



Optum Maryland Behavioral Health

Welcome to the first edition of the Optum Maryland Behavioral Health Participant Newsletter – The Participant Corner. The Participant Corner is a quarterly newsletter aimed to keep participants informed and connected. Our goal with this newsletter is also to create a resource that is valuable, enjoyable and insightful for Maryland Behavioral Health participants.

About Optum Maryland

Optum Maryland is pleased to be in partnership with the Maryland Department of Health (MDH) to assist you in accessing and gaining the most from your experience with behavioral health services. Optum Maryland is partnering with MDH to help make the best use of available resources to serve those in need of assistance with behavioral health.

As Maryland's Administrative Services Organization, Optum Maryland is committed to making it easier for those in need of behavioral health services to get the right care, at the right time, and at the right level of care and for the needed duration.

Get Connected



Contact Optum Maryland

Toll-Free: 1-800-888-1965, TTY: 7-1-1
Hours of Operation: 8 a.m. - 6 p.m.
Monday-Friday
Clinical staff are available for crisis calls 24 hours a day, seven days a week.



Find a Provider

Dial Maryland 2-1-1, and press option 1



Crisis Services

To access crisis services in Maryland contact the Maryland Crisis Hotline 2-1-1
If you or someone you know is in crisis, call 2-1-1 and press 1, or text your ZIP code to 898-211 (TXT-211).

National Suicide Prevention Lifeline
Telephone crisis counseling and referral to local resources.
Call toll-free: 1-800-273-8255
Hours: 24 hours a day, seven days a week.



Participant Handbook

Get more information by viewing our Participant Handbook. [Click here](#) to access.



BHA

Visit the Maryland Department of Health Behavioral Health Administration page. [Click here](#) to access.

Become a Certified Peer Recovery Specialist

[Click here](#) to view more information.

Coping with COVID-19

The outbreak of Coronavirus Disease 2019 (COVID-19) has changed the way of life and daily routines for many people. During this pandemic, it can be difficult to cope with the changes, which can result in anxiety, fear, and stress.

Now that Maryland is in Phase 2 of reopening, go for walk to clear your mind, visit a beach, or your local park. While some things have reopened around the state, it is important to wear your mask, stay at least 6 feet away from others, and wash your hands often.



If you are facing emotional distress during COVID-19, The Behavioral Health Administration (BHA), in partnership with Maryland 211, has launched *MD Mind Health* – an extension of mental health outreach during the pandemic. If in distress, individuals can call 211, chat through the 211 website, or text 898-211. All actions will link the individual to a call specialist available 24/7. Participants can also view the following resources COVID-19:

- [COVID-19: FAQs about Mental Health](#)
- [BHA COVID-19 Updates and Guidance](#)

Celebrating International Overdose Awareness Day (8/31)

International Overdose Awareness Day (8/31) provides the opportunity to raise awareness that overdose deaths are preventable, and that the stigma associated with drug use and drug related deaths, needs to change. Overdose Awareness Day begins the story as we roll into National Recovery Month, (September) which recognizes that mental health services and substance use treatment can lead to healthy and productive lives. BHA celebrates both of these each year by providing information, stories of hope, promoting the works and events of others, and by celebrating the Peers who work so closely with those seeking a new way to live life.

Monthly Awareness Dates

August

International Overdose Awareness - 8/31

September

National Recovery Month
National Suicide Prevention Month
National Suicide Prevention Week - 9/6- 9/12
World Suicide Prevention Day - 9/10

Behavioral Health Services Optum Maryland Provides

Including mental health, substance use and gambling addiction services

- 24-hour access for crisis calls
- Coordination of care
- Education and training
- Ensuring that services requested meet medical necessity criteria
- Deaf and hard of hearing referrals
- Investigation of grievances, appeals, and complaints
- Information and referrals
- Help finding providers
- Measuring satisfaction with services
- Online access to benefit information
- Paying for eligible services
- Peer and family advocacy and support
- Pre-approving non-emergency care
- Program information in various languages

Contact Optum Maryland today at 1-800-888-1965 and select option 1 (TTY: 7-1-1) to learn more about these services offered.