

Member Brochure

Getting Help Through MHNet

This is a Coordinated Care Plan with a Medicare Advantage contract.

MHNet Behavioral Health (MHNet) was selected to manage mental health and/or 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

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.

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.

Please review your Evidence of Coverage for appeals and grievance guidelines.

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, or you can call us and we will mail you a copy.

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 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 US 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

Plan Disclaimers

- ◆ MA and MA-PD plans members with a specific provider network: all routine care must be received from plan providers.
- ◆ PPO plans: it may cost more to get care from out-of-network providers, except in an emergency or urgent care situation.
- ◆ Limitations, copayments, and restrictions may apply.

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.

Member and Provider Resources for Quality and Patient Safety

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.

Important resources include:

- ◆ Hospital Specific Information:
 1. The Leap Frog Group - www.leapfroggroup.org/for_consumers
 2. Centers for Medicare and Medicaid Services Hospital Quality Initiative www.cms.hhs.gov/quality/hospital/default.asp
- ◆ National Health Resources:
 1. Healthfinder - 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
- ◆ 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

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, MHNet 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:

MHNet 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 _____ ***(MHNet staff signature)***

Hard copy filed

Cut along the dotted line to remove the form.





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, MHN Net provides telephone-counseling access to individuals speaking any of 140 languages.

How to Contact Us

MHN Net’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 benefits and services.

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

Important Plan Information