisions, and/or appeals

## New Behavioral Health Treatments

MHNet keeps an eye on new treatments. Before adding them to your benefits, we look for scientific studies.

We also look for government approval. We do this to make sure new treatments are safe.

## 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.

## **Best Treatment Results**

The two most common treatments for behavioral health disorders are medicine and talk therapy.

MHNet believes best results are usually gained by combining both treatments. Psychiatrists prescribe and manage medication.

Psychologists provide therapy.

Appointment times are typically 15 minutes with a psychiatrist. They are about 45 minutes with a therapist.

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

It may take some time to decide which medicine is best for you. Your health care provider may

need to adjust the dosage. It may take time for you to feel relief.

Report side effects to your health care provider. Side effects can be managed by:

- ◆ Adjusting dosage
- ◆ Adding or combining medicines
- ◆ Changing medicines

## **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:**

- ◆ Be treated with respect and dignity
- ◆ Receive needed medical services
- ◆ Privacy and confidentiality (including minors) subject to state and federal laws
- ◆ Select your own Primary Care Provider (PCP)
- ◆ Refuse treatment
- ◆ Receive information about your health care and treatment options
- ◆ Participate in decision-making about your health care
- ◆ Have access to your medical records and to request changes, if necessary
- ◆ Have someone act on your behalf if you are unable to do so
- ◆ Get information on your MO HealthNet plan's Physician Incentive Plan, if any
- ◆ Be free of restraint or seclusion from a provider who wants to:
  - ◆ Make you do something you should not do
  - ◆ Punish you
  - ◆ Get back at you
  - ◆ Make things easier for him or her
- ◆ Be free to exercise these rights without retaliation
- ◆ Receive one copy of your medical records once a year at no cost to you

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

- ◆ Carry your I.D. card and your red or white MO HealthNet card with you at all times
- ◆ Show your health plan I.D. card at all health care offices
- ◆ Call your PCP, health care provider or counselor about any changes in your health
- ◆ Provide information needed by your PCP, health care provider or counselor to care for you
- ◆ Follow instructions and guidelines given to you by your PCP, health care provider or counselor
- ◆ Make and keep appointments, or call ahead to cancel
- ◆ Only use the emergency room if your life is in danger or for a serious condition
- ◆ Call your PCP before you see any other health care provider for medical care
- ◆ Learn all you can about good health and help keep your family healthy
- ◆ Follow all instructions given by your health care providers

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

Privacy laws give you the right to make certain requests about your health information. 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 information. We are not required to agree with your request.
- ◆ Send you a copy of your health information.
- ◆ Change your health information. You must state the reason. If we deny the request, you may disagree in writing.
- ◆ Give a list of times when we have shared your health information. We may share health information to government agencies that license us.

**You have the right to file a complaint if you feel your privacy has been violated.**

Follow the complaint procedures in your health plan documents.

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.

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

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

## ***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. Your health plan cannot take your benefits away because you make a grievance, appeal, or ask for a State Fair Hearing.

For additional information please refer to your MO HealthNet managed care health plan Member Handbook or contact MHNNet.

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

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

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

MHNNet has compiled a list of internet-based resources to help you. These resources will provide information about health care quality and performance. This can assist you when you meet with your health care provider. For more information on any of these resources and for more helpful information, 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/>



Visit [www.mhnet.com](http://www.mhnet.com) for the latest information about our services. Read about the latest news, evaluations and results. You will also find information on our:

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

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## ***Your Privacy Rights***

A 1996 federal law protects your health information. The federal 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 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).

You also can call us at the number listed on your health plan card. We will mail you a copy.

## ***How to Contact Us***

Our toll-free number is 1.800.377.9096

TTY users may call 1.866.727.2747

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

We also have a Language Line service. This line helps people who speak other languages.