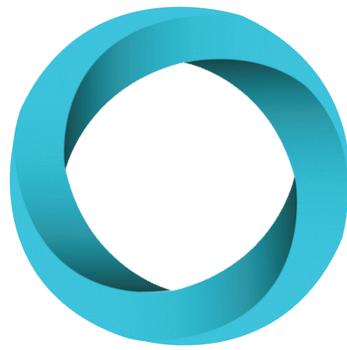


BHP General Contact Information

If you would like assistance in scheduling a behavioral health appointment please contact our Care Management department by calling 763-525-1746.

- BHP staff are available during normal business hours of 8:00 am -4:30 pm
- Local contact phone numbers are 763-525-1746, 763-525-9919 or toll free at 1-866-604-2739
- After normal business hours, calls are answered by Fairview Network Service Center Intake. Callers have the option of leaving a voicemail message or call back the next business day.
- AT&T Language line is available, free of charge, for interpreter services at 1-800-874-9426.
- BHP has a designated TTY line to assist callers free of charge at 1-800-627-3529.



BEHAVIORAL HEALTHCARE PROVIDERS

Dear Member,

Behavioral Healthcare Providers (BHP) manages behavioral health services for your insurance. We want to update you with some information about BHP and how to get in touch with us should you want assistance in finding behavioral health services.

BHP's Quality Program

BHP has a robust quality management and improvement program that strives to ensure that our members receive high quality behavioral services. We have designed many quality initiatives that help us to that end. BHP has implemented the following activities aimed at increasing the quality of patient care:

- Patient satisfaction surveys
- Clinical Practice Guidelines
- Follow-up and scheduling assistance after behavioral hospitalization
- Ensuring easy telephone access to BHP staff
- Monitoring how quickly BHP is able to offer an appointment

To learn more about these and additional BHP quality programs and view our most recent annual year-end report you can go to our website at www.bhpcare.com, select the *Network Providers* dropdown option, then select *Quality*.

Patient Resources

In addition to the documents referenced above, under the *Patient Information* section of our website, you can conduct a search of behavioral providers based on location, specialties, gender, and type of provider.

You can also access several self-management tools that can assist you in managing your health. We currently have the following tools available:

- CAGE-AID Assessment of drug and alcohol abuse/use
- PHQ-9 Screening for symptoms of depression
- Life Change Stress Test for screening related to stress level
- Body Mass Index (BMI) Calculator to screen for potential weight issues

Also, you can find information on our Diagnostic Evaluation Center (DEC) locations that can assist you in a behavioral crisis.

In addition, there are also several other patient resources that you may find helpful regarding preventative health information, chemical health resources, and information for creating an online personal health record.

External Appeal Rights

If *your* request or *claim* is wholly or partially denied, reduced, or terminated based on medical judgment, as defined in the Affordable Care Act, or if *your* coverage is rescinded (retroactively terminated), as defined by the Affordable Care Act, *you* may have a right to have such decision reviewed by an independent review organization that is not associated with the *TPA, Plan* or *Plan Administrator*.

For additional information related to your external appeal rights please visit our website at www.bhpcare.com, select the *Patient Information* dropdown, and select *Patient Resources*.

Sincerely,
BHP Quality Department

Patients' Bill of Rights and Responsibilities

Included with this document you will see a copy of BHP's patient bill of rights. You can also obtain this document, along with the extended Fairview copy, on our website at www.bhpcare.com, select the Patient Information dropdown, and select Patient Resources.

Paper Copies

If you would like to receive the printed version of any documents referenced in this newsletter that are available on our website, please contact us by calling 763-525-1746 or by email at Quality@Bhpnet.com