



2017

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NORTH CAROLINA ENGAGEMENT CENTER

ANNUAL BEHAVIORAL HEALTH QUALITY MANAGEMENT GUIDE

Quality Program Structure, Operations and Initiatives

Beacon Health Options (Beacon) is always working to improve the quality of care and services provided for you. We aim to ensure that every member active in our client's health plan receives high quality treatments to address their healthcare needs.

What are some of the things you need to know when seeing a behavioral health provider?

When you or your family member need to see more than one doctor, your care can become more complex. This is true whether you see more than one medical doctor or therapist.

You may be interested in a “self management tool” referred to as “Integration: Taking charge of Your Health”. This tool gives you interactive ways to talk with your provider when you need more than just therapy. Here is the link: [Integrated Care: Taking Charge of Your Health](#)

When you start therapy - Sometimes, problems can be caused by medical conditions. For instance, depression is sometimes linked to certain medical problems. On the other hand, depression or anxiety may play a part in your medical condition.



Changes in health status - If your health changes, your doctor needs to know. You may need to have tests or there may be changes to your medicines.

When you start or change medications - Your doctor can help make sure that the medicines you take can be safely used together. Make sure your doctor has a complete list of all of your medicines at each visit. This list should include prescription medications and the doctor that ordered them. All over the counter medications you are taking, including herbal and vitamins need to be on the list.

If you would like a copy of a medication tracking form, please visit the Beacon website: Scroll to the Intensive Case Management (ICM) Section <https://www.beaconhealthoptions.com/providers/beacon/network/ncoc-state-government-and-healthplans/>

You can bring this form to every doctors appointment.

Laboratory findings - Ask that a copy of any test be sent to all your doctors. This will help your doctors monitor and coordinate your care and prevent you from having to have extra tests done.

Be your own health care manager - Take an active part in managing your own care. Ask your therapist to call your doctor. He or she will ask you to sign a form to give permission to share the information. On the form, you can list what type of information you would like shared, such as diagnosis, lab work, and medications. You are your own best advocate.

Beacon has also developed a form for you to use. You can fill it out and bring it with you to your doctor or therapist appointment.

If you would like a copy of this form, please visit the Beacon website: Scroll to the Coordination of Care Section <https://www.beaconhealthoptions.com/providers/beacon/network/ncoc-state-government-and-healthplans/>

Or call the Quality Management Department at **(866) 719-6032** and request the [*Member Release of Information Form*](#).

After being in the hospital, a plan for your care is needed to help you recover. Support during the move from hospital to home is very important. This is referred to as “discharge planning”.

Before you leave the hospital, the hospital staff will help you to set up an appointment with your doctor or therapist. It is ideal to schedule an appointment within a day or two after leaving the hospital. Research shows that people who see their doctor or therapist within one week after discharge do better than those who wait for a longer period of time.

Beacon staff can help you with aftercare as you leave the hospital. This help can range from finding a therapist, doctor or other resources or rescheduling a missed appointment. Our care team is trained to work with your therapist and other types of support services to help you feel better and stay well. Our goal is a smooth, transition from care that will support your needs.



Achieve Solutions – Self Help Screening Tools Available

Beacon works hard to help our members live their lives to the fullest. When you can self-detect health issues early on, you have a chance to take steps and stay healthy.

Achieve Solutions® is Beacon's behavioral health and wellness website. This website provides educational articles, self-assessment tools, and links to other resources. This is a way for you to monitor, track, and take charge of your own health.

For many of us, an event such as divorce, job change, or the death of a loved one feels overwhelming and life changing. This often places pressure on you and those you love.

Achieve Solutions can help you with a number of challenges and difficulties at work or at home. When you need help and guidance. Achieve Solutions can help you find the answers.

This website is easy to use and is designed to help you quickly find answers. Making better life decisions can help enhance your health and wellness. Achieve Solutions has more than 6,000 articles right at your fingertips. Members can view over 200 topics. Here are some examples below:

- Depression
- Managing Stress
- Substance Use
- Healthy Weight
- Smoking & Tobacco Use
- Relationships
- Pregnancy
- Healthy Eating
- Work
- Grief
- Parenting
- And more.....

If you would like to visit the Achieve Solutions website, you can sign-in by clicking this link: www.achievesolutions.net/medstardc.

You can also log into the Beacon member connect page with your user ID and password. Click here to [log in](#). If you need help logging in, please contact Beacon's Member Services at **(877) 398-0124**.

We help
people live
their lives to
the **fullest**
potential.

Quality Program Structure, Operations and Initiatives –Continued:

Customer Service: When to use them? What to expect?

- Do you have an issue that is causing stress in your life?
- Have you decided that it is time to talk to a counselor or therapist?
- Where do you begin?
- Does your care need to be approved ahead of time?

Beacon Customer Service can help you by providing several services. If you are not sure of what your benefits are (e.g., co-pay, deductible, number of sessions your plan pays for, etc.) or how to get started, we can give you that information.

Beacon Customer Service can look up the counselors or therapists in your area who work with your plan. We can also check to see which providers in your area specialize in working with certain issues (stress, depression, family counseling, etc.). For questions about your plan, how it works or how to get started, call Beacon MedStar DC Customer Service at (877) 398-0124.

View the Beacon Annual Member Newsletter on the Internet

<https://www.beaconhealthoptions.com/providers/beacon/network/ncoc-state-government-and-healthplans/>

Click under Member News If you would like to receive a paper/printed copy, or if you have any questions and comments, please call the Quality Management Department at
(866) 719-6032.



Member Satisfaction Survey

Members whose health care plans are served by Beacon rate their behavioral health services and benefits as very positive. A telephone survey to rate if members are satisfied is performed twice a year. In 2016, interviewees were asked to score Beacon behavioral health care services.

The following items were scored on the survey:

- Overall Satisfaction with Mental Health Services - **91%**
- Overall Quality of Services of Therapist - **94%**
- Therapist Sensitivity to Cultural, Ethnic and Religious Needs - **84%**
- Therapist Protects Member Confidentiality - **94%**

Behavioral Health Screening Programs and Integrated Care

Alcohol Prevention During Pregnancy

Are you or is someone you know pregnant, or trying to get pregnant?

Did you know that fetal alcohol spectrum disorders (FASD) are 100 percent preventable if a woman does not drink alcohol during pregnancy? Not everyone knows this important fact. This valuable information needs to be communicated to women, families, health care providers, partners, educators, media, and policy makers. Screening for alcohol usage during pregnancy or even for women of child-bearing age can prevent:

- Damage to fetus at any stage of pregnancy
- Life-long cognitive deficits, developmental delays, and fetal alcohol syndrome (FAS)
- Poor birth outcomes and preventable alcohol related birth defects
- Growth abnormalities

Alcohol and Pregnancy Q & A

Q: *Is it okay to drink a little during pregnancy?*

A: No, there is no safe level of alcohol during pregnancy. The best choice is not to drink at all when you are pregnant.

Q: *I drank before I knew I was pregnant. What should I do?*

A: It is never too late to stop. The sooner you stop drinking the better it will be for you and your baby. Get regular prenatal checkups and tell your doctor or nurse you have been drinking. **Follow your doctor's advice.**

Q: *I need help to stop drinking while I am pregnant, who can I turn to?*

A: You can turn to: Your doctor, nurse, a counselor or therapist Beacon Health Options referral resources

Please call Beacon Health Options toll-free at **(866) 719-6032** to talk about what help is available.

Alcohol Prevention for your Child

Alcohol is the #1 drug used by teens

In 2017, an article was written on children and drinking. One in 25 children ages 12 to 14 drank too much alcohol or (binged) in the past year. There are many safety issues with teen drinking. Many studies also link brain damage to drinking.

The earlier a child starts to drink, the more serious the drinking problems are later on. The use of alcohol in teens can increase the risk of drug use. Talk to your child about the dangers of alcohol by the time your child turns age 12.

If you notice several of these signs and symptoms at the same time, your child might have a drinking problem:

- Mood changes: flare-ups of temper, irritability, and defensiveness
- School problems: doesn't show up, low grades, and always getting in trouble
- Rebelling against family rules
- Switching friends and not wanting you to get to know their new friends
- A "nothing matters" attitude: sloppy appearance, a lack of involvement in previous interests, and low energy overall
- Finding alcohol in your child's room or backpack, or smelling alcohol on his/her breath
- Physical or mental problems; memory lapses, poor concentration, bloodshot eyes, lack of coordination, or slurred speech

If you would like more information on how to talk to your child about alcohol use, call Beacon. You can ask for a free copy of the [Make a Difference: Talk to Your Child About Alcohol](#) booklet.

For additional information, call Beacon toll-free at **(866) 719-6032** or visit the website at

<https://www.beaconhealthoptions.com/providers/beacon/network/ncoc-state-government-and-healthplans/>

Behavioral Health and Screening Programs—Cont.

Bipolar Disorder and Alcohol Use

Studies have shown it is not enough to treat bipolar symptoms alone. People with bipolar disorder are three times as likely to have problems with alcohol. Alcohol use can make bipolar symptoms worse. Both must be assessed and treated together. General signs and symptoms of bipolar disorder and alcohol use are:

- Overly excited mood for a period of time or a depressed mood other times.
- Using alcohol to deal with feelings.
- Feeling that you cannot control how much alcohol you drink.
- Making bad decisions or getting into dangerous situations.

Bipolar disorder with alcohol problems can be treated. Getting help can make a big difference. Beacon has developed a program for members who use alcohol and have Bipolar disorder. Beacon offers this screening as well as referral services to you.

Beacon offers these program screenings as well as referral services to you.

If you have further questions, please call Beacon North Carolina Quality Management Department toll-free at **(866) 719-6032** to talk about what help is available.

Attention-deficit/ hyperactivity disorder

The Centers for Disease Control (CDC) reports that kids with ADHD can have more injuries than kids without ADHD.

ADHD is the most common behavioral disorder in kids. It is believed to occur in about 11 percent of school-age kids (age 5-17). It is more common in boys than girls.

There are three types of symptoms:

- Difficulty paying attention (inattention)
- Being overactive (hyperactivity)
- Acting without thinking (impulsivity)

This may place a child with ADHD at more risk for certain types of accidental injuries. These behaviors are normal, but may be more extreme than other kids the same age. The lack of attention may cause them to lose focus or not be organized. Not being able to focus and having poor impulse control may end in bad choices that can lead to an accident or injury.

For additional information on ADHD visit the Beacon Health Options [Achieve Solutions website](#). Click here to view the [ADHD brochure](#). If you would like a printed copy please call **(866) 719-6032**.

Children and Prescription Drug Abuse/Disposing of Unused Medications

You, Your Adolescent Child and Drug Abuse

In the past, street drugs were often abused by teens. Today, prescription and over the counter (OTC) drugs are the primary sources used by teens to get high. Some studies show that 70 percent of teens who develop drug problems begin drug use by using prescription drugs.

Recent surveys show that most teens who abuse these medicines get them for free from family and friends.

What are some of the dangers?

- Half of youth emergency room visits are for abusing cough or cold remedies.
- Mixing the OTC or prescriptions meds with alcohol can cause death or serious breathing problems.
- Taking opiate pain medications can cause serious breathing problems, loss of consciousness and death.
- Heart problems or seizures can result.
- Problems with judgment or motor skills can lead to accidents.



What can parents do?

- Get rid of old or unused medication safely.
- Check with your pharmacy about drug-take back programs.
- Keep drugs in a safe place and keep an eye on how much is there.
- Set rules about not sharing medicines and following directions for using medicines safely.

How can I get rid of old or unused meds if no program is available?

- Take the med out and mix it with coffee grounds or other unpleasant garbage like kitty litter. Then place in a sealed bad or container before putting into the trash.
- Dangerous meds like certain pain medicines (opioids) need special treatment. The FDA recommends flushing these.

The following website is updated with medications that should be removed by flushing or sink disposal.

http://www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/EnsuringSafeUseofMedicine/SafeDisposalofMedicines/ucm186187.htm#Flush_List

If you have any questions about disposal, check with your pharmacist. To download a copy of "How to dispose of Unused Medicines" visit <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>.

For more information on preventing teen drug or alcohol abuse visit <http://www.drugfree.org>. Here you will find a parent tool kit to download, a drug guide for parents: Learn the Facts to Keep Your Teen Safe and other valuable information to share with your family.

If you do not have website access and would like a copy of "How to dispose of Unused Medicines," please call Beacon Health Options toll-free at **(866) 719-6032** and request a free copy.

Confidentiality

Beacon has written policies to protect your health information. These policies state how you may have access to your Protected Health Information (PHI). They tell you how we use your information to pay claims and to arrange treatment. To view the Beacon Privacy Statement, please visit www.beaconhealthoptions.com.

If you would like have the Beacon Privacy Statement mailed to you, please call (866) 719-6032.

Utilization Management Decision Making

Beacon decisions are based on if care is appropriate and treatment coverage. Beacon does not reward health care providers, or other individuals, for denying coverage or service. Decisions are not based on financial incentives that would encourage the result in less care than needed .

Mental Health or Substance Abuse Crisis?

Help Is Available 24 Hours a Day.

We maintain a crisis hotline 24 hours a day, 7 days a week. The staff member who takes your call can help direct your care. This may include an emergency referral or admission to a hospital. The team can make arrangements with all types and levels of care. If you have an urgent need, please call your health plan's phone number below.

Benefits and Claims

Contact Beacon customer service department with benefit or claim questions about mental health or substance abuse.

Beacon Health Options Customer Service

MedStar DC: **(877) 398-0124**

TDD/TTY: (All plans) **(800) 334-1897**

Telecommunication device for the deaf or those hard of hearing

Language Services

Language services are available. Please let the Customer Service representative know if you need:

- An interpreter
- A provider who speaks a language other than English
- Help in translating any letters or other documents about your care



Members' Rights & Responsibilities

Beacon Health Options is committed to respecting enrollee's rights and responsibilities

Enrollees have a right to:

- Receive information about the organization, services, practitioners and providers, and enrollees' rights and responsibilities.
- Be treated with respect and recognition of their dignity and right to privacy.
- Participate with practitioners in making decisions about their health care.
- A candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about the organization or care it provides.
- Make recommendations regarding the organization's enrollees' rights and responsibilities policies.

Enrollees have a responsibility to:

- Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- Follow plans and instructions for care that they have agreed on with their practitioners.
- Understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.