



## Optum Maryland Behavioral Health

Welcome to the fall 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.

In this edition, we introduce the Consumer Quality Team of Maryland and explain the process to find a new provider or switch to a new provider.

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### Stay up-to-date on the latest COVID-19 information

Due to the ongoing COVID-19 pandemic state of emergency, it's important for participants to stay up-to-date on COVID-19 information. Visit the [Behavioral Health Administration's website](#) to view the latests updates, FAQs and resources.

## 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.

## How to Find or Change a Provider

Providers are important partners in the planning and delivery of high-quality services for people with behavioral health conditions. It is Optum Maryland's priority to ensure that participants find the right care and are happy with their providers. Optum Maryland makes it easy to find a behavioral health provider and change providers.

To find a behavioral health provider, participants can do one of the following:

- Call Optum Maryland Participant Services at 1-800-888-1965, TTY: 7-1-1 for help finding or changing a provider. Phone lines are open 8 a.m. – 6 p.m. Monday to Friday.
- Call your local core service agency, local addictions authority, or local behavioral-health authority. Please refer to page 23 of the [Participant Handbook](#) to find your local Core Service Agencies, Local Addiction Authorities, and Local Behavioral Health Authorities.



Participants can change providers at any time, as often as needed. However, staying with one provider may be beneficial for your treatment. To change your current provider, participants can do the following:

- Call Optum Maryland Participant Services at 1-800-888-1965 or TTY 7-1-1. If you don't know which provider to use, we can help you pick one.

## The Consumer Quality Team of Maryland (CQT)

### Who is CQT?

The Consumer Quality Team of Maryland (CQT) empowers individuals who receive services to become partners with consumers, family members, providers, advocates, Core Service Agencies, and the Behavioral Health Administration.

### What do they do?

CQT conducts site visits at behavioral health facilities to interview participants about the services they receive. CQT began site visits in January 2007 with funding from the Behavioral Health Administration. CQT values providers as partners in finding the best way to meet the needs of individual participants and improve the quality of services provided. CQT Site Visit Reports documents participants' comments about strengths and weaknesses of the program and provide real-time feedback about their satisfaction with the program.

### How can I learn more about CQT and their mental-health resources?

Participants can visit CQT's website and explore resources by clicking [here](#).

## Monthly Awareness Dates

### October

- National Depression and Mental Health Screening Month
- Health Literacy Month

### November

- International Stress Awareness Day - 11/6
- International Survivors of Suicide Day - 11/21

### December

- International Day of Persons With Disabilities - 12/3