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*Q & A*

*Questions and Answers about Autism Spectrum Disorder Services*



A recent census report published regarding the prevalence of autism in Pennsylvania speaks to the explosive growth in the number of individuals affected by autism spectrum disorders (ASD). According to this report, Allegheny County has the highest prevalence rate in Pennsylvania with a projected 2,220 residents diagnosed with ASD. Since most individuals with ASD are eligible for Medical Assistance, many children and adolescents receive behavioral health services through the mental health treatment providers enrolled in the Medical Assistance program. Many services are paid for by the County's HealthChoices program through Community Care, the local behavioral health managed care organization.

Community Care has also noted the rapid growth of children and adolescents with ASD receiving behavioral health services through the HealthChoices Program. For example, in 2002, there were 881 children and adolescents with ASD who received Behavioral Health Rehabilitation Services (BHRS), a service often referred to as a "wraparound" service that provides Behavioral Specialist Consultant (BSC), Mobile Therapy (MT), and Therapeutic Staff Support (TSS) to children in their home and community. By the end of 2008, over 1,900 children and adolescents with ASD received BHRS in Allegheny County, and this growth trend continued in 2009. To address the growing need for ASD services, Community Care is seeking to expand the capacity of our provider network through a Request for Qualifications process. We will convene a group of stakeholders to include advocates, family members, and youth to assist us in evaluating the proposals.

In January 2010, Community Care, the Allegheny County Office of Behavioral Health and the Office of Mental Health and Substance Abuse Services held two meetings to gather information directly from families about the challenges they are facing when attempting to access services or while receiving BHRS. While several parents had positive experiences to report, a number of parents reported challenges regarding timely access to services and disruptions in service delivery due to inconsistencies in workforce availability. Since this group of 25 families represents a small portion of families receiving services in Allegheny County, we are committed to continuing the fact-finding process with other families of children/adolescents receiving BHRS. One way we hope to get the input of additional families receiving services is through quarterly Family Advisory Forums beginning in March 2010 (please refer to the schedule on page 14 for a meeting near you).

Community Care is taking a number of additional steps to gather information and address the challenges identified by families including:

- Publishing this newsletter, which provides important information to families about BHRS and what families can do if they have questions about services for their child with ASD and/or are not satisfied with the services their child is receiving.
- Performing surveys of BHRS providers to gather facts regarding capacity to serve new referrals of children with ASD.
- Making telephone calls to families of children receiving BHRS to ask important questions about the services and to let families know that they can call Community Care at any time if they have questions or concerns about services.
- Asking providers to notify Community Care immediately if they are unable to accept a new referral or if existing services may be disrupted because of staffing issues.

We hope that you find the information contained in this newsletter to be informative and helpful. We are very interested in your feedback about this newsletter and how we can work together to make sure children and adolescents with ASD get the highest quality services.

### *Whom can I call for information and assistance?*

Community Care has established a toll-free phone line specifically for parents and guardians of HealthChoices members who have been diagnosed with an autism spectrum disorder. Please call the Community Care Autism Support Line if you need information about autism services and treatment options or to express a concern related to services.

The Autism Support Line is answered by a Customer Services Representative during regular business hours (Monday through Friday, 8 a.m. to 5 p.m.). If you call after hours, you can leave a message; a Care Manager will return your call the next business day.

**CALL THE COMMUNITY CARE AUTISM SUPPORT LINE, (TOLL-FREE) 1-866-415-1708. WE ARE HERE TO ASSIST YOU.**

### *What should I do if I am not happy about the services my child is receiving?*

If you are not happy with the treatment services that your child is receiving, the first thing you should do is call Community Care. A Care Manager will listen to your concerns and assist you in getting the care your child needs.

A Care Manager can work with your provider to make sure that your concerns are addressed or can work with you to find a new provider. We have set very high standards for the providers in our network and hold them accountable for their services. The performance standards for our BHRS providers can be found on our website at <http://www.ccbh.com/pdfs/Providers/performanceStandards/BHRSforAutismSpectrumDisorders.pdf>.

If you are not satisfied in any way, we want to hear from you. By expressing your concerns, you are providing us with the information we need for the continuous improvement of the quality of services for our members. Call us; your satisfaction is our priority.

### *What is a complaint?*

A complaint is what you file if you are unhappy with Community Care or your provider, or if you do not agree with a decision made by Community Care.

Examples of times when you might file a complaint are when you are unhappy:

- With the care you are getting.
- That you cannot get the service you want because it is not a covered service.
- That you have not received services that have been approved for you.

### *How do I file a complaint?*

You can call **1-866-415-1708** to tell us your complaint, or send your written complaint to:

**Community Care  
One Chatham Center, Suite 700  
112 Washington Place  
Pittsburgh, PA 15219  
Attn: Complaints and Grievances Department**

### *When should I file a complaint?*

If you are filing a complaint because Community Care sent you a letter telling you that you will not be getting a service you want because it is not a covered service or that Community Care will not pay a provider for a service you received, you must file your complaint **within 45 days after you receive the letter**.

If you are filing a complaint because your provider did not give you an approved service, you must file your complaint **within 45 days of the date when you should have received the service**.

If you are filing a complaint for any other reason, you may do so at any time.

Call the Autism Support Line  
1-866-415-1708  
for answers to your questions  
about Autism Spectrum Disorder services.

### *What happens after I file a complaint?*

Community Care will send you a letter letting you know that we received your complaint. The letter will describe the complaint process in a way that's easy to understand. If you need assistance with your complaint, you can **call Community Care at 1-800-553-7499**.

You can ask to see the information we have that is related to your complaint. And, you can send us any pertinent information that you think will help us in making a decision.

You are not required to participate in the complaint review, but you are welcome to take part. Whether or not you choose to participate will not affect our decision.

If you'd like to be included in the complaint review, let us know within 10 days of receiving the letter from us. You can come to our office or be included by phone.

A decision will be made regarding your complaint within 30 days by one or more Community Care staff who have not been involved in your complaint issue. A letter will be mailed to you no more than 5 days after Community Care makes its decision; the letter will give you the reason(s) for Community Care's decision.

### *Can my child continue to get services while a decision is being made about my complaint?*

Your child can continue to get services until a decision is made about your complaint, if you:

- Have been receiving services that are being reduced, changed, or stopped because they are not covered services for you, AND
- Your complaint is hand-delivered or postmarked within 10 days of the date of the letter you received telling you that the services are not covered.

Visit [www.ccbh.com](http://www.ccbh.com) for more information about Autism Spectrum Disorder services.

### *Besides calling Community Care or filing a complaint, is there someone else I can talk to about my concerns?*

Allegheny County has an Ombudsman who can help if you are having problems with your behavioral health care. **You may contact the Allegheny County Ombudsman by calling 1-877-787-2424 (TDD/TTY: 1-877-732-1890). Or by mail:**

**Allegheny HealthChoices, Inc.  
444 Liberty Avenue, Suite 240  
Pittsburgh, PA 15222**

You may also want to request an interview with **Allegheny County's consumer action and response team, CART (412-281-7333 or 1-800-300-6026)**. CART, run by the National Alliance on Mental Illness (NAMI) of Southwestern Pennsylvania, interviews people who are receiving mental health or drug and alcohol services and their family members. Some people on the CART team have used behavioral health services and/or have a family member who has received behavioral health services.

Without disclosing any confidential or identifying information, CART tells the provider, the Allegheny County Department of Human Services, and Community Care about the interviews. Community Care takes the information from CART very seriously. We hold our providers accountable. We use the information given to us by the CART team to implement corrective plans for our providers and monitor them closely to ensure that they are being followed.

### *Does Community Care have any information that can help parents and caregivers navigate the mental health system?*

If you would like a copy of Community Care's handbook for parents of children with autism spectrum disorders, please call the **Autism Support Line at 1-866-415-1708**. Other information related to autism spectrum disorder is available on our website, [www.ccbh.com](http://www.ccbh.com).

*What is TSS? When is TSS appropriate? Can I still get TSS if my child needs behavioral support in school? \**

TSS is a mental health support service that, when medically necessary, is guided by the individualized behavioral health treatment plan for the child or adolescent and the primary clinician, as designated by the interagency team. The primary clinician is usually referred to as the Behavioral Specialist Consultant (BSC) for children with ASD, but could also be a Mobile Therapist (MT) in some cases. A BSC or MT is the person who designs, implements, and evaluates the treatment plan developed with the Interagency Team. Often times the BSC or MT develops specific behavioral interventions to be used by parents, family members, teachers, or other care givers, as well as the TSS, to help reduce problem behaviors. The BSC or MT begins by conducting a Functional Behavioral Assessment (FBA) to help determine what function the child's behavior serves in particular environments. Many times when children demonstrate challenging behaviors in the school, the school will conduct its own Functional Behavioral Assessment (FBA) and use this to develop a behavior support plan for the school. The results of the FBA help to determine what sorts of behavioral modification techniques can be used to help reduce problem behaviors and/or what new skills the child needs to learn to meet their needs. For example, some children with Autism have difficulty communicating their needs verbally, which may lead to frustration and the display of problem behaviors in certain situations. In those cases, the interagency team members may work to teach the child alternative ways to communicate (e.g., sign language or Picture Exchange Communication Systems/PECS) or may work to help the child learn to "use their words" to express their needs or frustrations.

The behavioral health treatment plan itself is a reflection of the interagency team process, and has been developed with the active participation of the child and parents or other caregivers. The TSS worker acts to support the implementation of the behavioral health treatment plan in support of the identified child and family goals.

There are special circumstances associated with the use of Therapeutic Staff Support (TSS) in the school setting, in large measure due to mental health services being provided within a separate, independent system (the school) that has its own structure, rules, methodologies, and culture. Teachers rightfully regard themselves as experts on their students, so the manner of the TSS worker's approach to the teacher is as important as the specific information conveyed. It may be difficult for the TSS worker to know whom to contact within the school, and when. The rapid pace of the school day may make it unclear when the TSS worker and classroom teacher can best debrief about the child. It may also be unclear just how much information the teacher possesses about the child and how much is appropriate, given possible confidentiality issues.

It therefore follows that school representation at the interagency team meeting—typically a sound practice, even when in-school TSS services are not being given—becomes essential when TSS is being planned for, or provided within, the school. While participation of the child's primary classroom teacher is essential, the participation of more than a single school representative constitutes best practice. In addition to the primary classroom teacher, other school representatives may include the guidance counselor, principal, coach, special education teacher, or other teachers who know the child well.

Since TSS is never intended to function as a stand-alone mental health service, it is expected that the initial school-based contact between the TSS worker and the school be mediated by a mental health professional (e.g., a Mobile Therapist or Behavior Specialist), with the participation of the family. Such a meeting offers an opportunity for all parties to clarify current efforts to address the child's needs in school. This meeting will help to develop a plan that meets the child's most immediate needs and integrates current goals and objectives of the child into one behavioral health support plan to be used in school to ensure a consistent approach in addressing the child's needs in school, as well as consistent methods of documenting the child's

progress in school. The meeting between the school and mental health professional should also outline the specifics about how information will be exchanged between the school personnel, TSS worker and BSC/MT and the family.

The role/responsibility of the TSS worker in school should be reviewed as well as how supervision of the TSS by the MT or BSC will occur with input from the school personnel.

In addition, the initial meeting should establish a mechanism for reviewing the child's progress in school, as well as establishing criteria for the eventual tapering of TSS services in the school.

### *What is the goal of TSS?*

Collaboration, rather than just tending to the child, is the TSS goal. The TSS role within the classroom involves not just supporting and redirecting the child, but also exchanging information and collaborating actively with the classroom teacher, in the manner identified within the treatment plan and as directed by the mental health professional. Prior to the implementation of TSS services, it is important for the classroom teacher and the TSS to have preliminary discussions regarding how services will be implemented. Technically, this should be discussed during the implementation of the student's treatment plan. The following are some discussion points that should be covered:

- The role of the TSS in the classroom/relationship with classroom teacher.
- How important information will be communicated.
- How the TSS will be introduced to the class.
- How information will be shared with parents.
- Specific management strategies that will be utilized (such as restraints, removal from the classroom, and a behavior plan).
- Orientation of other staff members regarding the wraparound services.
- Addressing staff members in the presence of students.
- Discussion of the general classroom rules.

### *Are there practical approaches to implementing TSS?*

Implementation of TSS may involve a variety of practical approaches in support of commonly identified goals. Practical interventions are identified below that enable the TSS worker to work toward the achievement of certain commonly identified treatment goals. These interventions are to be used only in accordance with the child's specific treatment plan, as directed by the primary clinician and the TSS supervisor.

#### Common Treatment Goals and Potential TSS Interventions

1. Collecting data about the child's problematic behaviors is important in order to develop a treatment plan that works for the child and family. The TSS worker systematically records information about the child's problematic behaviors and conveys it to the Mobile Therapist (MT) or Behavioral Specialist Consultant (BSC) for use in treatment plan development and changes. The TSS worker may also share information with the parents and child, as determined by the primary clinician. The TSS worker may gather information about when problematic behaviors occur, any apparent precipitants to behaviors, duration of problem behaviors, most effective ways to intervene and interrupt behaviors, as well as the child's response to interventions and development of self-regulation or coping skills as outlined in the treatment plan.
2. Reinforcing parental roles and responsibilities with the child is an important component of the treatment plan and interventions by BHRS staff. A few examples of how this might occur are:
  - TSS worker highlights and verbally reinforces cooperative, respectful, age-appropriate responses by the child toward the parents (e.g., "I was impressed with the way you responded to your mother's request right away, and how you looked right at her when you spoke to her").
  - TSS worker supports parental adherence to specific protocols developed by primary

clinician for use with the child (e.g., Stop and Think approaches, sticker calendars with specific tasks for the child, consistency in limit-setting).

- TSS worker offers positive statements to the child individually, at appropriate times, about his or her parents (e.g., “Did you notice how proud your dad looked when you showed him the terrific point sheet from school today?”).

3. Based on systemic observation of the child’s functioning, TSS may actively support the child’s participation in the community and other settings as part of their treatment plan. The following are a few examples of how TSS might support children’s participation in activities in the community:

- TSS worker reviews with the child, prior to the specific activity, the nature of the activity to follow and likely expectations for that activity (e.g., “As you know, part of the reason that you’re joining this team is to make friends and get along better with other kids.”).
- TSS worker observes the child’s interactions with peers during a community activity and offers positive feedback to the child about how well they did approaching another child to play or sharing a toy with another child.
- TSS worker observes and offers the child feedback about their response to the inappropriate behavior of a peer.
- TSS worker uses nonverbal cues of support for child’s positive responses (e.g., “thumbs up” or a clap of hand, when the child scores a basket, catches the football, or ignores an elbow by another peer during the game).
- TSS worker uses nonverbal cues for the child to change an immediate behavioral response (TSS worker points at forehead, to signify “stop and think,” or points at wristwatch, to tell the child to “slow down and calm down”).
- TSS worker takes the child aside momentarily, if necessary, to discuss the situation and to consider positive choices to be made.
- TSS worker discusses about the experience afterwards with the child and parents.

4. TSS workers may help the child improve interactional skills with peers using some of the following techniques:

- TSS worker encourages the child to learn to ask question with peers, and to listen actively to responses.
- TSS worker encourages the child to practice use of social skills with peers (e.g., “Can you remember that one of the best ways to start a conversation is to ask the other person a question? What kind of questions could you ask Tyrone?”).
- TSS worker helps the child build confidence in preparing for social interactions through practice of conversations with TSS worker.

5. TSS workers may implement strategies identified by the MT/BSC to help the child to de-escalate when angry. Here are a few examples of how TSS may help:

- TSS worker helps the child implement a specific protocol for decision-making/de-escalation (e.g., stop and think of others), if identified within treatment plan.
- TSS worker cues child nonverbally and indirectly at sign of de-escalation, or uses simple verbal cue, as previously agreed upon (e.g., TSS worker points to forehead, to encourage the child to “stop and think,” or to wristwatch to encourage the child to calm down).
- TSS worker reviews the de-escalation plan with adults in the setting where services are being provided and with child, so that implementation is predictable and consistent for child and others.
- TSS uses verbal praise for the child when the child is showing self-control.

*Who are the BHRS evaluators and prescribers in Allegheny County?*

**Allegheny County BHRS evaluators and prescribers in Community Care’s network are listed on the following pages. Some evaluators or psychologists are affiliated with particular BHRS providers, while some psychologists/psychiatrists work independently. Families can choose to have their child’s evaluation completed by a psychologist affiliated with their BHRS provider, or from the following list of independent evaluators. If families are not satisfied or disagree with conclusions or recommendations made by their child’s psychologist/psychiatrist, families can request another evaluation for a second opinion.**

The asterisks denote that the facility or individual is a participant in Community Care’s Preferred Prescriber program. Preferred Prescribers are evaluated on their adherence to Best Practice standards for psychological evaluations. Preferred Prescribers are also assessed for their participation and input during ISPT meetings. Community Care mandates that Preferred Prescribers participate in a number of trainings in order to continuously improve the quality of the evaluations.

Not all of the evaluators listed may be actively performing best practice evaluations.

**BHRS Evaluators/Prescribers in Facilities**

**Allegheny Children’s Initiative, Inc. \*\***

2304 Jane Street  
Pittsburgh, PA 15203  
Evaluators: Timothy Makatura, PhD; David McAnallen MEd, and Karen Lewis, MA  
Phone: 412-431-8006

**Auberle**

1101 Hartman Street  
McKeesport, PA 15132  
Evaluator: Steven Mosovsky, MEd  
Phone: 412-673-5800

**Auberle (continued)**

2513 Fifth Avenue, McKeesport, PA 15132  
Evaluator: Steven Mosovsky, MEd  
Phone: 412-673-1992

**Children’s Hospital of Pittsburgh**

3420 Fifth Avenue  
Pittsburgh, PA 15213  
Phone: 412-692-5560

**Clearfield-Jefferson Community Mental Health Center, Inc.**

100 Caldwell Drive  
Dubois, PA 15801  
Phone: 814-371-1100

**Community Counseling Center of Mercer County**

2201 East State Street  
Hermitage, PA 19148  
Phone: 724-981-7141

**Community Alternatives, Inc.**

Birmingham Towers  
2100 Wharton Street, Suite 319  
Pittsburgh, PA 15203  
Evaluator: T. David Newman, PhD  
Phone: 412-381-5050

**Family Behavioral Resources**

Brentwood Office: 412-881-2400  
McKnight Road Office: 412-366-8342  
Monroeville Office: 412-824-4005  
New Kensington Office: 724-339-1134  
North Huntingdon Office: 724-861-9200  
Robinson Office: 412-788-4224  
Washington Office: 724-229-0311

**Family Counseling Center of Armstrong County**

300 South Jefferson Street  
Kittanning, PA 16201  
Phone: 724-543-2941

**Family Links**

Page Street - Phone: 412-942-0533  
Shady Avenue - Phone: 412-661-1800  
Banksville Road - Phone: 412-672-8632  
Evergreen Road - Phone: 412-343-7166  
Olive Avenue - Phone: 412-942-0533  
Stanton Avenue - Phone: 412-942-0533  
South Linden Street - Phone: 412-924-0116

**\*\* Community Care Preferred Prescriber**

**Family Psychological Associates**

226 West Newcastle Street  
Butler, PA 16001  
Phone: 724-287-1880

365 Franklin Hill Road  
Kittanning, PA 16201  
Phone: 724-543-1888

**Glade Run Lutheran Services**

5701 Center Avenue, Suite L - 12  
Pittsburgh, PA 15206  
Phone: 412-661-1827

PO Box 70  
Beaver Road  
Zelienople, PA 15206  
Phone: 724-452-4453

**Jefferson Regional Medical Center**

Caste Village Mall, Suite M123  
5301 Grove Road  
Pittsburgh, PA 15236  
Phone: 412-881-2255

**Mercy Behavioral Health \*\***

1200 Reedsdale Street  
Pittsburgh, PA 15233  
Evaluators: Pam Fabry, MA, Donald Pickerine,  
MEd, and Barbara Madaus, MEd  
Phone: Initial Assessment 1-877-637-2924

**Milestone Centers, Inc.**

10 Duff Road, Suite 301  
Pittsburgh, PA 15235  
Evaluators: David Gentile, MA, and Barbara  
Madaus, MEd  
Phone: 412-731-9707

**Nisar Health and Human Services, Inc. \*\***

560 Beatty Road  
Monroeville, PA 15146  
Evaluators: Arlene Rattan PhD, Barbara Madaus  
MEd, Jennifer Eldridge, PhD, Daniel Marston,  
PhD, and Donald Pickerine, MEd  
Phone: 412-374-8275

**NHS Human Services \*\***

10700 Frankstown Road, Suite 501  
Penn Hills, PA 15235  
Evaluator: Kenneth Tormey, PsyD  
Phone: 412-247-1091

**Nulton Diagnostic and Treatment Center**

214 College Park Plaza  
Johnstown, PA 15904  
Phone: 814-262-0025

**PLEA**

733 South Avenue  
Pittsburgh, PA 15221  
Evaluators: Stuart Libman, MD, and William  
Helsel, EdD  
Phone: 412-243-3464

**Paula Teacher and Associates, Inc.**

10700 Frankstown Road, Suite 310  
Penn Hills, PA 15235  
Phone: 412-371-4090

**Pressley Ridge**

1450 Ingham Street  
Pittsburgh, PA 15212  
Evaluator: Louise Machinist, MA  
Phone: 1-888-777-0820

**SharpVisions, Inc.**

1425 Forbes Avenue, Suite 301  
Pittsburgh, PA 15219  
Evaluator: Louise Machinist, MA  
Phone: 412-456-2144

**SPHS Behavioral Care, Inc.**

301 East Donner Avenue, Suite 102  
Monessen, PA 15062  
Evaluator: John Rohar, PhD  
Phone: 1-888-733-6906

**Southwestern Human Services**

110 Fort Couch Road  
Pittsburgh, PA 15241  
Evaluators: David McAnallen, MEd, Madhavan  
Thuppal, MD, Anjali Medhekar, MD, and Daniel  
Mangine, PhD  
Phone: 412-831-1223

**Turtle Creek Valley MH/MR \*\***

201 East 18th Avenue  
Homestead, PA 15120  
Evaluators: Robert Reed, PsyD, and Daniel  
Marston, PhD  
Phone: 412-351-0222

**The Watson Institute \*\***

301 Camp Meeting Road  
Sewickley, PA 15143  
Evaluators: Joseph McAllister, PhD, Sharon  
Arffa, PhD, Gail Mangan, PhD, Ann Shaw, PhD,  
Lawrence Sutton, PhD, and Lisa Nippoldt-Baca,  
PsyD  
Phone: 412-749-2889

**Wesley Spectrum Services**

5499 William Flynn Highway, 3rd Floor  
Gibsonia, PA 15044  
Phone: 724-443-4888

11 Mayview Road  
Canonsburg, PA 15317  
Phone: 724-443-4888

**Youth Advocate Program**

26 Terminal Way  
Pittsburgh, PA 15219  
Evaluators: Craig Hartmann, PhD, Timothy  
Makatura, PhD  
Phone: 412-381-5563

**Independent BHRS Evaluators/  
Prescribers**

**Sailaja Allanki, MD**

101 Emerson Avenue, Suite 202  
Pittsburgh, PA 15215  
Phone: 412-782-6909

**Joseph Auria, MA**

540 North Neville, Suite 101  
Pittsburgh, PA 15213  
Phone: 412-999-9600

**Jeffrey Burke, PhD \*\***

2801 Custer Avenue, 1st Floor  
Pittsburgh, PA 15227  
Phone: 412-884-4500

**Eric Bernstein, PsyD**

100 West Station Square Drive, Suite 617  
Pittsburgh, PA 15219  
Phone: 412-338-1808

**John Carosso, PsyD**

339 Old Haymaker Road, Suite 1104  
Monroeville, PA 15146  
Phone: 412-372-8000

**Mary Ann Crabtree, MS**

Children's Therapy Center, Suite 120  
1000 Waterdam Plaza Drive  
McMurray, PA 15317  
Phone: 724-941-1120

4150 Washington Road, Suite 105  
McMurray, PA 15317  
Phone: 724-941-1120

**Jennifer Eldridge, PhD**

615 East McMurray Road  
McMurray, PA 15317  
Phone: 724-942-3996

560 Beatty Road  
Monroeville, PA 15146  
Phone: 412-374-8275

613 Chartiers Avenue  
McKees Rocks, PA 15136  
Phone: 412-331-2434

**Craig Hartmann, PhD \*\***

26 Terminal Way  
Pittsburgh, PA 15219  
Evaluations at: Private Practice, Youth Advocate  
Program; Family Behavioral Resources; Glade  
Run Lutheran Services; Allegheny Psychological  
Services  
Phone: 412-770-5448

**Cheryl Henkel, MA**

633 Long Run Road  
McKeesport, PA 15132  
Phone: 412-751-5280

**Dominic Kasony, PhD \*\***

201 Penn Center Boulevard  
Building 1, Suite 422  
Pittsburgh, PA 15235  
Phone: 412-646-1618

**Robert King, MA \*\***

5612 Woodmont Street  
Pittsburgh, PA 15217  
Phone: 412-521-0735

**Janice Knapp, PhD**

103 North Meadows Drive, Suite 210  
Wexford, PA 15090  
Phone: 724-991-8475

**Carole Kunkle-Miller, PhD**

520 Washington Road, Suite 206  
Pittsburgh, PA 15228  
Phone: 412-854-4887

**Karen Lewis, MA \*\***

1222 Pocono Street  
Pittsburgh, PA 15218  
Phone: 412-731-9243

**Sebastian LoNigro, MEd \*\***

Alliance Health Wraparound, Inc.  
634 Brown Avenue  
Turtle Creek, PA 15145  
Evaluators: Sebastian LoNigro, MEd, and Daniel  
Walfish, PhD-Group Practice  
Phone: 412-823-5293

**Robert Lowenstein, MD**

Medical Center East  
211 N. Whitfield St. Suite 475  
Pittsburgh, PA 15206  
Evaluators: Robert A. Lowenstein, MD, and  
John E. Carosso, PsyD  
Phone: 412-661-5437

**Barbara Madaus, MEd \*\***

4721 McKnight Road, Suite 205  
Pittsburgh, PA 15237  
Phone: 412-364-4291

560 Beatty Road  
Monroeville, PA 15146  
Phone: 412-374-8275

**Timothy Makatura, PhD \*\***

65 Keswick Avenue  
Pittsburgh, PA 15202  
Phone: 412-734-0416

**Daniel Marston, PhD \*\***

12320 Rt. 30, Suite #2  
North Huntingdon, PA 15642  
Phone: 412-380-2695

560 Beatty Road  
Monroeville, PA 15146  
Phone: 412-374-8275

**David McAnallen, MEd \*\***

Southwestern Family Services  
5167 Butler Street  
Pittsburgh, PA 15201  
Phone: 412-781-3990

1426 Sheffield Street  
Pittsburgh, PA 15233  
Phone: 412-952-7173

**Judith McKnight-Krynski, MS**

4407 Butler St, Suite 200  
Pittsburgh, PA 15201  
Phone: 412-683-1158

**Anne Miller, PhD \*\***

WJS Psychological Services  
633 Long Run Rd.  
McKeesport, PA 15132  
Phone: 412-751-5280

**Lawrence S. Newman, PhD \*\***

6301 Forbes Avenue, Suite 105  
Pittsburgh, PA 15217  
Phone: 412-421-3720

**T. David Newman, PhD**

845 Fourth Avenue, Suite 104  
Coraopolis, PA 15108  
Phone: 412-571-0354

**Sajatha Pandian, PhD**

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Pittsburgh, PA 15212  
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**Call Community Care's  
Autism Support Line  
1-866-415-1708  
for answers  
to your questions  
about Autism Spectrum  
Disorder services.**

Please call Community Care's (toll-free) Autism Support Line for information about autism spectrum disorder services and treatment options, or to express a concern related to services.

The Autism Support Line is answered by a Customer Services Representative during regular business hours (Monday through Friday, 8 a.m. to 5 p.m.). If you call after hours, you can leave a message; a Care Manager will return your call the next business day. We are here to assist you.

Beginning in March 2010, Community Care will be conducting quarterly **Family Advisory Forums** as a way to get feedback from families receiving services for autism spectrum disorders. Families are invited to use these forums as a way to tell us about their experiences with the BHRS system. Community Care will use your input to ensure that children and adolescents with autism spectrum disorders receive the highest quality services.

The date, time, and location of the first Family Advisory Forum are listed below. Upcoming Family Advisory Forums will be announced in the member newsletter and posted on our website.

**— Community Care Family Advisory Forum —  
for families of children receiving services  
for an Autism Spectrum Disorder**

**Thursday, March 25, 2010  
6:30 to 8:00 p.m.**

**ABOARD  
35 Wilson Street, Suite 100  
Pittsburgh, PA 15223**

**Call 1-800-696-9531  
by March 20, 2010 to register.**

**See you there!**

- **Space is limited; please be sure to save yourself a seat by registering no later than March 20, 2010.**
- **Light refreshments will be provided; please call us so that we can plan accordingly.**
- **Community Care has arranged with PLEA to provide child care during the meeting. If you are planning to attend this forum and need child care, it's very important that you call 1-800-696-9531 by March 20, 2010 to let us know. We need to know the number of children you are bringing and their ages so that we can provide child care coverage.**

Community Care, a nonprofit recovery-focused behavioral health managed care organization, manages mental health and substance abuse services for members throughout Pennsylvania. Community Care's mission is to improve the health and well-being of the community through the delivery of effective and accessible behavioral health services. Visit [www.ccbh.com](http://www.ccbh.com).



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