



2021

## Behavioral Health Care Information for Members

### Connect with a Behavioral Health Care Provider to get Your Benefits

Beacon helps you locate and get behavioral health and substance abuse treatment. We manage those benefits for Cook Children's Health Plan. Members must be in Texas Medicaid (STAR, STAR Kids and CHIP). You can easily get safe and real treatment for behavioral health care needs from our in-network providers.

#### HOW TO CONNECT WITH A BEHAVIORAL HEALTH PROVIDER

- Call Beacon's toll-free number for help to find a provider
- And ask questions about your benefits and what's covered  
**1-855-481-7045, 24 hours a day, 7 days a week**
- In-network providers and hospitals can also be found online at [www.beaconhealthoptions.com](http://www.beaconhealthoptions.com)

**It is important to get help fast if you want to hurt yourself or others.  
Immediate help and treatment is available.  
Call 911 for an emergency.**

#### Intensive Case Management Program

If you have more than one health condition, we can help. Our Intensive Case Management (ICM) Program helps organize all of your care. The ICM Program helps members benefit from the behavioral health care service system.

#### PRIVACY of INFORMATION

Beacon has policies to protect your health information. They state how you can get a copy of your Protected Health Information (PHI). They tell you how we use your information only to pay claims and help you get treatment. The Beacon Privacy Statement is on-line at [www.beaconhealthoptions.com](http://www.beaconhealthoptions.com)

#### Members enrolled in the ICM Program are assigned an ICM Clinical Case Manager

Members in our ICM program will work with a licensed person (ICM Clinical Case Manager).

They can help you:

- Make goals to improve your health and welfare;
- Support you to meet your goals;
- Work with your doctors, services, family or other helpful people.
- If you would like to use this service, you can call 1-855-481-7045.

#### Beacon Utilization Management decision-making is based on appropriateness of care/service and existence of coverage.

Beacon makes decisions about approving and paying for services. We consider if the care is appropriate for your needs. We also look at the benefits that are available for your needs. Beacon does not reward anyone for denying coverage or services, including providers. Beacon does not give financial rewards to anyone to make decisions. This includes decisions that would mean a member would get less care than they need.

## MEMBER RIGHTS & RESPONSIBILITIES

**Beacon is committed to respecting Members' rights and responsibilities.**

### **Members have a right to:**

- Be treated with respect and dignity.
- Have your personal information be private based on our policies & U.S. law.
- Get information that is easy to understand and in a language, you know.
- Know about the way your health benefits work.
- Know about our company, services, and provider network.
- Know about your rights and responsibilities.
- Tell us what you think your rights and responsibilities should be.
- Get care when you need it.
- Talk with your provider about your treatment options - regardless of cost or coverage.
- Decide, with your provider, what is the best plan for your care.
- Refuse treatment as allowed by law.
- Get care without fear of any unnecessary restraint or seclusion.
- Decide who will make medical decisions for you if you cannot make them.
- Have someone speak for you
- See or change your medical record, as allowed by our policy and the law.
- Understand your bill, if there is one.
- Expect reasonable adjustments for disabilities as allowed by law.
- Request a second opinion.
- Tell us your complaints.
- Appeal if you disagree with a decision made by Beacon about your care.
- Be treated fairly - even if you tell us your thoughts or appeal.

### **Members have a responsibility to:**

- Give us & doctors the information needed to help you get the best possible care.
- Follow the health care plan that you agreed on with your health care provider.
- Talk to your provider before changing your treatment plan.
- Understand your health, as best you can.
- Read all information about your health benefits and ask for help if you have questions.
- Follow all health plan rules and policies.
- Tell your health plan or Beacon of any changes to your name, address or insurance.
- Call 911 if you have any emergency.

## Self-Management Tools for Members

Beacon's online tools cover many common health care topics. There is also information and useful ways to help. Members can take positive steps to improve their health and wellbeing. Beacon has tools and resources online at <https://www.achievesolutions.net/achievesolutions/en/AllTools.do>

These tools cover the following areas:

- Healthy Weight (BMI)
- Smoking & Tobacco Cessation
- Physical Activity
- Healthy Eating
- Managing Stress
- At-Risk Drinking
- Mental Health Self-Assessments
- Recovery & Resiliency
- Treatment Monitoring

## Quality Management Program

The Quality Program works to make sure all services are safe and of good quality. We are always looking for and finding ways to get better. For more information on the Quality Program, Initiatives and Work plan, or Annual Evaluation results call: **1-855-481-7045**.

## BENEFITS & CLAIMS

For questions about **substance use or mental health benefits** call Beacon's Customer Service Department:

- Benefits – Included & Excluded
- Co-payments & other possible charges
- In- and out-of-network providers
- Out of service area benefits
- Inpatient, outpatient & partial benefits
- Other behavioral health services
- Claim questions
- How to file a complaint
- How to appeal a decision
- Availability of independent, external UM determination

Let us know if you need help or documents in another language.

**CONTACT BEACON: 1-855-481-7045, 24 HOURS A DAY, 7 DAYS A WEEK**