

Member Brochure

MHNet Behavioral Health (MHNet) takes care of your mental health and/or substance abuse care.

We manage your care with Medicare Advantage.

We're here to serve you.

Visit us at:
www.mhnet.com

Inside this issue:

Best treatment results	2
Online mental wellness program	2
Mental health treatments	2
Rights and health information	3
Quality and patient safety resources	3
Member rights and responsibilities	4
Privacy rights	4
Care management	5
Rights to praise, complain, and appeal	5
Reporting suspected fraud, waste, and abuse	5
Submitting claims	6
About provider financial incentives	6
Contact information	6
Consent form	7

Getting help through MHNet

MHNet wants to make sure your needs are met. Our capable staff can answer your questions. Just call us to access crisis care 24 hours a day. Our mental health specialists can help you, in most cases.

But, if you need urgent care, go right to a hospital.

Call so we can talk with you about your benefits and services.

We're here if you need:

- Help with coping
- Doctors or health care provider names
- Mental health services outside of the service area
- Provider information
- Help getting yourself or someone you care about to a hospital
- To name someone to represent you

You can also ask about:

- Drug or mental health concerns
- Your benefits or claims

Treatment guidelines and preventive health programs

You're an important part of your treatment team. We want to help you learn more about a number of disorders.

We provide pamphlets on:

- Schizophrenia
- Depression
- Bipolar disorder
- Substance abuse

These pamphlets discuss these disorders and give you a choice for

care. You can read them, then talk with your provider about your options.

We also offer programs to help reduce or prevent problems with:

- ADHD
- Anxiety disorders
- Teenagers at risk for depression

You can also find these and other resources on our website. Or, call MHNet to speak with the QI Department.

Para recibir este documento en español por favor llame al: **1-888-646-6889**

New mental health treatments

We keep an eye on new treatments. We want to make sure they're safe before we add them to your benefits. We do this by looking at research studies and government approvals.

Get the best treatment results

Two common treatments for mental health issues are:

- Drugs
- Talk therapy

The best results come from using both treatments.

Doctors order and manage drug use. You see a doctor for about 15 minutes. Then you get about 45 minutes of treatment from your health care provider.

Make sure you follow your treatment plan. This may help

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

Tell your health care provider about any drug problems. They can manage these by:

- Adjusting drug amounts
- Adding or combining drugs
- Changing drugs

Online mental wellness program

You can improve your mental health and overall wellness, 24/7 from home. Tools tailored to your needs are available from myStrength™.

These tools are based on how you complete your profile and wellness questions. The website gives you useful ways to get better each day with:

- Simple and trusted tools
- Daily motivation
- Personalized eLearning series

You can use myStrength by itself or with other care.

- Go to www.mhnet.com
- Select “Online Wellness Program—myStrength.com”
- Set up your account (your ID number and plan are on your ID card)

Complete your profile and/or brief assessment

Your rights and your health information

To help us better meet your needs, you need to know more about your health records. Privacy laws give you rights about your health records. You can request these records. Some requests must be made in writing.

You can ask us to:

- Contact you in a certain way
- Limit how we use or share your health records
- Send you a copy of your health record
- Change your health record
- List times when we shared your health record

If we deny your request, you can disagree in writing. Be sure to state the reason. We may share health records with groups that license us.

We also protect your health records. Our guidelines include how we:

- Use and share your health records
- Handle your consent
- Access your health records
- Protect your health records in writing and when spoken
- Protect any records sent to the health plan or employer

You can complain if you feel your privacy hasn't been kept:

- Visit www.mhnet.com
- Contact the Secretary of the U.S. Department of Health and Human Services

You aren't punished for filing a complaint. You won't be harmed if you report a privacy concern.

You can report suspected fraud, waste and abuse

Contact the hotline with your concern—

Call **1-866-806-7020**

Leave a message at the prompt

Resources for quality and patient safety

We've a list of internet resources to help you. You can find out how well a provider is doing. This can help you when you meet.

Important resources include:

- VA National Center for Patient Safety (www.patientsafety.va.gov)
- National Patient Safety Foundation (www.npsf.org)
- Medline Plus (www.nlm.nih.gov/medlineplus/patientsafety.html)
- Joint Commission on Accreditation of Health Care Organizations (JCAHO) (www.jointcommission.org/topics/patient_safety.aspx)

Check out our website for more on these resources. See what we do to keep you safe. Or you can call us to get more information.

Visit

www.mhnet.com to see the latest on our services. You can read news updates and current reviews. You can also learn more about our:

- Quality improvement programs
- Special health programs
- Member rights and responsibilities
- Privacy rights
- Member satisfaction survey results

Member rights and responsibilities

You should know about your rights and responsibilities. You can read them below or on our website. Just call us if you have questions or want a printed copy.

As a member of MHNet, you have the right to:

- Respect and dignity
- Medical services
- Privacy, subject to state and federal laws
- Your own primary care provider (PCP)
- Treatment refusal
- Information about your health care and options
- Decisions about your health care
- Your records and changes, if needed
- Someone to act on your behalf
- No retaliation

You're also free of restraint or seclusion from a provider who wants to:

- Make you do something you shouldn't
- Punish you
- Get back at you
- Make things easier

You are responsible to:

- Carry your ID card with you at all times
- Show your ID card at all health care offices
- Call your PCP or health care provider about any health changes
- Provide needed information to your PCP or health care provider
- Follow instructions and guidelines given to you by your PCP or health care provider
- 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

Your privacy rights

A national law keeps your health records safe. This is the Health Insurance Portability and Accountability Act (HIPAA).

We will only release your records:

- With your written consent
- If HIPAA allows

Our strict privacy plan applies to our business partners, too. You can see our privacy plan at www.mhnet.com. You can also call us at the number on your ID card. We can even mail you a copy.

We offer care management services

We offer two programs to help manage care. Care management helps those with mental health needs. Complex case management targets those who are the most complex and highest risk. This includes those who have special health care needs where more than one discipline is used.

Both services focus on:

- Helping you learn skills to manage on your own
- Arranging services
- Providing education for certain health and social needs

Your right to praise, complain and appeal

We want to know how you feel about our services. So give us your feedback by calling or writing us. We will review all comments you share with us.

After our review, we'll let you know what was decided. If you aren't happy with the decision about your care, you can ask us to look at it again.

In some cases, you have the right to have an outside group review your case. You can choose someone to appeal for you. Your requests may be oral or in writing.

To help you even more, we've a referral form that you can send us. You complete it when your provider or you feel you're ready. Then fax or mail it directly to us.

How to submit a care management referral form

You can find the form on our website under "Members" in the document library. Just fax or mail this referral form to:

MHNet Behavioral Health Care Management

PO Box 209010

Austin, TX 78720

Fax: **1-724-741-4554**

A care manager will review the form. We will decide if you meet the guidelines for these services. Submitting the form doesn't mean you'll be placed in the program.

If you're offered these services and accept, we'll design a plan of care. You'll need to sign a consent form. Then we'll send it to all the providers involved in your care.

If you decline, we'll let the referral person know.

We have Spanish-speaking MHNet counselors in our office. You can talk with them Monday through Friday from 8 a.m. to 5 p.m.

We also have a language line service to help those who speak other languages. You can request pamphlets in these languages.

**About provider
incentive plans**

We pay our providers based on a fee schedule. We don't promote care refusal. Care is based on your needs and the best way to meet those needs.

We're here to help

Just call us to get help from our clinicians. You can get help 24 hours a day, 7 days a week for most cases. But, if you need urgent care, go to a hospital right away.

Give us a call so we can talk with you about your benefits. Call us toll-free at the number on your ID card.

Submitting claims

We want to make sure your claims get paid. To do this, you need to send them to us within one year of your service date.

Mail the completed claim form with attachments to:
Mental Health & Substance Abuse
Claims
MHNet Claims Dept.
PO Box 7802
London, KY 40742

Revised 10/2014

Important Plan Information



Complete the form

To help us manage your care, we'll share records with your PCP. We can also let your doctor know when any of your drugs change.

To do this, just fill in the form below with your PCP's information. We'll update our files and keep this form with your records.

Be sure to include:

Your name _____ Health plan ID number _____

Date of birth _____

PCP _____

Phone and fax numbers _____

Address _____

City, State and ZIP _____

Signature of client or legal guardian

Date

Send this form to:

**MHNet Behavioral Health
PO Box 7816
London, KY 40742**