

If you need this in large print or another language, call GOBHI.



## Greater Oregon Behavioral Health, Inc.

*Annual Member Newsletter*

*Information on the Web*

As part of your Oregon Health Plan benefits, you have behavioral, medical and dental services. Greater Oregon Behavioral Health Inc. (GOBHI) arranges your behavioral health services if you need them.

We want to tell you about things that GOBHI provides. Many of these resources are on our website [www.gobhi.org](http://www.gobhi.org). If you want a printed copy of any of the information, please call 1 (800) 493-0040.

- Information about GOBHI's Quality Improvement Program. This program sets goals and steps to make our care and services better.
- Information about GOBHI's Care Management Program. This is one-on-one help for people who need help getting the right services to stay healthy. You or your caregiver may get help from the Program.
- Information and toll-free number to contact staff if you have questions or issues about how we make care decisions, also called Utilization Management.
- The ready to use of TDD/TTY services for hard of hearing members who need these special telephone lines.
- Information about how to get language help to talk about services we pay for.
- GOBHI's policy not to pay money rewards, or incentives, to people who limit what services we pay for.
- Information on how to appeal health care decisions.
- GOBHI's member rights and responsibilities statement.
- Information about benefits and services we do and don't cover.
- Our Providers will not collect co-pays from GOBHI Members.
- Information on out of network providers.
- Information about services that fit your culture and language needs.
- Information about how you may submit a claim for covered services, if you need to.
- Information about network practitioners and their professional qualifications including medical school attended, residency completed, and board certification status.
- How you may get hospital services, partial hospitalizations, office visits and other behavioral health care services.
- How to get subspecialty care.
- How to get care after normal office hours.
- How to get interpreter and translation services at no cost to you.

401 E. 3rd Street, Suite 101 • The Dalles, OR 97058 • 1 (800) 493-0040 • TTY 711

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- How to get a second opinion.
- How to voice a complaint about discrimination.
- How to get emergency and urgent services when needed and when to use 911 services.
- How you may get care and coverage when you are out of GOBHI's service area.
- How to make a complaint.

You can find other information about GOBHI and our services on the website, [www.gobhi.org](http://www.gobhi.org)

Our Practitioner and Provider Directories let you to choose a practitioner or facility that best meets your needs. You can search for a practitioner by gender or language spoken. You can search for a facility by location and name.

Information about GOBHI's behavioral health screening programs. The website has screening tools for members to use for:

- Unhealthy alcohol use screening and follow-up
- Weight assessment and counseling for nutrition and physical activity for child and adolescents.

These tools may help you understand if you need 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. The tools are interactive and give you information to support healthy behaviors. We have tools that can help you manage:

- Alcohol Use
- Healthy Weight
- Depressive Symptoms
- Healthy Eating
- Smoking and Tobacco
- Stress
- Physical Activity

We encourage you to use the tools regularly. We will send them to you or explain them over the phone if you ask.

If you have any questions about how to find our website or if you want more information about any of the above items, please call GOBHI at 1 (800) 493-0040. The most recent information about our services is always available on our website. If you want us to mail any of the above information to you, please call and ask us to send you the information.

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## Greater Oregon Behavioral Health, Inc.

### This is a yearly reminder.

Welcome to Greater Oregon Behavioral Health, Inc. (GOBHI). You are enrolled as a GOBHI Member. As your OHP Behavioral/Mental Health plan, we want to let you know that you have the right to:

- Know that our Providers will not collect co-pays from GOBHI Members.
- Know which Providers speak a language other than English.
- Receive information in other formats, like large print, and access to a language interpreter if needed, at no cost to you.
- Receive a list of Providers and their specialties by name, location and telephone number.
- Know which Providers accept new Members.
- Know about other resources that may be available to you.
- Receive After-Hours Urgent and Emergency Services as well as post-stabilization services.

These and other rights are listed in the GOBHI Member Handbook and online at [www.gobhi.org](http://www.gobhi.org). If you have questions about the information in this Notice, please call GOBHI Member Services at 1 (800) 493-0040, TTY 711. You can contact your local county Provider at the number listed below:

<b>Baker</b>	<b>(541) 523-3646</b>	<b>Morrow</b>	<b>(541) 481-2911</b>
<b>Clatsop</b>	(503) 325-5722	<b>Sherman</b>	(541) 296-5452
<b>Columbia</b>	(503) 397-5211	<b>Tillamook</b>	(503) 842-8201
<b>Gilliam</b>	(541) 384-2666	<b>Umatilla</b>	(541) 276-6207
<b>Grant</b>	(541) 575-1466	<b>Union</b>	(541) 962-8800
<b>Harney</b>	(541) 573-8376	<b>Wallowa</b>	(541) 426-4524
<b>Lake</b>	(541) 947-6021	<b>Wheeler</b>	(541) 676-9161
<b>Malheur</b>	(541) 889-9167		

*GOBHI's Notice of Privacy Practices is posted online at [www.gobhi.org](http://www.gobhi.org)*

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