

Just for you: MEMBER HEALTH TOOLS

We are pleased to introduce our Well Aware Healthy Living Resources.

These include Health Screening Tools:

- Alcohol Screening
- Depressive Symptoms

As well as interactive health management resources that can help you monitor your own wellness:

- Eating Right
- Increasing Physical Activity
- Weight Management
- Stress Management
- Mental Wellness

To access the Well Aware Healthy Living Resources, visit www.BHPI.org and navigate to the **Members Area**. Use the green icons to navigate to **Health Screening Tools** or **Health Tools & Resources**.



1-888-711-LINK

ABOUT US PROVIDERS MEMBERS CAREERS EMPLOYEES

January 20, 2017 Find us on:



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- BHPI's Quality Team Shares Goals & Accomplishments
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Quality Assurance Team: Goals & Accomplishments

Our Quality Assurance (QA) team is passionate about delivering the same excellent access and quality of clinical care to BHPI, CareLink, and ConsumerLink Networks' (Networks) members that anyone would want for their own families. We pursue this goal through the continuous quality improvement plan and by partnering with providers to support and promote service excellence. The results of quality activities over the last year have produced a number of outcomes that include but are not limited to the following:



- Complaints across the systems are very low (0.65 complaints per 1000 members);
- Care Coordinating Agencies exceed standards for providing intakes to new members under routine circumstances;
- Care Coordinating Agencies consistently demonstrate the ability to see members for urgent intakes within 48 hours;
- The Practitioner Network is consistently available for active members in urban and rural settings;
- Our call center consistently demonstrates better than national standard expectations for average speed of answer and minimal abandoned/dropped calls;
- Provider survey information reflects a 91.4% satisfaction with the Networks.

What is Peer Support Service?

Peer Support Services support skill-building and assistance delivered by someone with lived experience going through the mental health and/or addiction and is committed to recovery. They are qualified to assist individuals in creating goals and objectives that form the context of the peer support relationship. Peer Support Services are available for consumers with serious mental illness and or/co-occurring mental and substance abuse disorders. A peer support offers emotional support, shares knowledge, teaches skills, provides assistance and connects consumers with opportunities and resources.

What are the Benefits of Peer Support Services?

Through peer support services you can learn skills to improve relationships, problem solving, improve quality of life and help finding a job. It will increase social interactions and teaches how to communicate better with others. It can also help manage symptoms you may not be able to resolve with only medication. Peer support services has been found to increase consumer outcomes and overall improvement such as :

- Improving well-being, self-esteem, and social functioning
- Returning back to work
- Providing new insight into problems
- Increase hope and quality of life
- Better relationships with providers
- Decreased psychiatric symptoms
- Decreased hospital stays
- Reduced substance abuse

If you have any questions regarding peer support services or would like more information, please call our Member Services department at 1-888-711-LINK(5465).

Frequently Asked Questions: Children with ADHD

Does medication treat ADHD?

Medication does not cure ADHD. It can, however, treat the core symptoms of ADHD and help normalize your child's behavior. Medication can help your child focus, be less hyperactive, and less impulsive. There are many different medications that help treat ADHD symptoms and your doctor will choose one that matches your child's symptoms. For best results, medication should be part of a larger treatment strategy that includes behavior modification treatment and parenting strategies.

What if I don't see a difference in how my child acts, should I stop giving them the medication?

It may take time for the medication to work for your child. Be patient. Changing or stopping medication can cause unexpected reactions. You should not stop giving your child medication without the supervision of your doctor. If you have concerns about the medication, call your doctor.

What if my child is taking medication and they act strangely or seem to be worse?

If your doctor has prescribed medication to treat the symptoms of your child's ADHD, it is recommended that they continue to take the medication until you have the opportunity to talk with your doctor about your concerns. If you are worried about your child, call your doctor right away.

What is the best way to manage my child?

At present, medication is the most effective way to treat ADHD. Most of the research shows that combined medications and behavior intervention is most effective. Social skills and appropriate behaviors can also be taught and practiced.

Ask your doctor for more information if you are interested in combining behavioral treatments with your child's medication or trying new strategies to help manage your child's behavior.

Don't forget!



- Your child's ADHD symptoms may change over time.
- Keep all doctor's appointments, especially after your child starts taking medication.
- Make sure your child takes prescribed medication at prescribed times.
- If you have a question or concern, don't hesitate to call your child's doctor.

DO YOU NEED AN INTERPRETER?

BHPI is here to serve you. We want to help you understand the service and benefits in which you are entitled. Interpreter services with more than 200 languages are available 24 hours, 7 days a week at no cost.

**If you use TTD/TTY services, please contact
Member Services at 313-656-2587.**

Members' Rights and Responsibilities

BHPI is committed to treating its members in a manner that recognizes and respects their rights and affirms its expectations of their responsibilities. BHPI has a Members' Rights and Responsibilities Statement that tells you about our commitment to you. It tells you about your rights and responsibilities. It helps you to know what to expect from your health care services and how you can participate in your care. Working with your health care provider as a partner will help you to receive the most benefit from the experience. Following is a summary of your rights and responsibilities.

You have the right to:

- Receive information about BHPI, its Services, its Practitioners and Providers, and Member Rights and Responsibilities.
- Be treated at all times and under all circumstances with respect and recognition of your dignity and your right to and need for privacy.
- Participate with Practitioners in making decisions about your health care.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about BHPI or the care provided.
- Make recommendations regarding BHPI's Members' Rights and Responsibilities policies.

You have a responsibility to:

- Provide, to the extent possible, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health that BHPI and its Practitioners and Providers need in order to care for you.
- Follow the plans and instructions for care that you have agreed upon with your Practitioners.
- Participate, to the degree possible, in understanding your health problems and, to the degree possible, participate in developing mutually agreed upon treatment goals.

You can find more information about your rights and responsibilities by visiting www.BHPI.org

The Member Services Department is always available to help you with:

- Accessing Services
- Finding a Provider or Doctor
- Finding Community Resources
- Self Determination
- Recipient Rights
- Grievances & Appeals Process

Calendar of Events

SEPTEMBER

9/16/2017

NEW CENTER COMMUNITY SERVICES

Community Walk and Resource Fair

9:00am-Noon, Northwestern High School, Detroit
(313) 961-3047

9/23/2017

NAMI

NAMI Walks Michigan

8:00am-Noon, Belle Isle, Detroit
(517) 485-4049

9/26/2017

BHPI

Consumer Council Meeting

10:00am-Noon, BHPI Office, Detroit
(313) 656-0000

OCTOBER

10/31/2017

BHPI

Consumer Council Meeting

10:00 am-Noon, BHPI Office, Detroit
(313) 656-0000



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(313) 656-0000 | BHPI.org

Call us if you need help
24 hour a day / 7 days a week

1-888-711-LINK (5465)

(313) 656-2587

(TDD line for the hearing impaired)