

What's Available on BHPI's Website?

We would like to remind you about our website (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 Utilization Management 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 Utilization Management 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.

What is the Consumer Council?

The CareLink / ConsumerLink Consumer Council provides a forum for consumers, their families, and members of consumer advocacy and community groups to provide input regarding programs, policies, and procedures. The aim of the Consumer Council is to improve the quality of service delivery through participation in development, implementation, and evaluation, and increase the level of consumer satisfaction with mental health services. Consumer participation and partnership at all levels in policy, planning, and treatment is absolutely essential.

Along with this right comes the responsibility of consumers to actively contribute and participate in committees/forums where they are representing the perspective of consumers. It is of fundamental importance for all mental health organizations and for all individuals involved in mental health to recognize that consumers provide a unique expertise due to their lived experience of mental illness.



If you're interested in attending a meeting
or becoming a member of the Consumer Council
please call 1-888-711-5465

The Consumer Council meets the last Tuesday of every month
at 1333 Brewery Park Boulevard, Suite 300, Detroit, MI 48207
10:00 a.m.-12:00 p.m

Meet the Chair and Co-Chair of the Consumer Council

Mr. Marcus Cox Chair of the Consumer Council

Mr. Marcus Cox is the Chair of the Consumer Council. Mr. Cox states *"Mental Health is a big non-supported illness that needs to be and has, of late, been addressed. More and more people from parents to professionals are stepping up to make America and Congress or Senate and State and Govt. aware that Mental Illness needs to be addressed in a big...big...way. There's not a family in America that does not have someone afflicted with Mental Health issues. This is how serious it is- and the Consumer Council is the beginning of trying to address those needs to listen and reassess peer methods on how to meet the client's needs"*.

Mr. Cox (right) and Mr. Patterson (left) both received awards May 11, 2017 at the BHPI Mental Health Matters for their invaluable work on the Consumer Council. >

Mr. Steven Patterson Co-Chair of the Consumer Council

Mr. Steven Patterson is the Co-Chair of the Consumer Council. Mr. Patterson states *"the Consumer Council must pick up on changes made by our administrators in our government. We need fellow members to confront these problems. Yet, know how to deal with them, no one knows everything so let's hear solutions"*.



Look for the Well Aware Newsletter!

Please be sure to keep your eye out for our **Well Aware** quarterly newsletter that can be found at your Provider office. Each newsletter will contain important information that can help you reach your goals and better your overall health. You can expect this year's newsletters to focus on the following:

Fall Newsletter
September 2017

Frequently Asked
Questions: Children
with ADHD

Spring Newsletter
March 2018

Depression:
Managing your
Condition

Summer Newsletter
June 2018

Schizophrenia:
Managing your
Condition

The newsletters are also available for you to view on our website, www.BHPI.org. You can also call and ask us to mail you a copy. Please call Member Services at 1-888-711-5465 if you would like a printed copy or have any questions.

DON'T FORGET

**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)



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