



## If this is love, why do I feel so bad?

**National Domestic Violence Hotline**  
**1-800-799-7233 (SAFE)**  
**1-800-787-3224 (TTY for the Deaf)**  
**[www.ndvh.org](http://www.ndvh.org)**

Help is available in English and Spanish  
and many other languages.

All contact with the hotline is  
free and confidential.

A healthy relationship is based on trust and respect. In a good relationship you have fun together, you feel like you can be yourself, you can have different opinions and interests, you listen to each other, you trust each other, you can both compromise - say you're sorry, talk arguments out and you can spend time on your own. Sometimes abusive relationships can start just like healthy ones - full of love, excitement and romance. Abusive relationships have good times and bad times. This can be very confusing and painful when

there is love mixed with abuse.

Some signs of an abusive relationship are extreme jealousy, not wanting you to be with friends, threats, name-calling, possessiveness and shouting. It can escalate to hurting someone physically and forced sex. You may feel nervous and scared, like you're not good enough. You may be confused and do things you don't want to do. Someone who abuses you may also make you feel like you are to blame for their behavior.

Remember if you are in a

relationship and when someone loves you, you must be treated with respect and feel valued and free to be yourself. You shouldn't be made to feel intimidated or controlled. Someone who loves you should help you feel good about yourself. No one has the right to abuse you and make you feel bad or confused. Your feelings and safety are important.

### **Get help if your love hurts.**

If something about your relationship scares you or you are worried about a friend and you need to talk, call us. ■

## 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.
- You can reach Member Services at 1-888-722-8646.

## Responding to Elder Abuse

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If you or someone you know is frightened in their own home, talk to your doctor. Your doctor can help you think about options, before things get worse.

If someone is over the age of 60, help is also available in Pennsylvania through local Area Agencies on Aging (AAA) that include older adult protective services as an important component of their aging services.

The phone number for the local AAA can be found in the phone book blue pages under Abuse/Assault. ■

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## **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 or are Deaf or Hard of**

**Hearing and use TTY or TDD, call PA relay at 711**

**or 1-800-654-5984 and call 1-888-722-8646**



*Este boletín también se encuentra disponible en español. Comuníquese con nosotros al 1-888-722-8646 para solicitar una copia.*

Community Behavioral HealthCare  
Network of Pennsylvania  
5425 Jonestown Road, Suite 101  
Harrisburg, PA 17112

# CBHNP

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# Managing to Care

CBHNP

Fall 2005 ■ Volume 2 ■ Issue 1  
A Newsletter for CBHNP Members and Families

## Special Interest Articles:

- **How to Talk to Your Psychiatrist**
- **Handbook Updates!**
- **News About Your Care**
- **Parents Can Make a Difference!**
- **If this is love, why do I feel so bad?**

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

*If you have trouble hearing or are Deaf or Hard of Hearing and use TTY or TDD, call PA relay at 711 or 1-800-654-5984 and call 1-888-722-8646*

*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*

**This Newsletter is also available in Spanish. Contact us at 1-888-722-8646 to request a copy.**

Visit CBHNP on the Web

**www.cbhnp.org**

## How to Talk to Your Psychiatrist

How are your visits to your doctor? Does he or she do all the talking? Do you do all the listening? Are you afraid to ask questions? Do you leave with questions still on your mind?

Your relationship with your doctor affects your care. Even how well you talk with each other is very important! A good relationship – where you and your doctor share information and work together to make the best decisions about your health – will result in the best care. Here are some ways to make talking to your doctor easier and helpful.

### 1. Be Prepared

Your visit or “med check” probably won’t last more than 15 minutes. It is important to come prepared:

- Write down all the questions you have for the doctor. It is OK to take notes of the answers you are given
- Keep track of how your health has been. Bring a list of symptoms if you’re not feeling well

- Bring a list of all the medicines you take
- Know what each medicine is for and ask the doctor about risks and side effects
- Ask about your disorder and its treatment

It is important for you to know about your disorder and symptoms. It is important however to leave the final “diagnosing” to your doctor.

### 2. Speak Up

If you don’t understand something make sure the doctor knows. Ask him or her to explain it again. Tell the doctor in the very beginning of your time if you have questions. If you feel the doctor is being impatient say so. Understand that they are busy but don’t leave the office without understanding everything the doctor told you.

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*Este boletín también se encuentra disponible en español. Comuníquese con nosotros al 1-888-722-8646 para solicitar una copia.*



# Updates for Your CBHNP Member Services Handbook!

CBHNP has promised to keep Members updated on new information that becomes available. Recently we mailed a **Handbook Insert** to all of our Members. This Insert has information about Mental Health Advance Directives. Members should keep this information in their Member Services Handbook. If you did not get a copy of this new information, call CBHNP at 1-888-722-8646 to ask for a copy.

## Mental Health Advance Directives

A new law was passed in Pennsylvania. As of January 28, 2005, Pennsylvanians can make a **Mental Health Advance Directive**.

**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.**

If you would like more information or if you want 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 of Pennsylvania at 1-866-578-3659 or 717-346-0549 or email: [info@mhapa.org](mailto:info@mhapa.org) and they will provide you with the forms you will need and answer any questions.

You can also visit the Department of Public Welfare website at:

<http://www.dpw.state.pa.us/Resources/Documents/Pdf/AnnualReports/MentalHealthAdvDirective6.pdf>

## Remember!

- ✓ 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.
- ✓ Share your Mental Health Advance Directive with family members or other people who support you in your recovery.

If no one knows you have an Advance Directive, it will not help you! ■

## How to Talk to Your Psychiatrist

*continued from front*

### 3. Don't Hold Back Information

Speaking up also means telling the doctor everything that might be important. This includes all your symptoms and problems. The more information you share, the better the doctor will be able to figure out the problem and how best to care for it.

### 4. Think About Bringing a Friend or Relative With You

Having someone you trust with you can help in several ways:

- Support
- It may help you relax
- They can remind you of questions

This can be helpful even if he or she stays in the waiting room because you prefer personal time with the doctor.

### 5. Use Other People To Help

Do you have a case manager, a therapist, or a nurse? These people can also help answer your questions. They can help organize treatment with your doctor.

### 6. Work With Your Doctor

Having a good relationship with your doctor is important. It takes time and effort from both sides. It is not unusual to have a frustrating doctor visit now and then. But overall, your relationship with your doctor should be positive and comfortable. Let your doctor or other helpful persons know when there is a problem.

By following these steps, recovery and better health can follow. ■

# CBHNP News About Your Care

## CBHNP Care Managers

CBHNP wants to provide the best care for our Members. We have Care Managers who work with adults and Care Managers who work with children. Our Care Managers also work with others (therapists, doctors, social workers, etc) who are involved in a Member's care. Care Managers are in charge of "managing" care for our Members.

## What do Care Managers Do?

Care Managers make sure services fit the Member's needs.

They also make sure Members get:

- The right *kind* of care when it is needed
- The right *amount* of care

When appropriate, Care Managers may also contact the Member (or others who help the Member) to talk about how things are going. They work with others to get the Member the care that is needed.

The services Members get are supposed to help them get better. Care Managers work to make sure this happens. They will help you if you feel you are not getting better.

## Changes for Children's Care Managers

This spring, CBHNP changed the way our **Children's Care Managers** are assigned. We felt this would improve care. This would also help us work better with other agencies.

Here are some other changes:

- Children's Care Managers are assigned by County
- Larger Counties now have more Care Managers to cover Children's cases
- There are Care Managers who focus on children who live in programs outside of their homes
- We have Care Managers who work with children diagnosed with Autism Spectrum Disorder
- There is a Care Manager for families who speak Spanish

Families can contact CBHNP at 1-888-722-8646. Our Member Services staff can help you find out the name of the Care Manager who works with your child. You can contact or leave a message for your child's Care Manager by calling the toll free number listed above. They can tell you more about these changes.

## More things you should know about Care Managers

- Care Managers are part of a team
- They have advanced degrees in Social Work, Counseling, Psychology, or Nursing
- They are licensed in Pennsylvania
- CBHNP has a Care Manager that works with Drug and Alcohol issues and care
- They get requests for services and review them closely
- Care Managers work closely with Doctors to decide to approve or deny a service (only the Doctor can deny a service)
- Rules or guidelines are followed to help Care Managers make proper decisions



- They are trained to follow the rules that help them determine who gets care, the type of care, and how much care they can get.
- Care managers are trained to be consistent with their decisions
- You can call or leave a message for your Care Manager or your child's Care Manager

## Other CBHNP Activities

CBHNP works with counties, providers, consumers and families. We do so to make things better. Below are some of the things we have done to make things better for our Members.

CBHNP has been working to:

- Help Members keep appointments after they come home from being hospitalized for mental illness
- Reduce the number of times a person has to go back to a hospital
- Make sure Youth who use substance abuse services get the help they need
- Make sure children get wrap around care in the way they are supposed to
- Improve our telephone service

## Getting Involved

CBHNP uses special work

groups to look at ways of making things better. Consumers, family members, social workers, and county staff all work together at these meetings. They want to improve care for our Members.

## Psychiatry Access Workgroup

– This work group looked at things that get in the way of our Members getting appointments with psychiatrists. They also look at reasons people do not keep their doctor appointments. CBHNP is working hard to get more doctors. With more doctors, more of our Members can get the care they need when they need it.

## Reinvestment Workgroup –

When there is enough money at the end of the year, CBHNP works with consumers, counties, providers, and family members to find new and original programs to "re- invest" this money. The workgroup looked at several ways to put the money back into new services

If you would like to know more about getting involved or how we try to make things better for you call us at 1-888-722-8646. Ask for the Manager of Consumer and Family Affairs. ■

## Parents Can Make a Difference

Pennsylvania families with children in grades kindergarten through four may receive a letter telling them the weight, height and Body Mass Index (BMI) of each of their children.

### What is BMI?

As a child grows, he or she becomes taller and heavier. As your child reaches a certain height, he or she should also be a certain weight. This weight can vary among children of the same height. Because of this, there is a weight “range” for each child, based on his or her height. For example, an 11-year-old child who is four feet, eight inches tall and weighs 90 pounds has a BMI of 20.2. A doctor compares the child’s BMI to age and gender charts. They look to see if the BMI falls into the weight range for the child’s height. The 5th to 85th percentile is considered “normal weight”. In our example above, the 11 year old boy should fall within a weight range of 60

and 100 pounds. He falls in the 85th percentile.

A child is considered to be:

- overweight if they have a BMI over the 95th percentile for their age
- “at risk” of becoming overweight if they have a BMI between the 85th and 95th percentile for their age
- underweight if they have a BMI under the 5th percentile for their age

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A child has a healthy BMI if it is between the 5th and 85th percentile.

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When it comes to preventing children from being overweight, PARENTS CAN MAKE A DIFFERENCE. Being overweight can have many serious effects on a child’s well being - now and in the future. Maintaining a healthy weight will lessen the chance of your child developing conditions such as diabetes and high blood pressure. When you



receive the letter that lists your child’s weight, height, and BMI, talk to your doctor. Your doctor can tell you about steps your family can take to make healthy choices. CBHNP and your HealthChoices physical health plan want to help you make a difference too! Stay tuned for future tips about healthy living!

Learn more about BMI and use a BMI calculator online at [http://pediatrics.about.com/cs/usertools/l/bl\\_bmi\\_calc.htm](http://pediatrics.about.com/cs/usertools/l/bl_bmi_calc.htm)

## Responding to Elder Abuse

When we think about getting older, most of us don’t see our senior years including abuse or neglect. However, it is estimated that more than 2.5 million older peoples are victims of some form of maltreatment with 90% of the abuse being committed by someone the elderly victim knows, most often a family member.

An older person who is being abused, may seem depressed and withdrawn; will never accept

invitations to spend time away from their family or a caregiver; seems afraid to make their own decisions; seems to be hiding something about a caregiver; never seems to have any spending money; may put off going to the doctor; or, seems to have too many household accidents.

An older person is also at greater risk than other age groups to suffer more serious effects of abuse or neglect. The effects can



result in more serious injuries to elders whose bones break and tissues tear more easily. The ability to recuperate diminishes with age. Financial abuse can be devastating because the elderly are less likely to be able to work to make up for their losses.

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### Have Questions?

You can always call CBHNP with questions.

Call us at 1-888-772-8646 and we will be happy to try to answer your questions or put you in touch with someone who can best answer your question.

**For individuals/ Members who are Deaf or Hard of Hearing and use a TTY/TDD for communication, call the PA Telecommunications Relay Service at 711 or 1-800-654-5984 (TTY) and call 1-888-722-8646.**

### ¿Tiene alguna pregunta?

Siempre puede llamar a CBHNP en caso de tener preguntas.

Llame al 1-888-772-8646 y con gusto intentaremos contestar sus preguntas o lo comunicaremos con la persona que mejor las pueda responder.

**En el caso de personas y afiliados que tienen problemas auditivos o sordera y usan un TTY/TDD para comunicarse, llame al Servicio de retransmisión de telecomunicaciones de PA al 711 o 1-800-654-5984 (TTY) y llame al 1-888-722-8646.**