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Issue 1

# Alaska Medicaid Newsletter

*Important information for you as an Alaska Medicaid Participant*

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## INTRODUCTION TO ALASKA MEDICAID BEHAVIORAL HEALTH SERVICES

One person. One family. One community at a time. Everyone has a unique road to health and hope. Every community has its own ways to support and assist the people who live there.

Optum works with the State of Alaska Division of Behavioral Health to help people throughout their recovery journey. It is our shared goal to change Alaska's behavioral health outpatient system by focusing on helping people reach recovery in their own way. Together, we will help create a better system of care for Alaskans.


### What is Behavioral Health?

It's common to hear the terms mental health and behavioral health used in the same way. However, there is a difference between the two. Behavioral health refers to how your habits and behaviors affect your mental health and physical health.

Behavioral health disorders may include substance abuse, mood disorders like seasonal affective disorder\* (SAD), anxiety or other issues. People who have these struggles may find it difficult to get the help they need. Getting treatment is important. Your mental state can affect your physical health.

If you do need help, know that there are treatment options available to you. Alaska Medicaid services can help support your behavioral health.

\*<https://www.mentalhealth.gov/what-to-look-for/mood-disorders/sad>

Alaska Division of Behavioral Health and Optum  
Working together for Alaska 

# ALASKA MEDICAID PARTICIPANT HANDBOOK

Did you know that your Participant Handbook has information about Alaska Medicaid Services available to you? It is important for you to review it often because services may change.

Your Participant Handbook has information about how to find a provider. It includes services covered by Alaska Medicaid. It also has information on your responsibilities and rights as a patient. Helpful websites, phone numbers, and office locations can also be found in the Participant Handbook.

It is easy to check your handbook online. Simply go to [alaska.optum.com](http://alaska.optum.com). Open the link For Participants. Then click Resources & Tools, and then click Participant Handbook.

If you don't have access to a computer, you can call the Participant Line at 1-800-225-8764, TDD/TTY 711, to request a copy to be mailed to you.

You may also request materials in large print, audio, or specific languages.

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## PEER SUPPORT AND RECOVERY SPOTLIGHT: MEET RAHNE

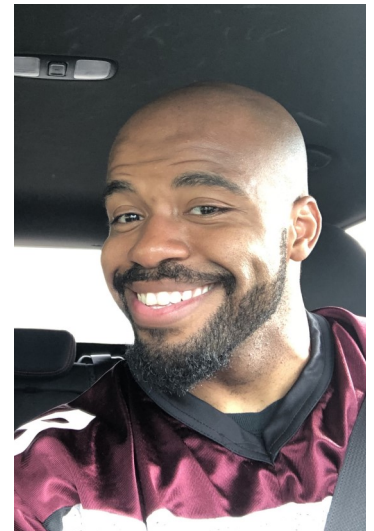
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My name is Rahne, and on behalf of the Optum Alaska team, it is my pleasure to speak to you about what I do as a Peer Support Specialist. I hope to share components of recovery for better outcomes in all walks of life. Peer Support Specialists are people who have been successful in their own recovery journey. They help others in their recovery.

In my case, my recovery is ongoing. I look forward to sharing more about my story. I also am grateful to have the privilege of sharing stories of recovery that motivate me in mine.

With Optum Peer Support you can engage with a Peer Support Specialist who will support you and your work in your recovery journey. During your time with a Peer Support Specialist you will be introduced to the Wellness Recovery Action Plan (W.R.A.P). This tool will help you figure out when you are well, and when you are not (crisis). The plan will be worked on together with the help of a Peer Support Specialist. When you are finished making your plan you will have a tool to aid you and your support system in addressing your needs.

The peer support corner will have quarterly tips to help you maintain your health and wellness.



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***In some form, we are all providing peer support.***

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## PEER SUPPORT CORNER

Winters can be tough here in Alaska. Below are some tips and tricks to maintain your wellness this winter:

- Connect with a provider
  - Friendly reminder: make an appointment with your health care provider
- Keep track of your medications
- Maintain healthy sleep habits
- Move your body—for ideas visit:  
<https://www.alaskapublichealth.org/aphas-keep-it-moving-challenge>
- Find opportunities for art and self expression
  - Try a new activity like a musical instrument, crocheting, knitting, beading, woodworking, etc.
  - Set a goal to complete a new art project each week
- Include healthy food options
  - Try something new, or a recipe handed down in your family or culture
- Rediscover a past passion, hobby or interest
- Connect with others, either in person or virtually
  - Volunteer
  - Engage in community activities — [eventbrite.com](https://www.eventbrite.com)

Our Case Management and Peer Support staff are here to help!

### ALASKA MEDICAID PEER SUPPORT SERVICES

Do you want to connect with a peer support specialist?

Optum Alaska can help you connect with a community provider.

You can reach us by email:

[MedicaidHelpOptumAK@Optum.com](mailto:MedicaidHelpOptumAK@Optum.com)

Or phone:

1-800-225-8764

TDD/TTY dial 711

Are you interested in becoming a peer support specialist?

Visit:

<https://akcertification.org>

### MAKE A CONNECTION

#### Find a Provider:

Participant Access Line: 1-800-225-8764 TDD/TTY dial 711 or visit [alaska.optum.com](https://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](mailto: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 تامولعملالو ةدعاسملا بلع لوصحلا يف قحلا كل - 1-800-225-8764 . مقرلاب لصتا .

**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 نساوخرد یارب. دبیامن تقایرد ناگیار روط هب ار دوخ نابز هب تاعالطا و کمک هک دیراد قح امش  
هرامش اب یهافش  
1-800-225-8764  
دبیامن 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 गरीपाऊँ भनी अनुरोध गर्न 1-800-225-8764.