

# Managing to Care

A Newsletter for CBHNP Members and Families

## Special Interest Articles:

- “Nothing about us without us!” Getting Involved!
- Educational Programs are available.
- CBHNP offers choice!
- Important HealthChoices contacts you can use!

Call CBHNP  
1-888-722-8646  
(Member Services)

To learn more about getting involved on committees or educational programs call: 717-671-6541 or the toll free number and ask for The Manager of Consumer and Family Affairs

Visit CBHNP on the Web  
[www.cbhnp.org](http://www.cbhnp.org)

## Community Behavioral HealthCare Network of Pa, Capital Area

### “Nothing about us without us!”

We at CBHNP feel that our Members and those who care for and about them need to be actively involved in improving the HealthChoices program. We believe that Consumers, Providers, and Family members, need to come together and work to resolve problems, improve access to services, and improve the quality of services. Without Members’ voices, we are afraid that we will miss valuable information as well as a tremendous opportunity to hear from people who are directly affected by the care and services we at CBHNP manage.

This would be such a shame!

The motto “Nothing about us without us!” comes out of the South African Disabilities Movement. It is a motto that we at CBHNP embrace and are working to make a reality in the HealthChoices program. We want Members and families to know that there are opportunities to positively impact the “System” and that we need good people to take advantage of these opportunities. Consumer participation is not only desired but badly needed as well on various CBHNP committees. These committees provide Members with a chance to voice concerns, ideas, needs and opinions about the HealthChoices

Behavioral Health program that affects the lives of thousands of people in Cumberland, Dauphin, Lancaster, Lebanon and Perry counties. Training is offered and participants are reimbursed for time and mileage. Give us a call today to learn more about opportunities to work positively with us to make things better.

***We cannot and will not do it without you!***

### YOU HAVE CHOICE!

One of the important features of the HealthChoices Program is **Consumer Choice**. As a Member of HealthChoices, you are entitled to know about and enjoy choice.

CBHNP manages your Behavioral Health services. As you use these services, it is important that you know about the choices you have:

- You can choose your Provider.
- For each level of care, 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.
- You can choose Providers that offer the care you need.
- You can select Providers who can relate to you, speak your language or provide needed interpretation for you.
- If you are not happy with a Provider, you can choose another Provider.
- Members can request appointments at times that are convenient for them.

If you would like to know more about this, call us and we will be happy to talk with you about the Choices that you have.



**“Nothing about us without us!”**

## Educational Programming Available

CBHNP has staff available to provide educational sessions about the HealthChoices Behavioral Health program and the various services available to our Members.

We can speak to your group or to individuals about such things as:

- **Services available to CBHNP Members**
- **Childrens Services**
- **Rights and Responsibilities of CBHNP Members**
- **Opportunities to “be involved” with CBHNP and the HealthChoices program.**

- **The Complaint and Grievance process.**
- **How to advocate effectively.**
- **Taking care of yourself**

It remains our goal to help Members and the communities in which they live be well informed about CBHNP and the services we provide.

Call us and let us know how we can be of service to you or to your group.

## DID YOU KNOW?

- Our Members Service Representatives are available twenty- four hours a day, seven days a week (24/7) to answer questions you may have.
- Our staff will help you get services you need and you will be given a choice of service providers close to where you live.
- We will help you find a provider that speaks your language or provides interpretation or translation services.
- There are **no charges** to our Members for services we approve.

## Important HealthChoices Phone Numbers

Services in HealthChoices are divided into Behavioral Health (mental health and substance abuse services) and Physical Health (all other health care services).

If you need to sign up for HealthChoices, contact:

**ACS Concera at:  
1-800-440-3989**

If you live in Cumberland, Dauphin, Lancaster, Lebanon, or Perry counties and have a basic question about your

physical health care or prescriptions, call the plan you have selected or been assigned to:

**AmeriHealth Mercy:  
1-888-991-7200  
TDD 1-888-987-5704**

**Gateway Health Plan:  
1-800-392-1147  
TDD 1-800-654-5988**

**Three Rivers MedPlus:  
1-800-414-9025  
TDD 1-877-844-8844**

**TDD is a number to use if you have trouble hearing. Use this number and someone will help you with your call.**

**If you have a problem with your physical health services or your prescriptions (other than Clozaril Support Services, which are covered by CBHNP) call your plan and ask for the Special Needs Unit of your Physical Health Plan.**



## CBHNP Phone Numbers You Can Use

**Information or treatment: Member Services:  
1-888-722-8646**

**Help for Members or Families or to request a speaker:  
717- 671-6541 or 1-888-722-8646 and ask for Consumer & Family Affairs**

**Filing a HealthChoices complaint or a grievance:  
717-671-6527 or 1-888-722-8646 and ask to file a complaint or grievance.**

**If you have trouble hearing dial:  
711 or 1-888-800-654-5988**

