

# Member

## NEWSLETTER

Managing TO  
*care*

**CBHNP**  
An AmeriHealth Mercy Company

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A NEWSLETTER FOR CBHNP MEMBERS AND FAMILIES

### HELPING LOVED ONES IN THEIR PERSONAL RECOVERY FROM MENTAL ILLNESS



Mental health recovery is a journey of healing and transformation, enabling a person with a mental illness to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential. The opportunity for recovery is more likely in an atmosphere of acceptance and understanding.

*- National Consensus Statement on Mental Health Recovery  
U.S. Department of Health and Human Services, 2004*

Discrimination and stigma have made it harder and harder for people with mental illness to reach the point of seeking the help they want and need. We all have a role in decreasing the negative attitudes that surround mental illness.

The Substance Abuse and Mental Health Services Administration (SAMHSA) launched the Mental Health Campaign for Mental Health Recovery to encourage, educate, and inspire people to support their family and friends who are experiencing mental health problems. Here are some questions and answers (Q&A) related to family and friends who really want to help.

#### Q&A'S ABOUT FAMILY INVOLVEMENT

##### Q: WHAT IS FAMILY INVOLVEMENT?

A: Family involvement can be as simple as just being supportive. The use of the term "Family" should not be limited; "Family" can be family, friends, a sponsor, a partner, etc.

##### Q: WHY IS IT IMPORTANT TO BE INVOLVED IN A FAMILY MEMBER/FRIEND'S RECOVERY FROM MENTAL ILLNESS OR SUBSTANCE ABUSE?

A: Family and friends can help by learning how to cope with mental illness or substance abuse.

##### Q: WHAT CAN I DO?

A: Find out about your family member/friend's diagnosis and medication. Learn about mental illness ... what it is and isn't. Learn about **stigma** and how it hurts people with mental illness.

**Stigma:** Associating negative qualities with having a mental illness.

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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.*

# 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 **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 making the call 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.

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.

## HELPING LOVED ONES IN THEIR PERSONAL RECOVERY FROM **MENTAL ILLNESS**

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Find out about your local resources for support, such as:

- ▶ Drop-in Centers and Clubhouses
- ▶ Psychiatric Rehabilitation
- ▶ Community Support Programs (CSP)
- ▶ Mental Health Associations (also known as Mental Health America in some counties)
- ▶ Supportive Housing
- ▶ Local Chapter for NAMI (National Alliance on Mental Illness)
- ▶ Support Groups
- ▶ Nar-Anon and Al-Anon for Chemical Dependency
- ▶ Stakeholder Committees that welcome consumer and family involvement (CBHNP has such a committee... call us to learn more about this committee)

Mental health problems can affect anyone at any time. That's why everybody needs to understand how mental illnesses can affect individuals, families, and communities. It's also why we all need to learn how we can support our family members and friends who are living with a mental illness. Caring family and friends can make a real difference.

### Q: WHERE CAN I FIND OUT MORE ABOUT THESE THINGS?

A: You can begin by calling your County Mental Health/ Mental Retardation Office or County Drug and Alcohol Program. These numbers are located in the back of your **Member Handbook** under **Important Phone Numbers**. You can also call the CBHNP number for your county and speak with Member Services or ask for the Consumer/Family Affairs Specialist for your county.

### Q: WHAT ELSE CAN I DO TO HELP?

A: Express your concern and offer your support.

- ▶ Ask for more details about the person's diagnosis and how he or she is managing.
- ▶ Ask what you can do to help. You can leave this open-ended, or you can suggest specific tasks that might help your family member/friend in his or her specific situation.
- ▶ You might also offer to help your family member/friend with errands, but be careful not to patronize or make the person feel disempowered.
- ▶ Reassure your family member/friend that you still care about him or her, and be sure to include him or her in your everyday plans.
- ▶ Remind your family member/friend that mental illness and or chemical dependency is treatable. Find out if he or she is getting the care he or she needs. If not, offer your help in identifying and getting the right kind of care.
- ▶ If a family member/friend is having a psychiatric emergency, ask them what kind of help they need and respond immediately.

It is important to give them hope and encourage them to seek support.

This information is adapted from information found on <http://www.whatadifference.samhsa.gov>

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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.

# TEEN DATING ABUSE SIGNS

# DATING ABUSE... HOW TO TALK TO YOUR TEEN

One in three teens experience dating abuse. What are the signs a teen is being abused by a boyfriend or girlfriend?

Teen abuse can look like adult abuse. Abuse can occur in new, casual, or long-term relationships. Abuse does not happen to one type of person. Abuse can happen to males or females. Abuse can happen in gay and lesbian relationships. Abuse can happen to people of any race, religion, or national background. It can happen at any income level.



Only a person who is being abused can make the decision to seek help.

Friends or family may see signs of abuse before the victim will accept help. Here are some signs that a dating teen maybe in an abusive relationship:

- ▶ Unexplained marks on the body
- ▶ General unhappiness
- ▶ Drastic change in clothing style
- ▶ Loss of interest in activities or school
- ▶ Less contact with friends and family

More signs of abuse may include crying often and a decline in grades. They may have an eating disorder. Victims may have low self-esteem. They may be indecisive. Pregnancy and sexually transmitted diseases can be signs of abuse, as well.

Dating abuse is a dangerous expression of control. For victims, abuse is not a game. Abuse does not mean love. Dating teens who show any of these signs may be abused. Please gently share your concern with that person. Give them the telephone numbers below.

Please keep an eye out for our next article on teen dating abuse and intervention. If you or someone you know needs help, call:

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)

Teens can call the National Teen Dating Abuse Helpline

1-866-331-9474

1-866-331-8453 (TTY for the Deaf)

Teens can also join on line chats at [www.loveisrespect.org](http://www.loveisrespect.org)

It's never too soon to talk to your teen about dating abuse. Know the facts and risks about teen dating abuse. Abuse can be physical, sexual or emotional. It includes deliberately hurting feelings, name-calling, or controlling money.



Life presents many chances to discuss abuse with your teen. You can:

- ▶ Talk about events from TV, movies or real life.
- ▶ Ask your teen what a positive relationship looks like.
- ▶ Ask your teen what an abusive relationship looks like.
- ▶ Ask your teen if she knows anyone who is being abused and, if she does, talk about ways to help.
- ▶ Remind your teen that dating should be fun!

If you find your teen is being abused, you can:

- ▶ Map out ways to stay safe.
- ▶ Discuss options with your teen. Your local domestic abuse program can help.
- ▶ Remind your teen of the right to say NO, even after she or he has said yes.
- ▶ Let your teen know she can always come to you for help.

Don't judge your teen, or push her to talk, as she may stop talking about the abuse. Don't blame your teen for being abused. Remain calm and supportive of your teen's response. Your teen may just be trying to understand dating and respect. If your teen is in immediate danger, call the police and your local domestic violence program for support. Remember, dating abuse also happens online and through texting.

Teens who need help can call the National Teen Dating Abuse Helpline:

1-866-331-9474

1-866-331-8453 (TTY for the Deaf)

To learn the facts and risks about teen dating abuse, go to:

<http://www.loveisrespect.org/>

<http://www.breakthecycle.org/> or

<http://www.loveisnotabuse.com/web/guest/home>.

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: <http://www.thehotline.org/>.

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

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# COMMON QUESTIONS FAMILIES/PARENTS ASK

CBHNP continues to reach out to the communities and families we serve. We are available to speak with support groups, advocacy organizations, committees, and with individual families who have questions about CBHNP or how things work in the behavioral HealthChoices program.

A common question that we hear involves **evaluations** which are sometimes required prior to the start of certain services for children. All services do not require an evaluation but for those that do, parents often have questions about how things work.

We would like to use space in our newsletters to respond to questions parents/families ask. Here is one such question involving a situation in which an evaluation (sometimes referred to as an "Eval") was needed and completed:

**"Once a psychological or psychiatric evaluation is completed, what can I expect to occur after the appointment?"**

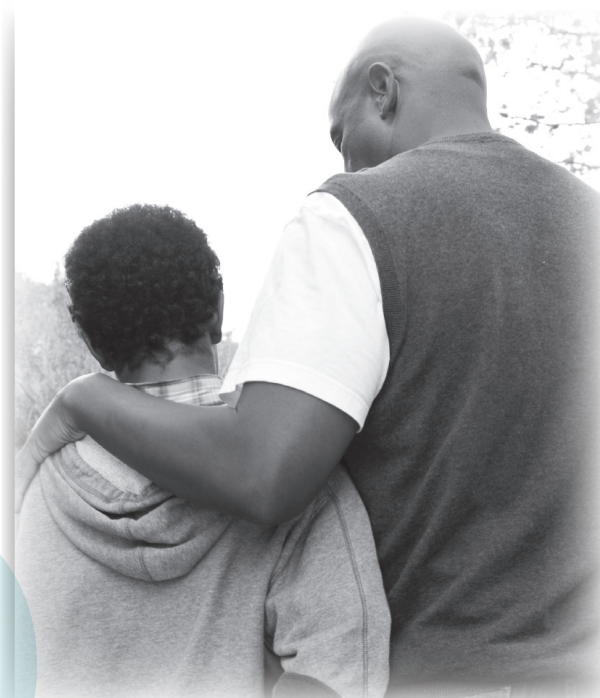
- ▶ The evaluation may or may not recommend a level of care, but it will offer recommendations for treatment.
- ▶ If a service such as Behavioral Health Rehabilitation Services (BHRS) is recommended, the evaluator will share the Preferred Provider Form and the family chooses the provider from whom they wish to receive services.
- ▶ The evaluation is then sent to the chosen provider for further coordination. The provider will schedule a team meeting.
- ▶ A team meeting may occur to discuss any recommendations of the evaluation.
  - The team meeting invitation includes your family, community members you want invited to the meeting, and all systems working with your family (schools, student assistance teams, current mental health providers, Children and Youth Services, Juvenile Probation Officer, and Support Services Coordinator);
- ▶ Team meetings may be called Child & Adolescent Service System Program (CASSP) meeting, Interagency Treatment Team meeting, or Interagency Service Planning Team (ISPT) meetings.
- ▶ The team/evaluator will submit a request for services to CBHNP if services are recommended within the evaluation.
- ▶ The request for services will be reviewed by CBHNP.
- ▶ CBHNP's decision regarding the request will be relayed to the family, treatment team, and the evaluator.
- ▶ If Family Based Mental Health Services (FBMHS), Community Residential Rehabilitation Host Home (CRR Host Home), or Residential Treatment Facility (RTF) services are approved, referrals will be made to providers for your child/adolescent. The provider will then contact the family to schedule an intake appointment for the approved services.

**"What can I expect after BHRS services begin?"**

- ▶ The provider submits updated evaluations, treatment plans, and team meeting notes to CBHNP for the ongoing review for Medical Necessity of services requested.
- ▶ CBHNP expects Providers to deliver quality services as they are prescribed and approved. If you believe that you are not receiving the amount or quality of service you expected, please contact CBHNP at:

<b>Capital:</b> Cumberland, Dauphin, Lancaster, Lebanon & Perry: 1-888-722-8646	<b>NorthCentral Region:</b> Bedford/Somerset: 1-866-773-7891	Blair: 1-866-773-7892	Franklin/Fulton: 1-866-773-7917	Lycoming/Clinton: 1-866-773-7991
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or for Deaf and Hard of Hearing callers @1-800-654-5984 (TTY) or 711 for the PA Relay



# QUESTIONS FOR THE PROVIDER OF SERVICES TO YOUR CHILD

Once services and supports are recommended for your child, parents have a right to ask questions about the recommended services. Many parents are concerned about how best to help their child. They have questions about services. They are also concerned about how things (the services and interactions with the provider) are supposed to work and the role of the family during the course of the child's services.

A plan of services and supports should be discussed with you and also with your child (if possible) in a way that you and your child can understand.

***It is perfectly alright to ask questions about care for your child.***

Providers should be happy you are asking questions and willing to respond to your questions. You can always speak with CBHNP, advocacy organizations, or other parents but it is always good to allow the provider a chance to explain and answer questions about the services they offer.

Below are examples of the types of questions you may want to ask. Asking good questions prior to and during services will help you to be informed and involved in your loved one's care. Most providers will answer these type questions during your initial meetings concerning care for your child.

## SUGGESTED QUESTIONS FOR PROVIDERS

- ▶ What are the recommended treatment options for my child?
- ▶ What other options are available?
- ▶ How will I be involved with my child's treatment?
- ▶ What are the qualifications of your staff to provide this service to my child/family?
- ▶ What is the evidence to support the success of this treatment for my child?

- ▶ How will we know if the treatment is working?
- ▶ How long should it take before I see an improvement?
- ▶ If my child needs medication, what are the side effects that may be expected?
- ▶ What should I do if the problems get worse or there is no improvement?
- ▶ What are the arrangements if I need to reach you after hours or in an emergency?
- ▶ How often will we meet to evaluate the effectiveness of the plan?
- ▶ How do I call a meeting if I have concerns before the established "review" date?

Asking helpful questions is often the beginning of being positively involved in your child's care. Do all you can to learn about your child's condition and the services recommended to address their condition.

Remember, you are a key part of the team. You are able to share information on what may have worked (or not worked) in your family previously. It is important that your knowledge and experience be taken into account when creating a plan of services and supports. If you don't feel that this has been considered, you can always say so to the provider and/or contact CBHNP for help.

In the same sense that you are the expert on your child, providers (and CBHNP) are the experts on the range of available treatments and services and how they work for children and families. Providers should be able to support their opinions as to why some treatment approaches are recommended over others.

The most successful services are those in which both and family's and provider's areas of expertise are acknowledged and blended together in a flexible way for the best outcome for the child.

## FREE RESOURCES AVAILABLE THROUGH NETWORK OF CARE

The **Network of Care** is an online tool providing individuals, families and agencies with a wide variety of information. It is a website that is managed locally by County Programs. Users can work together with their county to add to the website and make it better. Recognized as a model program by the President's New Freedom Commission on Mental Health, this site provides vital information to help link people to support groups and personal advocacy resources in the community.

Features on the **Mental/Behavioral Health** section include:

- ▶ A homepage highlighting local issues
- ▶ Service directory (a searchable database of community-based programs and services)
- ▶ Library of articles, self-assessment tools, symptom checkers and recovery materials
- ▶ Information about insurance coverage that might be available to you

- ▶ Support and advocacy information
- ▶ Information about legislative bills that may be of interest to you
- ▶ Secure folders where personal health records can be stored
- ▶ Social Networking
- ▶ Software for building a website

In addition, there is the ability to complete and save Wellness Recovery Action Plans (WRAP) on Network of Care's secure server.

Best of all ... it's all free! Check out Pennsylvania's page and the page for your county at: <http://networkofcare.org>... once on the site, click **Mental/Behavioral Health** and then find and click **Pennsylvania**. Lastly use the drop box to find your county and explore the site!

There is more information on this site. It is a great site and fun to explore. In the future, look for other information and areas on the website that might be helpful to you.

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

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# ONLINE PROVIDER SEARCH TOOL

Our online Provider Search tool now makes it even easier for you to find participating providers. You can access this simple tool directly from the CBHNP home page at [www.cbhnp.org](http://www.cbhnp.org). Just click on the Find a Provider link on the home page under the Members column. The Find a Provider feature can search for a provider based on one or more of the following:

- ▶ Provider name or Organization
- ▶ Zip Code
- ▶ Distance from your home
- ▶ County
- ▶ Special requirements (elevator, TTY.TDD lines, interpreter needed, etc)
- ▶ Services
- ▶ Plan (HealthChoices Behavioral Health plan by county or area)

If you do not have internet access and/or need help finding a provider, please contact Member Services for your county or area. Member Services Specialists are available 24 hours a day, 7 days a week, 365 days a year. They can also explain behavioral health benefits and help Members get behavioral health services.



[www.cbhnp.org](http://www.cbhnp.org)  
The Premier Resource for Behavioral Health  
& Human Service Solutions