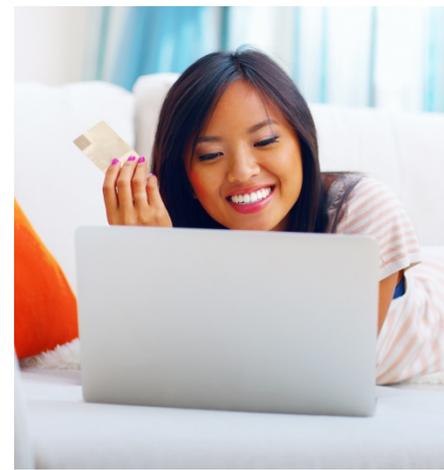


### What's Available on BHPI's Website?

We would like to remind you about our website ([www.bhpi.org](http://www.bhpi.org)). There are many helpful items to read on our website. You can view and/or download information about the following topics on the website.

- Information about BHPI's Quality Improvement Program including goals, processes and outcomes as related to care and service.
- Information about BHPI's Case Management Program and how you or your caregiver may refer to the Program.
- Information about how to contact staff if you have questions about utilization management (UM) issues.
- The toll-free number to call or how to contact staff regarding UM issues.
- The availability of TDD/TTY services for hearing impaired members who need these special telephone lines.
- Information about how to obtain language assistance to discuss UM issues.
- BHPI's policy prohibiting financial incentives for utilization management decision-makers.
- A description of the availability of an independent external appeals process for utilization management decisions made by BHPI.
- BHPI's member rights and responsibilities statement.
- Information about benefits and services included in, and excluded from, coverage.
- Information about copayments and other charges for which you are responsible.
- Information about restrictions on benefits that apply to services obtained outside BHPI's system or service area.
- Information about how you may obtain language assistance.
- Information about how you may submit a claim for covered services, if applicable.
- Information about how you may obtain information about network practitioners and their professional qualifications including medical school attended, residency completed, and board certification status.
- How you may obtain inpatient and outpatient services, partial hospitalizations and other behavioral health care services
- How you may obtain subspecialty care.
- How you may obtain care after normal office hours.
- How you may obtain emergency care, including BHPI's policy on when to directly access emergency care or use 911 services.
- How you may obtain care and coverage when you are out of BHPI's service area.
- How you may voice a complaint.
- How you may appeal a decision that adversely affects coverage, benefits or your relationship with BHPI.
- BHPI's notice of privacy practices and confidentiality policies including what a "routine consent" is and how it allows BHPI to use and disclose information about you; how BHPI uses authorizations and your right to approve the release of personal health information not covered by the "routine consent;" how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; BHPI's commitment to protect your privacy in all settings and BHPI's policy on sharing personal health information with plan sponsors and employers.



Continued on the next page

## What's Available on BHPI's Website? (Continued)

There is other information about BHPI and our services on the website that is useful to know.

Our Practitioner and Provider Directories allow you to select a practitioner or facility that best meets your needs. You can search for a physician by specific characteristics such as gender or language spoken. You can search for a facility by location and name.

Our website also contains interesting tools to help you identify possible behavioral health issues. We have screening tools for:

- Depression
- Alcohol Abuse

These tools may help you understand if you should seek care or treatment. Paper copies of the screening tools are available upon request.

Our website also has tools to help you manage an existing condition. We want you to be healthy and encourage you to use these tools. We have tools for:

- Eating Right
- Weight Management
- Stress Management
- Physical Activity
- Depressive Symptoms

These tools are designed to help you manage and improve a condition. The tools are interactive and provide you with information to support healthy behaviors. We encourage you to use the tools regularly. These tools are available in paper copies or over the telephone upon request.

If you would like more information about these items, please call the [Member Service Department at 1-888-711-LINK \(5465\)](#) or [\(313\) 656-2587](#) (TDD line for the hearing impaired). The most recent information about BHPI and our services is always available on our website. If you would like us to mail any of the above information to you, please call Member Services and ask us to send you the information.



## The Quality Review Process: *Partnering with Providers for Excellence*

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. Our QA team supports the Networks with the development, implementation and monitoring of the Quality Improvement Program (QIP). This written plan guides the Networks to increase access to services, quality of services, satisfaction, and ultimately, quality of life.

Our QIP includes our Networks surveys designed to ensure you receive the highest quality of care and have the opportunity to lead the highest quality of life. The most frequent types of surveys our QA team conducts are:

- **Clinical documentation reviews**
- **Environmental, health and safety assessments**
- **Workforce training and staff development surveys**
- **Member interviews**

While not an exhaustive list, these key surveys provide a wealth of data about the services our members receive and help us identify any areas to ensure we achieve our goal of exceptional behavioral healthcare.

# Explore the Members Area

The **Members** area on BHPI's website has lots of information and resources to help **you**.

Visit: <http://www.BHPI.org/Members>

OR

Click the **Members** tab at the top of BHPI's homepage

The screenshot shows the BHPI website homepage. At the top left is the BHPI logo (Behavioral Health Professionals, Inc.). To the right is the phone number 1-888-711-LINK and a search bar. Below the header is a navigation menu with tabs for ABOUT US, PROVIDERS, MEMBERS (highlighted with a red arrow), CAREERS, and EMPLOYEES. The main banner features the slogan "It's all we do. Behavioral health care management" and the BHPI.org logo. To the right of the banner are three purple buttons: "Join the BHPI Provider Network", "Contact Member Services 24/7", and "Already a Provider? Access the Portal". Below the banner is a blue bar with the date "November 8, 2016", social media share icons, a print icon, and social media icons for Facebook, Twitter, LinkedIn, YouTube, and WordPress. The main content area is divided into several sections: "BHPI on Twitter" with a list of tweets; "News" with two articles and a "More News" button; "Events" with one article and a "More Events" button; "I need information about" with a dropdown menu; "BHPI's Blog: Insights from Our Experts" with a "Click here>>" link; "Provider Networks" featuring logos for CareLink and ConsumerLink; and "BHPI Dashboard" with a "View" button and a screenshot of the dashboard interface.

**More than just information, the Members area also has tools to help you manage your health!**

# Explore the Members Area

## INFORMATION

- Member Appeals
- Submitting Complaints
- Rights and Responsibilities
- Claims
- Practitioner Information
- Out of Area Services
- Newsletters
- Answers to Frequently Asked Questions (FAQs)

## TOOLS

- Health management tools help you keep track of your health:
  - Body mass index
  - Smoking
  - Exercise
  - Stress management
  - Healthy eating
  - Alcohol
  - Depression
- A secure tool to track your personal health record

[www.BHPI.org/Members](http://www.BHPI.org/Members)



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(313) 656-0000 | [BHPI.org](http://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

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)