

New Treatment Suggestions

CBHNP is always interested in looking at new services to meet the needs of our Members. There are committees that meet during the year to consider ideas and suggestions for new services. They look at proposals or suggestions of new ways to help our Members. These committees help CBHNP make new services available to people who need them.

- In 2003, a proposal was approved for a different way to treat Attention Deficit Hyperactivity Disorder.
- In 2004, a proposal was approved for the treatment of Reactive Attachment Disorder (RAD).

Member Satisfaction Surveys

You may have been contacted by Consumer Satisfaction Services (CSS) to have your opinions and voice heard. CSS uses surveys to gather information about mental health and drug and alcohol services and how they affect Consumers. This information is valuable and is used to make things better for people enrolled in HealthChoices. The CSS surveys show that we need to help Members and Families:

- Better understand HealthChoices
- Understand the choices they have with their mental health and drug and alcohol services
- Understand how the complaint and grievance process works

CBHNP does educational programs to help Members and Families. Newsletters and the Handbook will also be used to teach people and deal with the concerns listed above.

CBHNP also does its own **Member Satisfaction** surveys once a year to see how well we are meeting the needs of Members. In 2002, three different Member surveys were completed:

1. MHSIP (Mental Health Statistics Improvement Program) Adult Survey.
2. MHSIP (Mental Health Statistics Improvement Program) Youth Services Survey (YSS) & Youth Services Survey for Families (YSS-F).
3. Member Satisfaction with CBHNP Survey developed by CBHNP.

Because of the information from these surveys, CBHNP selected three areas to work on for the year 2003-2004:

1. Psychiatry access

Members and Families are concerned about how long it takes sometimes to be seen by a psychiatrist. CBHNP is always checking on doctor availability. We try to shorten the time it takes to see an adult or child psychiatrist.

There is a nationwide and regional shortage of child psychiatry services. CBHNP will continue to work at dealing with this problem.

2. Member Choice

Members and Families are not aware of the choices they have in the HealthChoices program. CBHNP wants Members to know that they have a right to make choices. When Members call for services they should be given a choice of at least two providers (except for crisis services) when they need care. Please see the Member Services Handbook (page 14) for the list of choices you have with your CBHNP Membership.

3. Health Outcomes (How services help consumers in important areas of their lives)

The surveys have questions that help us learn if Members are happy with how their services help them handle or feel better about the important areas of their lives. We want to know if services help Members get along better with others or help them to get and keep work. Our Members expressed less satisfaction when asked if they

felt their treatment helped them in the following areas:

- Improving symptoms that bother them
- Doing better at school
- Improving their ability to work
- Improving relationships at home

We believe that services should help people do better in these areas. CBHNP is stressing that providers pay closer attention to these important areas when treating Members.

We also want our Members to feel comfortable telling their providers or calling us if they feel that their care is not helping them improve in these very important areas.

CBHNP will continue to ask Members about their opinions about the helpfulness of their services. We will continue to use information from Consumer Satisfaction Services and our own surveys to learn how Members feel about their services.

Individual reports or full surveys can be requested from the CBHNP Quality Improvement Department. Call 1-888-722-8646 and ask for the Quality Improvement Department.

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.

Patience, persistence and perspiration make an unbeatable combination for success.

– Napoleon Hill



*Happy
Holidays*

from everyone
at CBHNP

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

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



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CBHNP

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Managing to Care

CBHNP

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A Newsletter for CBHNP Members and Families

Special Interest Articles:

- Your Doctor Can Help
- Using your CBHNP Handbook
- News About CBHNP and Your Care
- Your Input is Important to Us

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1-888-722-8646
(Member Services)

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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

Your Doctor Can Help

By the National Domestic Violence Hotline

Did you know that nearly one-third of American women will experience abuse by an intimate partner during their lifetime? Or, that domestic violence is the leading cause of female homicides and injury related death during pregnancy. Looking beyond the physical harm, domestic violence is connected to risk factors for chronic health problems. Women with a history of abuse and children raised in violent homes are more likely to experience a wide array of physical and mental health problems, ranging from stomach trouble, smoking, substance abuse and obesity to serious depression.

Talk to your doctor or health care professional if you feel frightened in your home. Early identification of domestic violence can help victims escape before the violence gets out of control. Your doctor can help you think about your options before things get worse. Victims of domestic violence say that the

most important factor in talking with health care providers was being listened to about the abuse.

Give your doctor a chance to help

Domestic violence is an important health care issue.

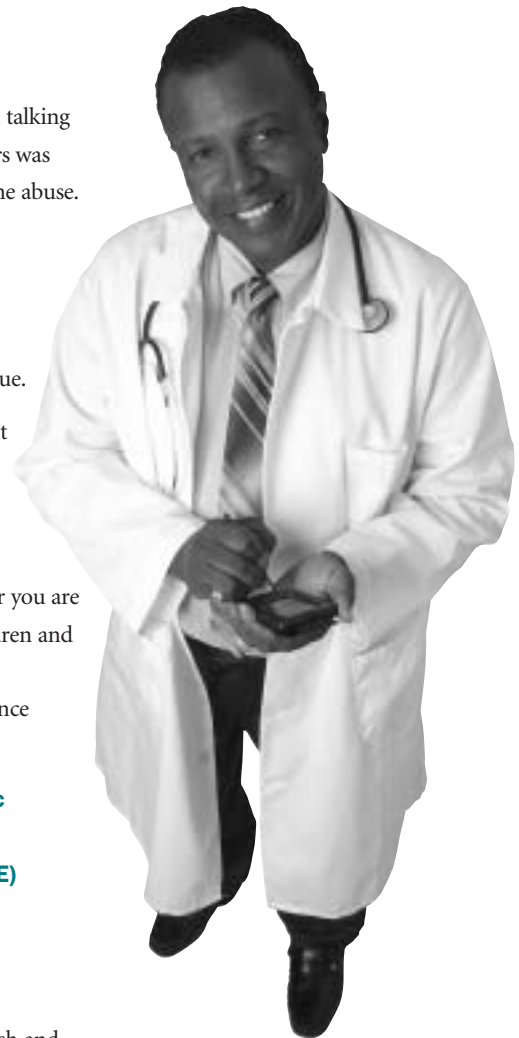
Talk to your doctor about domestic violence – it could save your life.

If something about your relationship scares you or you are worried about your children and you need to talk, call the National Domestic Violence Hotline.

The National Domestic Violence Hotline
1-800-799-7233 (SAFE)
1-800-787-3224
(TTY for the Deaf)
www.ndvh.org

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

All contact with the hotline is free and confidential.■





Read it!

Keep it in a place where you can find it if you need it!

Call CBHNP if you have any questions!
1-888-722-8646

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.

Member Services Handbook Highlights

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

- Take time to read your Handbook.
- Call CBHNP if you have any questions or need something explained. Our toll-free number is 1-888-722-8646. **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.**
- Put your Handbook in a place so you always know where to find it if and when you need it.

Things to Remember When Using Your Handbook!

- Page 2 tells you what is inside your Handbook and where you can find it.
- Page 3 has space for important phone numbers and information about you.
- CBHNP deals with mental health and drug and alcohol services for **HealthChoices** Members who live in Cumberland, Dauphin, Lancaster, Lebanon and Perry counties.
- Wherever you see **Behavioral Health Services** this means mental health, drug and alcohol, and childrens services.
- You can call **Community Behavioral HealthCare Network of Pennsylvania**

(CBHNP) 24 hours a day, 7 days a week – there is always someone here to take your call and help you!

- Call us to:
 - Get answers to your questions
 - Find out what services are covered
 - Decide the kind of services you need
 - Choose a provider near you
 - Get help for your children
 - Learn about services for people with special needs
 - Get a speaker to talk about CBHNP and HealthChoices
 - Work out problems getting care
 - Set up appointments

In Your Handbook You 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 even if you are deaf or hard of hearing.
- You have rights and you need to learn about them so you can enjoy them.



- People are available to help you understand 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.
- If CBHNP says “No” to services your doctor feels you need, you have the right to appeal our decision.
- 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 helpful information in your Handbook!

News about CBHNP and Your Care!

CBHNP and Decisions about Treatment and Care

CBHNP is aware that some people think that CBHNP staff is rewarded somehow for saying “no” to services to our Members. This is totally false! Decisions about care are based on the “rightness” of a service, the need for the service and whether or not the service is available. Neither CBHNP staff nor the staff at the places our Members go for mental health or drug and alcohol services are rewarded for making decisions about care that would give less care than is needed. Please call us (1-888-722-8646) if you have concerns about this.

Clinical Practice Guidelines

Clinical Practice Guidelines

help or “guide” the people who provide services to you or to members of your family. Guidelines are used to help improve the care and services you get.

Opinions are sought from various people and groups to decide which guidelines to use. Guidelines are used to help you get the most from your care.

Clinical Practice Guidelines are used to:

- Improve the quality of care Members get.
- Help CBHNP use services that are shown to work and avoid those that are not shown to work.
- Help to make sure what providers do is what evidence tells us works.

- Make sure that Members are cared for in the same manner regardless of where or by whom they are treated.
- Offer services that are better able to meet our Members’ needs
- Give us all a better idea of what other services or care may be needed or what problems may be ignored or overlooked

CBHNP has decided upon four guidelines for the providers in our network. Providers and counties helped in choosing the guidelines. Consumers and families will be asked to provide feedback on them as well. They focused on the most common problem areas, such as depression and substance abuse.

Four clinical guidelines approved by CBHNP:

1. Practice Guideline for the Treatment of patients with **Major Depression**. Read about these guidelines on-line at: http://www.psych.org/psych_pract/treat/pg/prac_guide.cfm
2. Diagnosis and Evaluation of the Child with **Attention-Deficit/Hyperactivity Disorder**. Read about these guidelines on-line at: <http://www.aap.org/policy/ac002.html>
3. Treatment of the School-Aged Child with **Attention-Deficit/Hyperactivity Disorder**. Read more on-line at: <http://www.aap.org/policy/s0120.html>
4. The Treatment of Patients with **Substance Use Disorders**. Read more on-line at: http://www.psych.org/psych_pract/treat/pg/prac_guide.cfm



As Members learn more about these guidelines they can know more about what the people who are helping them should be doing. They can better voice concerns and advocate for services that best meet their needs.

Please call us at 1-888-722-8646 with any questions you have about Clinical Guidelines. You may request a copy of the Guidelines as well. Our Members Services Staff will direct you to someone who will help you.

CBHNP’s Plans for Prevention Programs

A **Prevention Program** is a program designed to:

- Stop unhealthy behaviors
- Slow down the beginning of unhealthy behaviors or,
- Provide help as soon as possible when problems develop.

Currently, none have been put into use by CBHNP. CBHNP plans to develop Prevention Programs for our Members.

The purpose of these programs will be helping our members remain healthy. Prevention programs will be chosen based on the needs of our Members. Various types of information will be considered in choosing prevention programs. Members’ feedback will be needed as well so please let us hear from you about prevention programs you would like to see offered.

Call us at 1-888-722-8646.
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.

We will keep you posted on our progress in this area.!

Did You Get Mail?

Members of the HealthChoices program who live in Cumberland, Dauphin, Lancaster, Lebanon or Perry County should have received some mail. Community Behavioral HealthCare Network of Pennsylvania (CBHNP) sent a packet with: a CBHNP Member Services Handbook, CBHNP's "Managing to Care" Newsletter and a letter that talked about why you got them. If you did not receive this mail or if you need help understanding something that was in the packet please call CBHNP at 1-888-722-8646.

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.

People enrolled in the HealthChoices program can get help for their behavioral health care needs. Behavioral health care includes mental health, drug

and alcohol, and childrens' services. Even people who do not need or use behavioral health services right now have it as a benefit. It is there if and when you need it.

Your CBHNP Handbook tells you about services you can get. |

Your Input is Valued and Needed

You can get involved and have a say in how CBHNP does things. CBHNP has several committees that you can serve on. Some committees meet every month while others meet every three months. There are also work groups that meet just long enough to help improve a certain situation that has come up. On these committees you can share ideas and concerns. You can

learn about CBHNP and HealthChoices and help improve areas that need improvement. You can meet new people and help to make things better for others.

Members who participate on CBHNP committees are reimbursed for time spent at meetings and for mileage to and from meetings. Please feel free to call us for details!

If you would like to become involved and have your voice heard, call CBHNP at 1-888-722-8646 or 717-671-6541 and ask for the Manager of Consumer and Family Affairs. |

Your input is important
and valued!

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.

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.