



April 2022
Issue 2

Alaska Medicaid Newsletter

Important information for you as an Alaska Medicaid Participant

Mental Health and Stigma

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Mental Health and Stigma

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Nearly 1 in 5 adults in the United States live with a mental health issue.¹ Known as a silent epidemic, in many cases, no one can tell if you or a loved one is battling symptoms — but the fear that someone may notice, can put even more pressure on someone already struggling.

Mental health issues may affect your mood, thinking and behavior.² It may feel like you need to find solutions on your own but it's important to know that you're not alone. There is help available.

Stigma

There are many myths that can surround the topic of mental health, which may lead to misunderstandings or negative views. This is known as stigma.

Beyond what others think, it may be difficult to shake feelings of shame or guilt about having a mental health issue. You may not want an employer or even your friends to know. This is called "self-stigma," and it may keep you from getting the treatment you may need.

Breaking the stigma

Giving yourself respect and patience can be an important part of your recovery. Try to remember that there's nothing to feel ashamed of. A mental health issue is much like a physical illness. You wouldn't shy away from seeing a doctor if you broke your arm, so why should your mental health be any different?

It's important to be honest with yourself and with others. While it may be difficult to share, confiding in friends and family may provide you with the support you need. When you help others understand mental health issues, it can help them get past their negative views and lead with compassion.

We Can Help

Optum Alaska's Case management team is available to help you get the care you need, from answering your questions about mental health to finding treatment and resources.

Article courtesy of Optum's partners at UnitedHealthcare; both companies are part of UnitedHealth Group.

Sources: ¹ National Institute of Mental Health; <https://www.nimh.nih.gov/health/statistics/mental-illness.shtml#part154785>; ² Mayo Clinic; <https://www.mayoclinic.org/diseases-conditions/mental-illness/symptoms-causes/syc-20374968>

Alaska Division of Behavioral Health and Optum

Working together for Alaska



The Optum Alaska ASO Case Management Program

Optum's Case Management team is here to help Alaska Medicaid participants improve physical, mental, and overall health. We work to help participants reach their health goals.

Ways we can help:

- Help understand your diagnosed condition
- Answer questions about behavioral health
- Provide information about different types of treatment
- Explain health care coverage and programs available
- Find Alaska Medicaid-enrolled providers and therapists
- Help schedule health care and therapy appointments
- Connect with resources to help with billing or claims issues
- Find and connect with local community resources that can help
- Work on a plan to reach wellness goals

The Optum Alaska Case Management team does not provide direct services that are available in the community. Instead, we identify state-approved Medicaid providers and help you take steps to take care of your needs. Anyone who has Alaska Medicaid and is or has recently been discharged from Residential Treatment Services, Inpatient Services, a Behavioral Health Unit or Crisis/ER services for mental health is a good candidate for Optum Case Management Services.

Meet the Team

Jessica Sagato **Senior Wellness Coordinator**

- First introduction to the program
- Link you to state-approved Medicaid providers
- Identify resources and services
- Provide support and assistance to address concerns
- Assesses for referral to a higher-level clinical support on our Optum team

Bonnie Hummel, RN **Julie Houghton, RN** **Behavioral Health Care Navigators**

- Initiate coordination services for individuals with the highest needs
- Work with you to determine needs and barriers
- Help you identify goals and find supports as you take steps in recovery
- Refer you to Alaska Medicaid Providers and community resources
- Care Management
- Provide advocacy and support
- Work with you, family members, health care providers and community agencies as needed
- Develop a Plan of Care (not a treatment plan)

Rahne Smith **Peer Support Specialist**

- Peer Support Specialist with lived experience
- Provides education and hope to individuals in recovery
- Teaches, models and practices life skills with respect for cultural preferences
- Builds relationships with your family when possible to strengthen natural supports
- Works with case management team to help manage increase of symptoms that may lead to crisis
- Makes connections and referrals to Peer Support Specialists in the community for long term, local support
- Engage upon discharge from inpatient and residential treatment facilities to help with the return to your home community

Heather Brady, LPC **Director of Clinical Operations**

- Provides supervision and guidance to the Optum Alaska ASO Case Management Team



Peer Support Corner

Hello! In this edition of the Peer Support Corner I wanted to go over some elements of a W.R.A.P Plan, including what it is and it's purpose.

A WRAP (Wellness Recovery Action Plan) is a tool that helps you manage the WRAP process. It helps you to find tools that keep you well and create action plans to put them into practice in your everyday life. With winter in full swing, and the challenges we all face here in Alaska, I know I benefit from knowing what strategies help me with my wellness.

It is super easy to make and manage, and is made of 7 pieces:

- Wellness toolbox
- Daily plan
- Stressors
- Early signs the stressors are affecting you
- Signs you're approaching a crisis
- Plan to help you in crisis
- What to do after a crisis

As we move further, I hope to provide examples of these things and talk more about how a WRAP plan can help all of us manage our days better.

Have you ever thought of becoming a foster parent?

Every year, thousands of Alaska's children find themselves in need of out-of-home care. These children range in age from newborns to teenagers. They come from all backgrounds and cultures. As a foster parent, you would provide temporary care for a child who needs a safe, stable, and nurturing home. If you are interested in learning more, please contact:

Alaska Center for Resource Families

Phone: 1-800-478-7307

<http://acrf.org/>

Office of Children's Services — State Office

Phone: 907-465-3191

[Foster Care \(alaska.gov\)](https://alaska.gov/foster-care)

Out of the Darkness Walks through the American Foundation for Suicide Prevention

(Click city name for registration link or visit <https://supporting.afsp.org>)

Anchorage

September 10, 2022

Fairbanks

June 4, 2022

Mat Su Valley

May 7, 2022

Make A Connection

Find a Provider:

Participant Access Line: 1-800-225-8764 TDD/TTY dial 711 or visit alaska.optum.com and click *Find a Provider* on left side of the page

Get Transportation:

For Medicaid travel benefits call the Medicaid Participant Helpline at 800-770-5650, Option 2

Get Information:

[Live & Work Well](#) - You can find information about maintaining your wellness and resources for crisis support

Hotlines

National Suicide Prevention Line

1-800-273-8255

Veterans Crisis Line

1-800-273-8255 text 838255

Careline

1-877-266-4357 (HELP) or text 4help to 839863 3-11 p.m. Tuesday-Saturday

National Domestic Violence Hotline

1-800-799-7233



Nondiscrimination Notice and Language Services

Optum Alaska does not exclude people or treat them unfairly because of their sex, age, race, color, national origin, or disability.

Free services are available to help you communicate with us. Such as, letters in other languages, or in other formats like large print. Or, you can ask for an interpreter. To ask for help, please call 1-800-225-8764, TTY 711.

If you think you weren't treated fairly because of your sex, age, race, color, national origin, or disability, you can send a complaint to:

Optum Civil Rights Coordinator
11000 Optum Circle
Eden Prairie, MN 55344

Phone: 888-445-8745, TTY 711

Fax: 855-351-5495

Email: Optum_Civil_Rights@Optum.com

If you need help with your complaint, please call the toll-free number 1-800-225-8764, TTY 711. You must send the complaint within 60 days of when you found out about the issue.

You can also file a complaint with the U.S. Dept. of Health and Human services.

Online <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Civil Rights Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Phone: Toll-free **1-800-368-1019, 800-537-7697** (TDD)

Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

Alternate formats:

This information is available in othe formats like large print. To ask for another format, please call 1-800-225-8764, TTY 711

Language Services:

Free language assistance services are available to you. Please call 1-800-225-8764 or see below:

You have the right to get help and information in your language at no cost. To request an interpreter, call 1-800-225-8764.

español (Spanish): Tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para solicitar un intérprete, llame al 1-800-225-8764.

如果您說中文 (Chinese): 您有權利免費以您的語言得到幫助和訊息。如需洽詢一位口譯員，請撥電話 1-800-225-8764。

srpskohrvatski (Serbo-Croatian): Imate pravo da besplatno dobijete pomoć i informacije na Vašem jeziku. Da biste zatražili prevodioca, nazovite 1-800-225-8764.

한국어 (Korean): 귀하는 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 1-800-225-8764번으로 전화하십시오.

Việt(Vietnamese): Quý vị có quyền được giúp đỡ và cấp thông tin bằng ngôn ngữ của quý vị miễn phí. Để yêu cầu được thông dịch viên giúp đỡ, vui lòng gọi 1-800-225-8764.

العربية(Arabic): - يروف مجرتم بلطل .ةفلكت يا لمحت نود كتغلب تامولعملماو ءدعاسملا بلع لوصحلا يف قحلا كل - 1-800-225-8764 . مقرلاب لصنا .

Deutsch (German): Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um einen Dolmetscher anzufordern, rufen Sie die Nummer 1-800-225-8764.

Tagalog(Tagalog): May karapatan kang makatanggap ng tulong at impormasyon sa iyong wika nang walang bayad. Upang humiling ng tagasalin, tumawag sa 1-800-225-8764.

русском (Russian): Вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы подать запрос переводчика позвоните по телефону 1-800-225-8764.

français (French): Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander à parler à un interprète, appelez le 1-800-225-8764..

日本語 (Japanese): ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳をご希望の場合は、1-800-225-8764. までお電話ください。

românește (Romanian): Aveți dreptul de a obține gratuit ajutor și informații în limba dumneavoastră. Pentru a cere un interpret, sunați la 1-800-225-8764.

فارسی (Farsi/Persian): مجرتم تساوخرد يارب .دييامن تفايرد ناگيار روط هب ار دوخ نابز هب تاعالطا و کمک هک ديراد قح امش
هرامش اب يهافش
1-800-225-8764
دييامن لصاح سامت . .

українською мовою (Ukrainian): У Вас є право отримати безкоштовну допомогу та інформацію на Вашій рідній мові. Щоб подати запит про надання послуг перекладача, задзвоніть на 1-800-225-8764.

Kreyòl ayisyen (Haitian Creole): Ou gen dwa pou jwenn èd ak enfòmasyon nan lang natifnatal ou gratis. Pou mande yon entèprèt, rele nimewo 1-800-225-8764.

हिंदी (Hindi): आप के पास अपनी भाषा में सहायता एवं जानकारी के लिए शुल्क प्राप्त करने का अधिकार है। दुभाषण के लिए 1-800-225-8764.

português (Portuguese): Vocêtem o direito de obter ajuda e informação em seu idioma e sem custos. Para solicitar um intérprete, ligue para 1-800-225-8764.

Ikirundi (Bantu-Kirundi): Urafise uburenganzira bwo kuronka ubufasha n'amakuru mu rurimi gwawe ku buntu. Kugira usabe umusobanuzi, hamagara 1-800-225-8764.

नेपाली (Nepali): तपाईंसँग सहयोग प्राप्त गर्न र आफ्नो भाषामा निशुल्क जानकारी प्राप्त गर्न अधिकार हन्छ। अनुवादक प्राप्त गरीपाउँ भनी अनुरोध गर्नु 1-800-225-8764.