

# Member

## NEWSLETTER

Managing TO

care

# CBHNP

An AmeriHealth Mercy Company

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A NEWSLETTER FOR CBHNP MEMBERS AND FAMILIES

PLEASE TAKE TIME TO READ THIS SPECIAL NOTICE.

# YOU ARE

# Valued!

We are pleased to have you as a Member of Community Behavioral HealthCare Network of Pennsylvania (CBHNP). CBHNP is part of the HealthChoices Program. Your physical health plan is managed through either ACCESS Plus, Aetna Better Health, AmeriHealth Mercy, Gateway Health Plan, UnitedHealthcare Community Plan, or UPMC for You.

CBHNP manages your Behavioral Health Plan. (When you hear behavioral health, think of mental health and substance abuse services.)

**Member:** A person who is enrolled in the HealthChoices Program and with CBHNP. This person has Medical Assistance, is enrolled in one of the physical health plans, and was automatically enrolled with CBHNP. They are eligible for behavioral health services if and when they need them.

Currently, we serve Members who live in Bedford, Blair, Clinton, Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, Lycoming, Perry, and Somerset Counties.

As mentioned earlier, we serve people who are on Medical Assistance. We pay for mental health, alcohol and other drug treatment services if and when you need them.

We want you to have the best possible care. Because you (or your child) have Medical Assistance, we send periodic notices, newsletters, and handbooks to keep you informed.

As your Behavioral Health Plan, we will periodically remind you about important information including:

- Your rights and responsibilities
- Our responsibilities in serving and informing you
- Where to find other important information (on our website or in your Member Handbook)

Please take time to read this Special Notice and keep it for future reference. Call us toll free to ask for help understanding any part of this notice. The CBHNP number to call for your County is found throughout this Special Notice.

Community Behavioral HealthCare Network of Pennsylvania (CBHNP) is part of the HealthChoices program. We authorize and pay for mental health and drug and alcohol services if and when you need them.

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### MEMBER SERVICE NUMBERS

Call the toll-free Member Services number listed next to your county to talk with a representative about behavioral health services.

**Capital Area:**  
Cumberland, Dauphin, Lancaster, Lebanon & Perry

1-888-722-8646

**NorthCentral Region:**  
Bedford/Somerset: 1-866-773-7891  
Blair: 1-866-773-7892  
Franklin/Fulton: 1-866-773-7917  
Lycoming/Clinton: 1-866-773-7991

1-800-654-5984 TTY or 711 PA Relay

Call the Member Service number for your county with any questions you might have about information in this newsletter.

Para recibir este boletín en español, llame al número de teléfono de Servicios para el Miembro de su condado.

# YOUR MEMBER HANDBOOK:

## *A Valuable Resource!*

Your Handbook is filled with very useful information. This information can help you better understand your benefits and receive the very best care. We at CBHNP (Community Behavioral HealthCare Network of Pennsylvania) hope you will:

- ▶ Take time to read your Handbook.
- ▶ Put your Handbook in a place so you always know where to find it if and when you need it.
- ▶ Call CBHNP if you have any questions or need something explained.

If you are deaf or hard of hearing call 711 or 1-800-654-5984 and ask for help calling our toll free number for your County.

In your Handbook you will learn that:

- ▶ We pay your bills for treatment so there are no costs to you for mental health or substance abuse services which we approve.
- ▶ We keep your information private.
- ▶ You have choices about who provides your care and where you get your care.
- ▶ You can get help even if you do not speak English well or at all.
- ▶ You can get services if you are deaf or hard of hearing.
- ▶ You have rights and you need to learn about them so you can enjoy them.
- ▶ You can get help understanding your rights.
- ▶ You can call us if you feel your rights have not been respected.
- ▶ You can get a second opinion about your care.

If you are unhappy with CBHNP or the people who provide your treatment, you can do something about it:

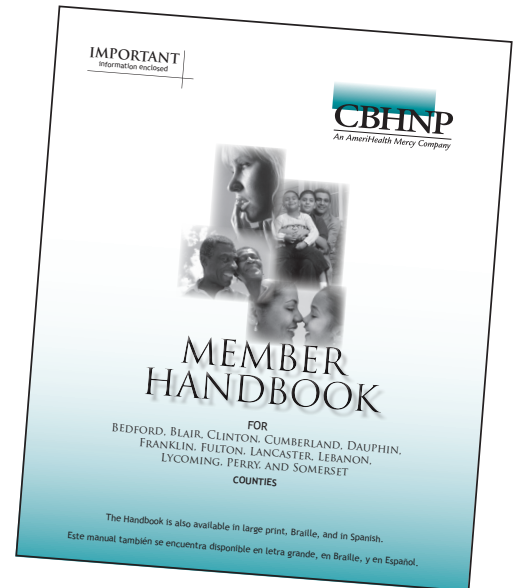
- ▶ You can call or write CBHNP and find out what you can do.
- ▶ You can call or write CBHNP and file a complaint.
- ▶ If CBHNP says "No" to services your doctor feels you need, you have the right to appeal our decision.

Remember and know that: You will not get into trouble for using your rights.

You can get help with filing complaints or grievances. You can have your voice heard about how CBHNP does things.

As you can see, there really is a lot of useful information in your Member Handbook. Call us if you need one.

If you visit our website, you can also read it online ([www.cbhnp.org](http://www.cbhnp.org)).



## CBHNP'S QUALITY IMPROVEMENT PROGRAM

For Members or families who want more information about how CBHNP tries to improve both service and care by CBHNP and CBHNP's Providers please check out the Quality Improvement (QI) Program.

You can learn more about the program in several ways. You can:

- ▶ Call CBHNP and speak to someone in the Quality Improvement Department. A Quality Improvement Department staff person can be reached by using the toll-free number assigned to your county. If you are deaf or hard of hearing call 711 or 1-800-654-5984 and ask for help calling our toll free number.

OR

- ▶ Visit CBHNP's website. Information on the Quality Improvement (QI) Program is available on the CBHNP website at [www.cbhnp.org](http://www.cbhnp.org). To access this, chose the Member option and continue to HealthChoices. The Quality Improvement Program information is located on the left hand side navigation banner. Included in the QI Program information is a Program Description, Annual Evaluations, Program Goals, Member Rights and Responsibilities and so much more.

OR

- ▶ A paper copy of QI materials is also available upon request by contacting a Member Services Representative at the number for your County. If you are deaf or hard of hearing call 711 or 1-800-654-5984 and ask for help calling our toll free number.

[www.cbhnp.org](http://www.cbhnp.org)

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# Brain Injury

## AND

# DOMESTIC ABUSE

About one third of all domestic abuse victims suffer injuries to the head, neck and face. The abuse can cause traumatic brain injury (TBI).

Domestic abuse victims may suffer TBI from being:

- ▶ Hit on the head.
- ▶ Shaken.
- ▶ Pushed down stairs.
- ▶ Thrown.
- ▶ Shot in the head.
- ▶ Stabbed in the head.
- ▶ Slammed against a wall or floor.



A victim with TBI may not be able to make good choices. It may be hard to keep safe or find help. An abuser may use these problems to confuse and abuse a victim even more.

TBI may cause a person to become anxious or depressed. A person with TBI may have trouble holding a job. Paying attention or doing tasks may be hard.

TBI can affect how a person relates to his or her children and other family members. TBI can cause trouble with finding the right words, being patient or dealing with emotions.

Other problems that may result from TBI are reduced memory or thinking speed. A person with TBI may be confused or very sleepy. He or she may be less aware or less creative. Repeated hits to the head may cause worse damage to the brain or even death.

TBI is serious, but can be treated. A victim who may have TBI must see a doctor. If the person has a TBI, he or she can ask about ways to heal.

If you or someone close to you needs to learn more about TBI, please contact the Brain Injury Line at 1-866-412-4755, TTY 1-877-232-7640.

To speak with someone about abuse or locate a local domestic violence program:

National Domestic Violence Hotline

1-800-799-7233 (SAFE)

1-800-787-3224 (TTY for the Deaf)

For more information, visit: [www.ndvh.org](http://www.ndvh.org)

# Shaken Baby SYNDROME

Shaken Baby Syndrome (SBS) is the result of a traumatic brain injury. SBS happens when a baby is:

- ▶ Shaken
- ▶ Dropped
- ▶ Thrown
- ▶ Caused head injury in some other way

SBS is the leading cause of child abuse deaths in the United States. SBS is most commonly found in babies from 3 to 8 months of age. Babies up to 4 months of age are at the greatest risk for being shaken. SBS can occur in children up to five years of age.

A baby's neck muscles cannot manage shaking or impact to the head. This can cause a baby's brain to swell, bruise and bleed. The result is SBS.

Parents or caregivers may shake or strike a baby because they are frustrated or exhausted. They may not know how to deal with a crying baby. They may not understand child development or how to comfort a baby. They may have learned the behavior from someone else.

SBS can affect children in many ways. Babies with SBS may be irritable or not able to eat much. Some may not stop crying. SBS can also cause learning delays, blindness, hearing problems or death.

Other SBS symptoms may include:

- ▶ Sleep pattern changes
- ▶ Difficulty in waking up
- ▶ Seizures
- ▶ Motor skill issues
- ▶ Muscle spasms
- ▶ Cerebral Palsy

Parents or caregivers who feel at a loss for ways to cope with an upset baby can call a friend or relative to ask for help or just to talk.

Parents or caregivers may also call the:

- ▶ Crying Baby Hotline at 1-866-243-2229
- ▶ The Brain Injury Helpline at 1-866-412-4755

To talk to someone about domestic abuse, call the National Domestic Violence Hotline

1-800-799-7233 (SAFE)

1-800-787-3224 (TTY for the Deaf)

Or visit: [www.ndvh.org](http://www.ndvh.org)



# 4 YOU HAVE RIGHTS!

As Members of CBHNP you have rights and responsibilities. They are listed below and we invite you to call us using the toll free number for your county if you need help understanding your rights and responsibilities.

You have the right to:

- ▶ Receive Information. Each Member has the right to receive information about CBHNP, our policies and procedures, our services, our practitioners and providers, and your rights and responsibilities.
- ▶ Dignity and Privacy. Each Member is guaranteed the right to be treated with respect and with due consideration for his or her dignity, right to privacy, and right to confidentiality.
- ▶ Receive information on available treatment options. Each Member is guaranteed the right to receive information on medically necessary available treatment options and alternatives, presented in a manner appropriate to the Member's condition and ability to understand, regardless of cost or benefit coverage.
- ▶ Participate in decisions. Each Member is guaranteed the right to participate in decisions regarding his or her health care, including the right to refuse treatment. You can be a part of your treatment team by asking questions and getting answers before and during your treatment and involving family members and other important people in your treatment.
- ▶ Refuse Treatment. Each Member (as part of making decisions regarding their care) can refuse treatment. You have the right, under these circumstances, to get an explanation of what may happen if you don't get treatment.
- ▶ Voice Complaints or Grievances. Each Member has the right to voice complaints or grievances about CBHNP or the care provided to them. Let us know if you are unhappy about any decision made by us or one of our providers.
- ▶ Make recommendations. Each member has the right to make recommendations regarding CBHNP's Members rights and responsibilities policies.
- ▶ Be free from improper use of restraint or seclusion. Each Member is guaranteed the right to be free of any restraint or seclusion used as a means of force, discipline, convenience or retaliation.
- ▶ Get a copy of medical records. Each Member is guaranteed the right to request and receive a copy of his or her medical records, and to request they be amended or corrected.
- ▶ Free exercise of rights. Each Member is free to exercise his or her rights, and that the exercise of those rights does not adversely affect the way the Member is treated by CBHNP and the provider.

In addition to the rights listed above, Members of CBHNP also have the following rights:

- ▶ To choose your provider from CBHNP's list of providers and to change providers if you are unhappy with their service to you.
- ▶ To ask for a therapist who understands your language and culture

- ▶ To receive needed services at convenient times and places
- ▶ To receive emergency care within 1 hour
- ▶ To receive urgent care within 24 hours
- ▶ To receive care within 7 days of your request for routine care requests

## CONFIDENTIALITY!

One of your most important rights is the right to confidentiality. This means that we will not share information about your services without your permission. You have the right to refuse to allow release of information about your care except when:

- ▶ The information is required as part of the monitoring activities of CBHNP, your County and/or the State.
- ▶ You or someone else must be protected from danger. The law requires that information about your care be shared with or without your permission. If this were the case, we would only share the information necessary to get you or the other person to safety.

## YOU HAVE RESPONSIBILITIES!

CBHNP Members also have certain responsibilities:

To Supply Information- Each Member has the responsibility to supply information (to the extent possible) that CBHNP and our practitioners and providers need in order to provide care.

To Follow Instructions and Ask Questions- Each Member has the responsibility to follow plans and instructions for care that they have agreed on with practitioners. Members are expected to ask questions concerning their care.

To Understand - Each Member has a responsibility to understand their health problems and participate in mutually agreed-upon treatment goals to the degree possible.

In addition to these responsibilities, Members of CBHNP also have the following responsibilities:

- ▶ To treat others with consideration and respect
- ▶ To be at appointments on time
- ▶ To call if you must cancel you appointment
- ▶ To be part of the treatment team by telling your doctor or therapist about symptoms and to ask questions
- ▶ To tell your doctor or therapist if you do not agree with recommendations
- ▶ To tell your doctor or therapist when/if you want to end treatment
- ▶ To take medication as prescribed and to tell your doctor if there is a problem
- ▶ To carry your insurance cards with you
- ▶ To tell us if you have other insurance

*Continued on next page*

# YOU HAVE RIGHTS!

*Continued from previous page*

## SECOND OPINION

All CBHNP Members have a right to request a second opinion. Members can request a second opinion from a qualified behavioral health care professional within CBHNP's network. CBHNP will provide for a second opinion from an appropriate behavioral health care professional within the network or arrange for the Member to get one outside the network at no cost to the Member.

Call CBHNP toll free using the number for your county for more information about this right and benefit.

If you feel that your rights have been violated or if you want more information about these and other rights, please call us and let us know. We will work to make sure your rights are respected.

## Opportunities FOR STAKEHOLDER INVOLVEMENT

### Stakeholder:

A Stakeholder can be a person, a group, an organization, or a system that can affect or be affected by an organization's actions.

### Behavioral HealthChoices:

The part of the HealthChoices program concerned with mental health and drug and alcohol services.

In the Behavioral HealthChoices program there are a lot of Stakeholders: ▶ Children/Youth/ Transition Aged/Adult/Older Adult ... all who fall into these groups and who receive services are considered to be Stakeholders. ▶ All the people who care for and support these people are also Stakeholders. ▶ Providers, Advocacy Groups, Organizations, etc are also Stakeholders.

Basically, anyone who has an interest in Behavioral HealthChoices program, anyone who is interested in making sure this program does what it is intended to do, anyone who wants to help make this a successful program is considered to be a Stakeholder.

An important part of the Behavioral HealthChoices program is Stakeholder voice. Everyone is invited to the table to share ideas, concerns, thoughts, suggestions ... anything that might help improve things for those who count on the program.

We are very interested in knowing the various opportunities that are "out there" for consumers and family members to become involved. We try to keep track of Stakeholder committee meetings, advisory meetings, as well as other committees and groups that welcome consumer and family involvement. We do so to be able to share this information as we encourage people to get involved.

CBHNP has opportunities for Stakeholders: persons in recovery, family members, advocates, providers, etc to have their voices heard and to get involved. We have committees and work groups and we need your help.

If this interests you, call the CBHNP Office for your county and ask for the Consumer/Family Affairs Specialist. They will help you find ways to become involved and to have your voice heard.

## IMPORTANT INFORMATION TO OUR MEMBERS

CBHNP makes sure you get the following Important Information when you become CBHNP Members. We do so via the **Member Services Handbook**, **Member Newsletters**, **Special Notices to Members**, and/or **CBHNP's website (www.cbhnp.org)**. If you have questions about this information and/or these type of situations, you can call us (toll free) for answers. If you want to read or learn more about this information and/or these type situations, we will include this information in our newsletters and on our website. The information is already in your Member Handbook and on the website. Call us if you need help finding it or understanding the information.

### FOR ANSWERS TO ALL TOPICS LISTED BELOW YOU CAN EITHER GO TO YOUR:

MEMBER HANDBOOK

CBHNP WEBSITE ([www.cbhnp.org](http://www.cbhnp.org))

CALL CBHNP MEMBER SERVICES FOR YOUR COUNTY LISTED ON PAGE 1 OF THIS UPDATE

### TOPICS

Benefits and services included in and excluded from coverage | Copayments and other charges for which Members would be responsible | Benefit restrictions that apply to services Members get from providers who are not a part of our network or when outside our service area | How to get language assistance | Getting information about practitioners who participate within our network | How to get inpatient and outpatient services, partial hospitalizations and other behavioral healthcare services | How to get subspecialty care | How to get help after normal office hours | How to obtain emergency care, including CBHNP's policy on when to directly obtain emergency care or use 911 services | How to get services when you are out of CBHNP's service area | How to voice a complaint | How to appeal a decision that negatively affects coverage, benefits, or your relationship to the provider or CBHNP

[www.cbhnp.org](http://www.cbhnp.org)

Para recibir este boletín en español, llame al número de teléfono de Servicios para el Miembro de su condado.

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# CHOICE CHOICE CHOICE

The HealthChoices program is all about **Member choice**. CBHNP takes care of your behavioral health services. As a Member of CBHNP you are entitled to know about and enjoy choice.

There can be many providers in your area to use for the services you receive. You can call CBHNP Member Services for your county or area to learn more about working with the provider that you like and want to use for your services.

## WHAT CHOICES DO I HAVE?

- ▶ You can choose who your provider will be that gives you your services.
- ▶ For each type service you need there are providers available to choose from.
- ▶ Providers will also talk with you about choices you have.
- ▶ You can choose providers that are close to you. This might be important if you currently travel to a provider and you want someone who is closer.
- ▶ You can choose providers that offer the care you need. One provider might meet your needs better than another provider, so you can choose the provider that you like best.
- ▶ You can select providers who can relate to you and that you are comfortable talking to.
- ▶ You can select providers who speak your language or provide needed interpretation for you.
- ▶ It is important that you are comfortable with the provider who is helping you. If you are not happy with a provider you can choose another provider. To do this, call CBHNP and we will talk to you about the choices you have.

## STILL HAVE QUESTIONS ABOUT CHOICE?

Call CBHNP if you have questions about your right to enjoy choice. CBHNP will help you understand what provider choices you have and how we can help you work with that provider. CBHNP will remind you of your right to choice through newsletters, by talking to you on the phone when you call, and in other ways. Also, providers will often talk to you about choices and can help you decide. Remember, you can call CBHNP using the toll-free number for your county or area listed below or your provider and talk about what choices you have. We want to help you get services that you feel good about.

**Capital Area** (Cumberland, Dauphin, Lancaster, Lebanon, and Perry Counties)

Contact a Member Services Representative toll-free at:

- ▶ 1-888-722-8646
- ▶ 1-800-654-5984 TTY or 711 PA Relay

**NorthCentral Region** (Bedford, Blair, Clinton, Franklin, Fulton, Lycoming, and Somerset Counties)

Contact a Member Services Representative for your county toll-free at:

- ▶ 1-866-773-7891 - Bedford or Somerset Counties
- ▶ 1-866-773-7892 - Blair County
- ▶ 1-866-773-7917 - Franklin and Fulton Counties
- ▶ 1-866-773-7991 - Lycoming and Clinton Counties
- ▶ 1-800-654-5984 TTY or 711 PA Relay



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[www.cbhnp.org](http://www.cbhnp.org)

Para recibir este boletín en español, llame al número de teléfono de Servicios para el Miembro de su condado.

# FREQUENTLY ASKED QUESTIONS ABOUT GETTING SERVICES

## HOW DO I START SERVICES?

If you are enrolled in HealthChoices you are entitled to behavioral health services. They are available to you or to your family if and when you need them. Available services are listed in your Member services Handbook. If you do not have a handbook, call CBHNP and ask for one. You can also explore the handbook online at: [www.cbhnp.org](http://www.cbhnp.org)

There are four ways you can get these services:

- ▶ You can go to any Provider in CBHNPs network and ask for services
- ▶ You can get services through Crisis Intervention in your county
- ▶ You can get help through your County's MH/MR Program or the County Drug and Alcohol Program
- ▶ You can call CBHNP directly and ask for behavioral health services

Please contact a Member Services Representative for your area or county if you have questions or if you have difficulty getting the services you feel you need:

**Capital Area** (Cumberland, Dauphin, Lancaster, Lebanon, and Perry Counties) Contact a Member Services Representative toll-free at:

- ▶ 1-888-722-8646
- ▶ 1-800-654-5984 TTY or 711 PA Relay

**NorthCentral Region** (Bedford, Blair, Clinton, Franklin, Fulton, Lycoming, and Somerset Counties) Contact a Member Services Representative for your county toll-free at:

- ▶ 1-866-773-7891 - Bedford or Somerset Counties
- ▶ 1-866-773-7892 - Blair
- ▶ 1-866-773-7917 - Franklin and Fulton Counties
- ▶ 1-866-773-7991 - Lycoming and Clinton Counties
- ▶ 1-800-654-5984 TTY or 711 PA Relay

## HOW WILL SERVICES BE PROVIDED?

Community Behavioral HealthCare Network of Pennsylvania (CBHNP) manages behavioral health services for residents of the Capital Area (Cumberland, Dauphin, Lancaster, Lebanon, and Perry Counties) and the NorthCentral Region (Bedford, Blair, Clinton, Franklin, Fulton, Lycoming, and Somerset Counties).

CBHNP will provide access to quality behavioral health care, appropriate mental health, and drug and alcohol services.

## WHO WILL PROVIDE SERVICES TO CONSUMERS?

To provide health care services to our Members, CBHNP has established a Provider Network. A network is composed of health care professionals and facilities which provide the services included in our list of covered services (services we approve and pay for).

CBHNP's Member Services staff is available 24 hours a day, 7 days a week, 365 days a year. Member Services specialists will explain services and help Members get behavioral health services.

## WHEN DO I BECOME A MEMBER OF CBHNP?

You become a Member of CBHNP shortly after your physical health plan becomes effective. This happens even if you never use behavioral health services. Until your HealthChoices membership becomes effective, you are covered by the Medical Assistance (ACCESS) fee-for-service program. You can call CBHNP toll-free to find out if your membership has begun. We'll tell you what you need to do if you need help in the meantime.

## GETTING HELP

If you need help finding mental health or drug and alcohol services, call CBHNPs Member Services department toll-free using the numbers for your area or county listed above. These phones are answered 24 hours a day, 7 days a week!

## WHAT HAPPENS WHEN I CALL CBHNP?

You will talk to one of our Member Services specialists. They will ask you questions to find out what kind of services you need. They can help you make appointments, give you a list of providers for services you need, and help you solve problems you may have with the services you're getting. Member Services staff can also help you file a grievance or complaint.

# THE IMPORTANCE OF UPDATING YOUR INFORMATION

Having the most up to date information for our Members is so very important. If/When your information changes, please call the Department of Public Welfare's (DPW's) Statewide Change Center at 1-877-395-8930. Call this number if any of your personal or contact information changes.

You can change or update information including your:

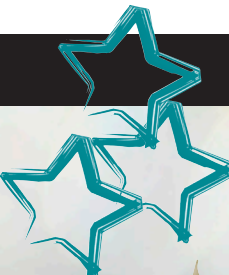
- Name
- Address
- Phone Number

By calling you will update your information with DPW, the County Assistance Office, the Medical Assistance Program, and CBHNP... all with one phone call! We remind our Members of this because some try calling CBHNP to change their information but this does not work in the best way.

You can still go to your County Assistance Office to update your information. We want to remind you/inform you of the number you can use to update information about you.

Please note that calling this number should not be used as an alternative to any scheduled appointments at your County Assistance Office with your case worker.

If you need assistance in making this call, please contact your case manager if you have one OR contact Member Services at CBHNP. You can find the CBHNP number for your County on page 1 of this newsletter.



*Sending Warmest  
Holiday Wishes  
from all of us at*

**CBHNP**

