

# Community

# NEWS

## The voice of recovery

Irina is a 19-year old person with schizoaffective disorder and intermittent explosive disorder. She hears voices in her head that make her feel anxious, sad, frustrated, and depressed. She says the voices are "very mean" to her but she copes with them by taking medication, getting support from the people close to her, and staying busy. She never knows when the voices in her head will start; they come whether she is under a lot of stress or feeling relaxed.

When Irina is frustrated, she takes walks and listens to music. For Irina, walking and listening to music are her "Personal Medicine" (Personal Medicine is what you *do* to make yourself feel better, not what you take).

Irina recently received a Consumer Recognition Recovery Award for "excellence, continuing education, and enrichment" from the Chester County Recognition Board because she is successfully learning how to manage her symptoms. Despite her symptoms, she is continuing to obtain her diploma. Irina lives in a single family home with 4 other women. She does her share of the cleaning, meal planning, cooking, and grocery shopping.

Irina plans to finish school (her favorite subjects are American History, Science, and English) and in the future, get a job, get married, and have a family. For right now, she is thankful that she has parents who never give up on her.

— Written by Sarah Goldstein  
Recovery Consultant, Community Care

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CALL COMMUNITY CARE (Toll Free)  
Customer Service Representatives  
are available to assist you  
24 hours a day/7 days a week.

Adams County	1-866-738-9849
Allegheny County	1-800-553-7499
Berks County	1-866-292-7886
Carbon County	1-866-473-5862
Chester County	1-866-622-4228
Monroe County	1-866-473-5862
North Central Counties	1-866-878-6046
Pike County	1-866-473-5862
York County	1-866-542-0299
TTY	1-877-877-3580
En Español	1-866-229-3187

Si Ud necesita la versión en Español,  
por favor solicite uno a este telefono  
1-866-229-3187.



# Get connected

*“John has been seeing a psychiatrist and has been on medication for many years. Last week he began to feel dizzy and had trouble walking. He made an appointment with his primary care physician (PCP) and was put on blood pressure medicine and scheduled for some tests. John told his PCP that he was being treated for depression and gave him a list of the medications ordered by his psychiatrist. John also signed a form giving his PCP and psychiatrist permission to talk to each other about his treatment. By working together, his PCP and psychiatrist made sure that the new medicine won’t make John sick when combined with the medicine he’s already taking. John understands how important it is to have all of his physical and mental health services working together in order to get the best treatment.”*

Community Care and UPMC *for You* is starting a new program in Allegheny County for members with Medicaid coverage and multiple health needs. The program, called Connected Care™, can help your physical and behavioral health providers work together to treat you. If you agree to be part of this voluntary program, Community Care and UPMC *for You* Care Managers work with you and your providers to understand all of your needs.

Community Care can also coordinate care for a member whose physical health is covered by a Medicaid plan other than UPMC *for You* (for example, Gateway or Unison); please call for more information.

Connecting your care can help you take control of your health and wellness; improve your physical, mental, and psychological well-being; and live a longer, happier life.

**Call (toll-free) 1-877-496-8390 to learn more about Connected Care™. Staff is available 24/7 to answer your questions.**

With an accurate diagnosis, effective treatment, attention to health and wellness, and support from loved ones, most people with a serious mental illness can recover; they can experience relief from their symptoms and lead satisfying and meaningful lives as valued members of their community.

# Talk to us!

Who is Community Care? Community Care is a nonprofit company that manages mental health and substance abuse services for individuals in the HealthChoices program. We serve nearly one million members (in the HealthChoices, as well as other insurance programs) in 35 Pennsylvania counties. 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.

We want to know more about *you*. We want to know if you are satisfied with behavioral health services you may be receiving and if you need help finding a provider or getting to your behavioral health appointments. We want to know if you have questions about your medications and hear your ideas about ways to improve services.

*“I come to MAC meetings because Community Care listens to what I have to say. They use my suggestions to make changes!”  
— A Community Care Member*

You are welcome to call Community Care any time you have feedback that you would like to share. Or come to a MAC or FAC meeting! Community Care holds Member Advisory Committee (MAC) meetings in the areas we serve.

We also hold Family Advisory Committee (FAC) because family members often have questions and good ideas to share. We use what we learn in the MAC and FAC meetings to improve services.

**See page 3 for details about the next MAC and FAC meetings. Call the number listed for information about these and future meetings—and to save a seat!**

<b>Adams County (1-800-860-7041)</b>					
MAC	11/04/09 1 pm	Adams Hanover Counseling Services 33 Frederick Street Hanover, PA	FAC	11/04/09 5 pm	Adams County Library, 3rd Floor 140 Baltimore Street Gettysburg, PA
<b>Allegheny County (1-800-696-9531)</b>					
MAC	11/09/09 2 pm	Life'sWork 1323 Forbes Avenue Pittsburgh, PA	FAC	10/26/09 6:30 pm	Community Care One Chatham Center, 7th Floor 112 Washington Place Pittsburgh, PA
<b>Berks County (1-800-860-7041)</b>					
MAC	11/12/09 5 pm	Berks AIDS Network 429 Walnut Street Reading, PA	FAC	11/12/09 6:30 pm	Community Prevention Partnership 227 North 5th Street Reading, PA
<b>Bradford/Sullivan/Tioga/Wayne Counties (1-877-241-1459)</b>					
MAC	12/02/09 1 pm	New Horizons Drop-In Center 1100 Church Street Honesdale, PA	FAC	12/09/09 10:30 am	Wayne County MH/MR 648 Park Street Honesdale, PA
<b>Carbon/Monroe/Pike Counties (1-866-653-3705)</b>					
MAC	11/12/09 3:30 pm	Eastern Monroe Public Library 1002 North 9th Street Stroudsburg, PA	FAC	11/17/09 5 pm	Community Care Courtyard Professional Art Building 300 Community Drive, Suite F Tobyhanna, PA
<b>Centre/Mifflin/Juniata/Huntingdon Counties (1-866-483-3765)</b>					
MAC	11/04/09 1 pm	Juniata County Friendship Club Mexico, PA	FAC	11/18/09 4 pm	Juniata County Friendship Club Mexico, PA
<b>Chester County (1-866-771-1259)</b>					
MAC	11/05/09 1 pm	Community Crossroads 825 Paoli Pike West Chester, PA	FAC	11/05/09 6 pm	YWCA 123 North Church Street West Chester, PA
<b>Clarion/Jefferson/Clearfield Counties (1-866-484-1558)</b>					
MAC	12/02/09 3 pm	Dream Team Center 501 East Market Street Clearfield, PA	FAC	12/17/09 4 pm	Together We Stand 133 West Main Street Clarion, PA
<b>Columbia/Montour/Snyder/Union/Northumberland/Schuylkill Counties (1-877-241-1459)</b>					
MAC	10/15/09 2 pm	Progress House 116 S. Claude A. Lord Blvd. Pottsville, PA	FAC	10/27/09 11 am	Recovery Central 675 Locust Street Bloomsburg, PA
<b>Warren/McKean/Potter/Forest/Elk/Cameron Counties (1-866-484-1558)</b>					
MAC	11/04/09 3 pm	Dickinson Partial Program 324 Allenhurst Avenue Ridgway, PA	FAC	11/19/09 11 am	Dickinson Partial Program 1 North Main Street Coudersport, PA
<b>York County (1-800-860-7041)</b>					
MAC	11/05/09 3:30 pm	United Way Building of York County 800 East King Street York, PA	FAC	11/05/09 5 pm	United Way Building of York County 800 East King Street York, PA

# Tips to help your child eat healthier

Making small changes over time will help your child form good habits that can last a lifetime. The following tips from the American Heart Association may help your child eat healthier.

- Introduce healthy foods into things that your child already likes. For example, fruit slices over cereal or veggies over rice.
- Let your child help with the grocery shopping and fixing the food. If they've helped, they may be more likely to eat it.
- Keep healthy foods on hand, such as a bag of apples instead of a bag of chips.

Be sure to talk with your family doctor about your child's diet. Information about childhood obesity can be found at Community Care's website, [www.ccbh.com](http://www.ccbh.com).



# Ready to quit smoking?

**Did you know that when you quit smoking, you can see changes right away?**

- Your heart rate and blood pressure start to return to normal.
- Your sense of smell improves and food tastes better.
- You are able to breathe better.
- You are no longer exposing your family and friends to dangerous second-hand smoke.
- You save money – not just on the price of cigarettes but on the cost of health care.

Talk to your doctor or call Pennsylvania's Free Quitline (1-800-784-8669). You can also visit [www.ccbh.com](http://www.ccbh.com) or call Community Care for information about quit-smoking programs.

**Community Care is pleased to announce that the National Alliance on Mental Illness in Southwestern PA (NAMI-SWPA) is starting a new peer support group in Allegheny County called NAMI Connection Oakland!**

**Beginning in October, NAMI Connection Oakland will meet every Tuesday at 6:30 pm at UCP Pittsburgh, 4638 Centre Avenue. This support group offers people living with mental illness the opportunity to learn from each others' experiences, share coping strategies, and support each other through encouragement, hope, and understanding.**

**NAMI Connection groups (facilitated by individuals in recovery) offer a casual approach to sharing the challenges and successes of coping with mental illness. Groups meet for 90 minutes and are free of charge. They are confidential and open to any adult living with a mental illness, regardless of diagnosis.**

**Visit [www.nami.org](http://www.nami.org) for information on NAMI groups and programs offered throughout Pennsylvania.**

# Always Online

The Community Care website, [www.ccbh.com](http://www.ccbh.com), has important information for you. You can look at it there. You can also download anything that you wish. You will find information about:

- Our Quality Improvement Program. You can learn what we do to make care and services better.
- What we do to make sure that members get the care and services they need. We keep track of things like “how long it takes to be seen.”
- The guidelines that Community Care follows. This can help you understand the choices you have.
- The external appeals process for decisions Community Care makes about your treatment. If you are not happy with them, you can ask someone outside the company to review them.
- The phone numbers you need if you have questions about how decisions are made about your care.
- Our policy that we do not pay extra money to staff who make those decisions.
- Your member rights and responsibilities.
- Preventive programs that can help you stay healthy.
- Our Provider Directory. It lists providers you can use. It also tells how to get services.
- The services we pay for and the services we don't pay for.
- Charges you might have to pay.
- How we decide to pay for new treatments.
- Our Notice of Privacy Practices. (This notice tells you how we protect your information, explains how you can change it, tells you what a “routine consent” is, lets you know how Community Care uses your information, tells you how to ask us to limit how we use the information we have about you, and tells you how to access your information. The notice also tells you how you may ask us to limit the use of your personal health information not covered by “routine consent.” You can limit how it is revealed, access to it can be limited, you can approve what is revealed, and you may ask how your information has been revealed.

Your Member Handbook is also on our website. It has information about:

- How to get care after normal business hours and when you are outside our service area.
- How to get emergency care, including when to use emergency care or 911 services.
- Rules about services you get outside the Community Care network.
- What to do if you get a bill for service.
- How to let us know if you are not happy with services or if you don't agree with a decision about your care.
- What to do if you are not happy with a decision Community Care made that affects your coverage, benefits, or relationship to Community Care.

You can call the Customer Service number for your county 24 hours a day, 7 days a week. A Customer Services Representative will answer your questions, give you information, and, if you wish, send you a member handbook or a paper copy of any of the information on Community Care's website.



# Member feedback improves services

Every county served by Community Care has a team of people that works to make sure consumers and their family members are satisfied with the behavioral health services they are getting. The satisfaction team in Allegheny County is named Consumer Action Response Team (CART). The satisfaction teams in the other counties are called Consumer and Family Satisfaction Teams (CFST).

The people on the satisfaction teams are in recovery or have a family member in recovery. Satisfaction teams help consumers and their family members with concerns and complaints about services they receive. Team members ask consumers and their families if they are satisfied with their treatment and for ideas about how services can be improved. The team members tell the ideas to providers. Everything that consumers and their families tell the team is confidential. Providers are not told the name of the person suggesting the improvement, just the suggestion.

To talk to a CFST member, call the toll-free phone number for your county listed in the table to the right. Participating in Community Care's advisory committee meetings is another way for you to be sure you are satisfied with your behavioral health services (see pages 2 and 3).

CONSUMER AND FAMILY SATISFACTION TEAMS	
Adams	1-717-843-6973
Allegheny	1-800-300-6026
Berks	1-610-775-3000
Bradford	1-570-265-0620
Cameron	1-866-773-0302
Carbon	1-610-377-3794
Centre	1-888-361-6500
Chester	1-610-594-9740
Clarion	1-866-773-0302
Clearfield	1-866-773-0302
Columbia	1-570-416-0718
Elk	1-866-773-0302
Forest	1-866-773-0302
Huntingdon	1-888-361-6500
Jefferson	1-866-773-0302
Juniata	1-888-361-6500
McKean	1-866-773-0302
Mifflin	1-888-361-6500
Monroe	1-610-377-3794
Montour	1-570-416-0718
Northumberland	1-570-648-8545
Pike	1-610-377-3794
Potter	1-866-773-0302
Schuylkill	1-570-628-0155
Snyder	1-570-416-0718
Sullivan	1-570-265-0620
Tioga	1-877-315-6855
Union	1-570-416-0718
Warren	1-866-773-0302
Wayne	1-877-315-6855
York	1-717-843-6973

**If you have a complaint about a service you are receiving in the HealthChoices program, you have the right to file a complaint or have a family member file a complaint for you. For more information about complaints and grievances, see your Member Handbook or call Community Care.**

# The impact of trauma

From Allegheny HealthChoices, Inc. (AHCII)

Many people receiving mental health or substance abuse services have experienced trauma in their lives. A traumatic event is when a person perceives that his or her life is at risk and that he or she has no control over the circumstances of the event.

People coping with trauma may:

- Feel very upset and angry.
- Become depressed or emotionally numb.
- Become anxious, fearful, or over alert.
- Have a hard time trusting others.
- Have trouble eating or sleeping.
- Not be able to focus or concentrate.
- Abuse alcohol or drugs.
- Feel or act out of control.
- Do something that could hurt themselves or others.

Many children and adults recover from the impact of trauma with the help of therapy and a strong support system.

This information is from an Allegheny HealthChoices, Inc. (AHCII) report about trauma. Visit <http://www.ahci.org/tic.php> to read the complete report. AHCII is a nonprofit agency dedicated to supporting the provision of high-quality behavioral health treatment.

# What is stalking? Is it happening to you?

From the PA Department of Public Welfare

Stalking is following someone in a way that causes the victim to feel afraid. It can cause serious emotional distress.

Some examples of stalking behavior are:

- Following someone on foot or by car.
- Watching someone at work, home, or school.
- Sending unwanted e-mails or text messages.
- Making unwanted telephone calls.
- Leaving unwanted cards, flowers, or gifts.

Stalking can happen to anyone. Stalking often happens when a person tries to leave a relationship. Many stalking victims think they did something to deserve it. This is not true. Data shows that stalking often happens when you are leaving an abusive partner. According to the Stalking Resource Center, 59% of women victims are stalked by someone from their past, and 30% of all stalking victims are stalked by someone from their past.

Stalking is a crime. There are two basic parts to the crime:

- The stalker must complete at least two acts of unwanted stalking behavior. It does not matter when they happened.
- The victim must have a reasonable fear of serious injury or a lot of emotional distress.

A Protection From Abuse Order (PFA) can be an important tool for victims of stalkers. It allows the police to arrest the stalker, even if they did not see the stalking. The process for getting a PFA is different in every county. A domestic violence advocate can tell you more about PFA's and how to protect yourself from a stalker or call Community Care for more information.

## Wellness Corner

According to the American Heart Association the warning signs and symptoms of a heart attack are:

- Chest discomfort—most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back.
- Shortness of breath, breaking out in a cold sweat, nausea, or light-headedness.

**Act fast. Call 911 or your local ambulance service if you or someone else is having a heart attack.**

**COMMUNITY CARE**  
**One Chatham Center, Suite 700**  
**112 Washington Place**  
**Pittsburgh, PA 15219**

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**Important Health Information Inside!**