

# COMMUNITY CARE news

## A Newsletter for Members of Community Care and HealthChoices

Fall 2010

### The voice of recovery

Marie, the mother of a 19-year-old son with autism, works as the Family Support Director for the Advisory Board on Autism and Related Disorders (ABOARD). ABOARD is a nonprofit organization that serves thousands of Pennsylvania families faced with the challenges of Autism Spectrum Disorder (ASD), as well as the professionals who work with them. ABOARD gives families hope and help by advocating and providing family support, education, and information resources.

“Working at ABOARD, I get to talk to parents whose worlds and lives look a lot like mine. I feel a bond with every parent and grandparent of a child with autism. Being able to relate to their situation allows me to help families learn how to cope. I understand a lot of what they are dealing with, and that they are concerned for their child’s future.” Marie sees each day as a new beginning; she says that her sense of humor helps her through the rough times.

Marie’s son was diagnosed with autism at age 4 and was nonverbal. A BHRS worker came to her home to work with him. With their support, he learned to speak, brush his teeth, clean up, and distinguish colors. Now he's in a vocational program, works out at the YMCA, and has a volunteer job at the library. She thinks that the next step for her son is to live in the community. Her hope for her son’s future is that he “will be independent and work 4 or 5 days a week through supportive living. I want his needs to be respected.” Marie says that a lot of the people she talks to feel the same way about their child’s needs.

Marie is currently working on a Master’s degree in Early Intervention at the University of Pittsburgh.

— Written by Sarah Goldstein  
Recovery Consultant, Community Care

CALL COMMUNITY CARE.  
A Customer Services Representative  
is available to assist you  
24 hours a day/7 days a week.

Adams	1-866-738-9849
Allegheny	1-800-553-7499
Berks	1-866-292-7886
Bradford	1-866-878-6046
Cameron	1-866-878-6046
Carbon	1-866-473-5862
Centre	1-866-878-6046
Chester	1-866-622-4228
Clarion	1-866-878-6046
Clearfield	1-866-878-6046
Columbia	1-866-878-6046
Elk	1-866-878-6046
Forest	1-866-878-6046
Huntingdon	1-866-878-6046
Jefferson	1-866-878-6046
Juniata	1-866-878-6046
Lackawanna	1-866-668-4696
Luzerne	1-866-668-4696
McKean	1-866-878-6046
Mifflin	1-866-878-6046
Monroe	1-866-473-5862
Montour	1-866-878-6046
Northumberland	1-866-878-6046
Pike	1-866-473-5862
Potter	1-866-878-6046
Schuylkill	1-866-878-6046
Snyder	1-866-878-6046
Sullivan	1-866-878-6046
Susquehanna	1-866-668-4696
Tioga	1-866-878-6046
Union	1-866-878-6046
Warren	1-866-878-6046
Wayne	1-866-878-6046
Wyoming	1-866-668-4696
York	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.



# You talk, we listen

Community Care encourages members to express comments and concerns to be sure it is fulfilling its mission: to improve the health and well-being of the community through the delivery of effective and accessible behavioral health services. Community Care listens to members and makes changes based on what they have to say.

For example, members stated that they would like providers to better explain the treatment process and that they need to have coordinated care. In response, Community Care measures how well providers are coordinating care and stresses the importance of coordinating care in newsletters and on the website. Customer Service Representatives can explain what to expect from treatment and the treatment process with members who call.

Do you have a suggestion for improving services? Call the Community Care office for your county and ask to speak to a Quality Representative.

# Seeking treatment

Many people with mental illness report that the way others judge them prevents them from seeking treatment and having a satisfying life. It is unfortunate that fear of stigma sometimes leads to a fear of receiving mental health treatment.

Mental illness is as real as other diseases. People who seek mental health treatment should be treated with the same compassion and respect as people who suffer from any other form of illness. The Mayo Clinic recommends that people fight the social stigma by educating others about the facts of mental illness.

Read more about the stigma and mental health treatment at [http://www.ehow.com/facts\\_5645434\\_negative-stigma-mental-health-treatment.html](http://www.ehow.com/facts_5645434_negative-stigma-mental-health-treatment.html).

# Studying autism

Is autism a disorder that a baby is born with or are there things in the environment that put a baby at risk? No one knows for sure – yet.

Leading autism researchers from across the country are participating in a large research study, Early Autism Risk Longitudinal Investigation (EARLI), to find the causes of Autism Spectrum Disorders (ASD). Mothers of children with ASD who are pregnant (or planning to become pregnant) can take part in the study. Participants will be in the study until the new baby's third birthday.

Community Care members in Chester County may be eligible to participate in the EARLI study. Visit [www.earlistudy.org](http://www.earlistudy.org) for more information.

Community Care members in other counties are not eligible for this study, but the Community Care Autism Support Line (1-866-415-1708) can help parents find additional resources or answer other questions.

# Treatment when you need it

Your Community Care behavioral health provider should give you an appointment:

- Right away if you have a life-threatening emergency.
- Within 1 hour for an emergency that is not life threatening.
- Within 24 hours for urgent needs.
- Within 7 calendar days for routine behavioral health needs.

Call Community Care if you have a problem getting an appointment within these time frames.

# Let's talk!

Community Care would like to know if you are satisfied with the behavioral health services you are receiving and if you need help finding a provider or getting to your behavioral health appointments. We want to answer your questions about treatment and hear your ideas about ways to improve services.

You can call us with your feedback or come to a Member Advisory Committee (MAC) or Family Advisory Committee (FAC) meeting. We use what we learn in the MAC and FAC meetings to improve services. **MAC and FAC meetings are held 4 times a year in each region. Call the toll-free number for your area listed below to save a seat at the next meeting. Or call the number listed for your region for information about upcoming meetings.**

<b>Adams County (1-800-860-7041)</b>					
MAC	11/03/10 1 pm	Adams Hanover Counseling Services 33 Frederick Street, Hanover, PA	FAC	11/03/10 4:30 pm	Adams County Library, 3rd Floor 140 Baltimore Street, Gettysburg, PA
<b>Allegheny County (1-800-696-9531)</b>					
MAC	11/08/10 2 pm	Life'sWork 1323 Forbes Avenue, Pittsburgh, PA	FAC	11/01/10 6:30 pm	Community Care One Chatham Center, 7th Floor 112 Washington Place, Pittsburgh, PA
<b>Berks County (1-800-860-7041)</b>					
MAC	11/02/10 2 pm	Service Access and Management, Inc., 4th Floor, 19 North 6th Street, Reading, PA	FAC	11/02/10 4 pm	Community Prevention Partnership 227 North 5th Street, Reading, PA
<b>Bradford/Sullivan/Tioga/Wayne Counties (1-877-241-1459)</b>					
MAC	12/16/10 10:30 am	The Main Link 17 Pine Street, Towanda, PA	FAC	12/08/10 2 pm	Above and Beyond Drop-In/Resource Center 206 B. St. James Place, Mansfield, PA
<b>Carbon/Monroe/Pike Counties (1-866-653-3705)</b>					
MAC	11/04/10 3:30 pm	Eastern Monroe Public Library 1002 North 9th Street, Stroudsburg, PA	FAC	11/16/10 5 pm	Eastern Monroe Public Library 1002 North 9th Street, Stroudsburg, PA
<b>Centre/Mifflin/Juniata/Huntingdon Counties (1-866-483-3765)</b>					
MAC	11/10/10 2 pm	Juniata County Friendship Club Mexico, PA	FAC	11/17/10 5 pm	SAM, Inc., Juniata County Office 287 East Industrial Drive, Mifflintown, PA
<b>Clarion/Jefferson/Clearfield Counties (1-866-484-1558)</b>					
MAC	12/14/10 3 pm	Dream Team Center 501 East Market Street, Clearfield, PA	FAC	11/16/10 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	10/13/10 11 am	Recovery Central, 675 Locust Street, Bloomsburg, PA	FAC	10/21/10 6:30 pm	Bloomsburg Hospital 549 Fair Street, Bloomsburg, PA
<b>Warren/McKean/Potter/Forest/Elk/Cameron Counties (1-866-484-1558)</b>					
MAC	11/18/10 3 pm	Dickinson Mental Health Center 1 North Main Street, Coudersport, PA	FAC	11/03/10 11:30 am	Friendship House 27 Hospital Drive, Building 11, Warren, PA
<b>York County (1-800-860-7041)</b>					
MAC	11/04/10 3:30 pm	United Way Building of York County 800 East King Street, York, PA	FAC	11/04/10 5 pm	United Way Building of York County 800 East King Street, York, PA

# Now is the time!

Many people struggle with the side effects of smoking cigarettes. You too may be suffering and wondering, "How do I know when it's time to stop smoking?"

There are many reasons why now is the time to stop smoking cigarettes, such as:

- It's bad for your health.
- You want to have a healthier lifestyle
- You want to get in better shape.
- You're pregnant and you don't want to harm your baby.
- You want to be a better role model to your kids and make their environment safer.
- Smoking cigarettes is becoming too expensive.
- Someone you know has died from a smoking-related disease.
- You can't enjoy the food you eat because you can't taste it.
- You want to feel cleaner, and have fresh breath and cleaner teeth and fingers.
- It's just time to stop.

If you need help with quitting, talk to your doctor or call the National Free Quit Line at 1-800-784-8669. Your Community Care Customer Service Representative can give you information about support programs in your area.

## Have some family fun

**When parents and kids eat right and exercise together, healthy homes can be happy homes.**

Every year, more and more American kids are either overweight or at risk of becoming too heavy. With the extra pounds come health concerns: high blood pressure, heart disease, diabetes. What's the key to reversing the trend? Parents.

Parents are role models. They should start by stocking the cupboards with healthy foods and eating well themselves. Then turn off the TV and take a family walk. Make healthy eating and exercising fun—and make it a family affair.

## Member satisfaction

Every year, Community Care mails a survey to members asking what they think about the behavioral health services they are receiving. From the 2010 survey, we learned that most members feel that their treatment providers:

- Show respect for their personal, physical, and special needs.
- Give them quality care, respect what they have to say, and spend enough time with them.

A group of members suggested a few questions that we added to the 2010 survey. The answers to these new questions showed that providers are informing members about medications, asking about over-the-counter medications and vitamins and herbs, and checking the weight and bloodwork of members taking certain medications. Most members have a regular doctor or clinic for medical checkups and have seen their doctor within the last year.

The survey showed that we need to work on increasing the number of:

- Members who get a behavioral health appointment quickly when they have an urgent need.
- Members who are given a chance to share in making decisions about their treatment.
- Members who get the help they need when they call Community Care's Customer Services Department.

What members think about the services they receive is very important to Community Care. We will continue to work on ways to improve satisfaction.

# Information is available online

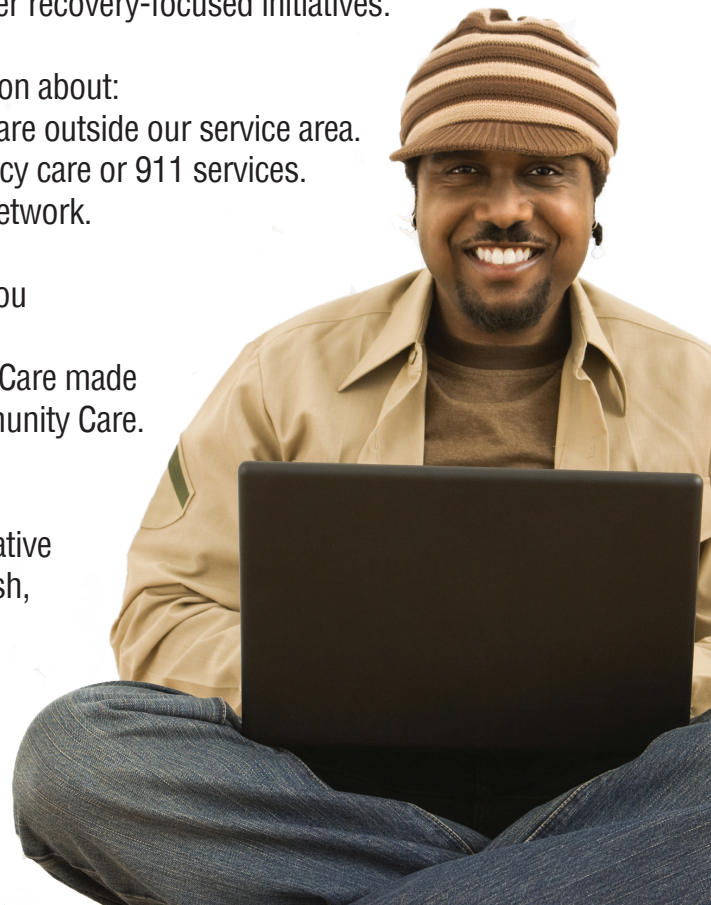
The Community Care website, [www.ccbh.com](http://www.ccbh.com), has important information for you. You can look at it there. You can also download anything that you'd like. You will find information about:

- 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 rights and responsibilities as a member.
- 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.
- Community Care's Recovery Learning Collaborative and other recovery-focused initiatives.

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 Services 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 printed copy of any of the information on Community Care's website.



# Are you satisfied with your behavioral health 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 /Family Satisfaction Teams (C/FST).

The people on the satisfaction teams are in recovery themselves 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. Providers are told the ideas for improvement. Providers are not told the name of the person suggesting the improvement, just the suggestion. To talk to a satisfaction team member, call the toll-free phone number for your county listed in the table to the right.

Another way to be sure you are satisfied with your behavioral health services is to participate in Community Care's advisory committee meetings for members and families (MAC and FAC). See page 3 for details.



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 Community Care Member Handbook is posted on our website, [www.ccbh.com](http://www.ccbh.com) (in English and Spanish). Call us if you would like to have a handbook mailed to you.

<b>CONSUMER/FAMILY SATISFACTION TEAMS</b>	
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

# Pharmacy Corner

## Treating ADHD

Attention Deficit Hyperactivity Disorder, often called ADHD, is the most common childhood behavioral concern seen by doctors. Medicine is an important part of ADHD treatment. Drugs often used to treat ADHD include Ritalin<sup>®</sup>, Dexedrine<sup>®</sup>, Adderall<sup>®</sup>, and Strattera<sup>®</sup>. Intuniv<sup>®</sup> is a new drug used to treat the symptoms of ADHD in children 6 to 17 years of age.

Intuniv<sup>®</sup> is not a controlled substance. It is a pill that is to be taken once a day. It has to be swallowed whole with a small amount of liquid. It cannot be crushed, chewed, or broken. This medicine should not be stopped without talking to the doctor. Intuniv<sup>®</sup> may cause some side effects. Someone taking this medicine may feel drowsy. They could have a headache or nausea.

They might also have stomach pain, a dry mouth, or feel dizzy. A decreased appetite can occur as well. They could have low blood pressure. The doctor will have to monitor blood pressure and heart rate. Let your doctor know if these or any other side effects happen.

Intuniv<sup>®</sup> should be used as a part of a treatment program. This program may include counseling or other therapies.

Your child's doctor or pharmacist can answer questions about the drugs used to treat ADHD.

## A new antipsychotic medicine

Saphris<sup>®</sup> is a new antipsychotic medicine used to treat the symptoms of schizophrenia and bipolar disorder in adults. It is to be taken twice a day. It comes as a sublingual tablet, which means that the pill is to be placed under the tongue. It needs to dissolve all of the way. It cannot be crushed, chewed, or broken. No eating or drinking is allowed for 10 minutes after the pill has dissolved. Saphris<sup>®</sup> should not be removed from the package until it is time to take it.

Some side effects may occur, including numbness inside or around the mouth. Another side effect may be feelings of physical restlessness. Some people taking this medicine may feel drowsy. Weight gain is also possible. Saphris<sup>®</sup> may cause fainting or dizziness upon standing. Thinking and motor skills can be slower.

Anyone taking this medicine should see how it affects them before driving or operating heavy machinery. If side effects occur, talk with the doctor.

## Treatment can help you overcome an addiction to drugs

Overcoming a drug addiction can be a long and difficult process – but it doesn't have to be. If you have an opiate addiction, many forms of treatment are available. Community Care has many substance abuse providers in its network. Please call Community Care if you need help getting started in treatment or finding a provider.

Mount Pocono Medical recently opened a methadone clinic in Monroe County. The new clinic will be a closer alternative for the Community Care members who live in that area and currently drive to Allentown for treatment. The address for the clinic is 663 Mount Pocono Boulevard, Mount Pocono, PA 18360.

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**112 Washington Place**  
**Pittsburgh, PA 15219**

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**Important Health Information Inside!**