

## HEALTH TOOLS

### Just for you!

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

These include Health Screening Tools for:

- Alcohol Use
- Depression

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](http://www.BHPI.org) and navigate to the **Members** Area. Use the green icons to navigate to **Health Screening Tools** or **Health Tools & Resources**.



## In this issue:

How to find Health Tools made for you!

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The screenshot shows the BHPI website interface. At the top, there is a navigation bar with links for ABOUT US, PROVIDERS, MEMBERS, CAREERS, and EMPLOYEES. A large green arrow points down to the MEMBERS link. Below the navigation bar, there is a search bar and a date indicator (January 20, 2017). The main content area features a large image of a diverse group of people with the word "Members" overlaid. To the left of the image is a sidebar menu with various options. A grid of green icons is displayed below the main content area, with a green arrow pointing to the "Health Tools & Resources" icon.

Appeals	Complaints	Rights & Responsibilities	Benefits, Copayments & Claims
Practitioner Information	Out of Area Services	Personal Health Records	Health Screening Tools
Health Tools & Resources	Newsletter	Language Assistance	FAQ
?	?	?	?

# 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' 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
- Our 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

## What is Peer Support Service?

Peer Support Services provide help delivered by someone who has 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 use disorders. A peer support offers emotional support, shares knowledge, teaches skills, provides assistance and connects people 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 have been found to increase positive 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 use

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).

# The Importance of Follow-up Visits

## (Seeing Your Doctor After Leaving the Hospital)

If you've been in the hospital for a mental health issue, one of the most important things you can do after you are discharged is to schedule – **and keep** – your follow-up visit. Ending up back in the hospital can be traumatizing. Scheduling a follow-up visit to see your doctor within 7 days – or sooner – will help prevent this from happening. Your doctor will want to make sure you are taking your medication correctly, that your medication is working properly, and answer any questions you may have. Scheduling your follow-up appointment can also help in the following ways:

- Reduce your risk of readmission
- Improve your mental health after hospitalization
- Address any issues you may be experiencing with your medication
- Detect problems before they become serious
- Help you maintain motivation for treatment and self-care.

Everything listed above will ensure that everything is on track and it can prevent you from needing to go back into the hospital.



### Did you know?

People discharged from a hospital who do not attend their follow-up appointment are more likely to be re-hospitalized in the same year than people who keep at least one outpatient appointment. Schedule your follow-up appointment, don't be a statistic!

**If you have questions about scheduling your follow up appointment or would like more information please give us a call at (888) 711-5465.**

## 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 (888) 711-5465.**

## 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 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](http://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

### MARCH

3/27/2018

BHPI

#### Consumer Council Meeting

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

### APRIL

4/24/2018

BHPI

#### Consumer Council Meeting

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

### MAY

5/10/2018

#### BHPI's 15<sup>th</sup> Annual Mental Health Matters

4:00 pm-7:00 pm, Eastern Market. Detroit  
(313) 656-0000

4/24/2018

BHPI

#### Consumer Council Meeting

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



### The Well Aware Quarterly Newsletter

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1333 Brewery Park Blvd., Ste. 300  
Detroit, MI 48207

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

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

1-888-711-LINK (5465)

(313) 656-2587

(TDD line for the hearing impaired)