

Supplemental Information for CBHNP Member Services Handbook

Handbook Insert



This is available
in Spanish.
Call 1-888-722-8646
to get a copy.

CBHNP has promised to keep Members updated on new information that becomes available. We have new information to add to sections of your Member Services Handbook. This information is about:

- A. Mental Health Advance Directives, and
- B. External Reviews

The information in this document should be kept in or with your Handbook. We will include this information in future editions of the Member Services Handbook.

If you have questions about the information in this insert call CBHNP toll free at 1-888-722-8646. For individuals/Members who are Deaf or Hard of Hearing and use a TTY/TTD for communication, call the PA Telecommunications Relay Service at 711 or 1-800-654-5984 (TTY) and call 1-888-722-8646.

We will do all we can to help you understand.

A. Mental Health Advance Directives

Your Handbook has a section (Section Seven page 36) that talks about Advance Directives. An Advance Directive is something you can do now that will let Doctors and other people know what kind of care you want if or when you are unable to tell them yourself.

At the time your Handbook was sent to you, Pennsylvania Advance Directives Law did not include mental health services. A new law was passed in Pennsylvania, effective January 28, 2005, and now Advance Directives includes mental health services.

Mental Health Advance Directives are a way of planning for your future mental health care. Mental Health Advance Directives are used when you can no longer make mental health decisions on your own because of illness. You can do this by:

- Creating a **Mental Health Declaration** or by
- Selecting a **Mental Health Power of Attorney** or,
- **You can do both.**

A **Mental Health Declaration** is a set of written instructions that will tell your provider the following:

- What kind of treatment you prefer,
- Where you would like to have your treatment take place,
- Specific instructions you have about your mental health care treatment

A **Mental Health Power of Attorney** is **something in writing** that allows you to name a person who will make mental health care decisions for you if you are unable to make them on your own. Your **Mental Health Power of Attorney** will make decisions about your mental health care based on your written instructions.

If you would like to have a Mental Health Declaration or a Mental Health Power of Attorney or both, please contact an advocacy organization such as the Mental Health Association in Pennsylvania at 1-866-578-3659 or 717-346-0549; email: info@mhapa.org and they will provide you with the forms you will need and answer any questions.

It is important that you share your written Mental Health Advance Directives with your mental health care provider. If you do not share your Mental Health Advance Directives with your provider, he/she will not be able to follow them.

If you or your representative believe that your provider has not handled your Mental Health Advance Directives properly or if you have any other complaints about Mental Health Advance Directives, you can follow the standard complaint process found in your Handbook.

B. External Complaint Reviews and External Grievance Reviews

Add to the section “*External Complaint Review*” (p. 23) and section “*External Grievance Review*” (p. 26):

There is no cost involved with filing an External Review if the request is submitted by the Member or a Member’s relative or guardian. If the External Review is requested by your provider, there may be a cost to the provider which cannot be passed on to the Member, Member’s relative or guardian.



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