

**ERIE COUNTY GUIDE  
TO  
CHILDREN'S MENTAL HEALTH SERVICES**



Dear Parent/Guardian:

We are including a toolkit for your review of the services your child may be receiving. This should help you to understand what to expect from your provider. This toolkit was designed by family members, parents, and professionals who have a great deal of experience and information they would like to share. The toolkit was made to assist you in understanding the resources available to you as you look for help for your child. It will help you sort out the behavioral health system and providers so you can make the best treatment choices for your child. In addition, it will help you in the process to get the services to fit your needs and keep all of your information in one place.

We have included specific pages from the Erie County Provider Directory in this toolkit. The full Erie County Provider Directory is posted on Community Care's website, [www.ccbh.com](http://www.ccbh.com). You can also use our website to search for a provider by name or by zip code – just click on “Find a Provider” on our home page. Customer Services Representative for Erie County are available around the clock at toll-free **1-855-224-1777** to assist you with finding a provider.

Please take some time to look over the toolkit. We welcome your feedback. If you have any questions or feedback, please call Community Care's Customer Services line for Erie County at toll-free **1-855-224-1777**.

Be well!

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# Resources for Members in Erie County



<b>Crisis Services</b> <b>Or</b>	<b>1-814-456-2014</b> <b>1-800-300-9558</b>
<b>Community Care Behavioral Health</b>	<b>1-855-224-1777</b> <b>(TTY) 1-877-877-3580</b>
<b>Caring Place (Grief and Loss Issues)</b>	<b>1-814-871-6868</b>
<b>Crime Victim Center</b>	<b>1-814-455-9515</b>
<b>Erie County Assistance Office</b>	<b>1-814-461-2000</b> <b>1-800-635-1014</b>
<b>Erie County Care Management</b>	<b>1-814-528-0600</b>
<b>Erie County Department of Human Services</b> <b>Office of Mental Health/Mental Retardation</b>	<b>1-814-451-6800</b> <b>1-814-451-6860</b> <b>(TTY) 1-814-451-6858</b>
<b>Office of Drug and Alcohol Programs</b>	<b>1-814-451-6877</b> <b>(TTY) 1-814-451-6886</b>
<b>Office of Children and Youth</b>	<b>1-814-451-6600</b> <b>1-800-352-0026</b>
<b>Child Care Information Services</b>	<b>1-814-451-6580</b>
<b>Medical Assistance Transportation Program (LIFT)</b>	<b>1-814-455-3330</b>
<b>Mental Health Association of NW PA</b>	<b>1-814-452-4462</b>
<b>National Alliance on Mental Illness (NAMI)</b> <b>Or</b>	<b>1-814-456-1773</b> <b>1-800-517-1773</b>
<b>National Domestic Violence Hotline</b>	<b>1-800-799-7233</b>
<b>PA Childline (24 hours)</b>	<b>1-800-923-0313</b>
<b>PA Disability Rights Network</b>	<b>1-412-391-5225</b> <b>(TTY) 1-412-467-8940</b>
<b>PA Health Law Project</b>	<b>1-800-274-3258</b> <b>(TTY) 1-866-236-6310</b>
<b>SafeNet</b>	<b>1-814-454-8161</b>

# Blended Case Management Services (BCM)



## What is Blended Case Management (BCM)?

BCM is a service for children and teenagers who have serious emotional and/or behavioral difficulties and their families. Blended Case Managers assist with making sure that your child gets the services that he or she needs. The intensity of BCM depends on your child's changing needs. The Blended Case Manager has contact with you and your child at least one time per month. You and your child work together with the BCM to write your child's service plan. Because you know your child better than anyone, it is important that you stay involved in your child's treatment.

## How can Blended Case Management help my child and family?

Blended Case Managers can provide the following services for your child and family:

- Refer your child to mental health and/or drug and alcohol services.
- Coordinate your child's services and track how your child is doing in treatment.
- Check on how your child is doing in school.
- Help your child to get involved in healthy activities.
- Link your family with supports in your community.
- Advocate for your child.
- Provide the support that you need to keep your child at home.

Blended Case Managers are available to assist you 24 hours a day/7 days a week, including weekends and holidays.

## What if I am not satisfied with the services my child receives?

You are free to choose the provider that you want to work with you and your child. If you are not satisfied with the services that your child receives, you can talk to Community Care or your provider about your concerns. If you are not satisfied with your provider's response, you can call Community Care for assistance.

**For information about available service providers, see your Erie County Provider Directory, search for a provider at [www.ccbh.com](http://www.ccbh.com), or call Community Care at toll-free 1-855-224-1777.**



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## What are Partial Hospitalization Services?

Partial Hospitalization Services (partial) are voluntary mental health services for children and teenagers with a serious emotional and/or behavioral disorder. A partial program may be recommended to prevent your child from needing a psychiatric hospital stay or treatment in a residential facility. Because a partial program provides a number of therapeutic services, other mental health treatment services are not usually needed when a child goes to a partial program.

A child typically attends a partial program on a full-time basis but does not stay overnight. Some partial programs operate after school. Others, called school-based partial programs, operate during the school day. Children in school-based partial programs attend special education classes and get mental health services. School districts work closely with the families of children in these programs.

## How do I get Partial Hospitalization Services for my child?

If you think your child may need the support of a partial program, talk with your current behavioral health provider or your child's case manager, or call Community Care.

## What services does a partial program provide?

- Individual, group, and family therapy.
- Behavior management.
- Psychiatric services, which may include the use of medication.
- Coordination with school districts to ensure that your child's school needs are met.

- Assistance with getting other supportive services for your child and family.
- Service planning for when your child no longer needs partial services.

## How can I help my child to be successful with treatment in the partial program?

- Be active in your child's treatment. Your input will help the treatment team to better understand your child.
- Do your best to follow the plan that you and your treatment team develop. Use this plan at home to help your child learn ways to cope and get along with others.
- Talk with your treatment team about what is working with your child's treatment. Let them know if your child is not getting better so that changes can be made.

## What if I am not satisfied with the services my child receives?

If you are not satisfied with the services your child receives, talk to Community Care or your provider about your concerns. If you are not satisfied with your provider's response, call Community Care. You are free to choose the provider that you want to work with you and your child. **For information about available service providers, see your Erie County Provider Directory, search for a provider at [www.ccbh.com](http://www.ccbh.com), or call Community Care at toll-free 1-855-224-1777.**



## What is a Residential Treatment Facility?

A Residential Treatment Facility (RTF) is a place where children and teenagers live on a temporary basis to get treatment for severe emotional and/or behavioral disorders that cannot be managed in the community. Doctors, therapists, social workers, and childcare workers give care and treatment to children in RTFs. Family members are also very important members of the treatment team. RTFs are most helpful when families are involved in their child's care.

RTFs are not permanent places for children to live. They are not meant to be a place for children to live if they are not able to live with their parents. There are many RTFs in the state. You can choose the program you want for your child. Choosing an RTF close to your home will make it easier for you to stay involved.

## How do children get RTF services?

A psychiatrist must evaluate your child. The psychiatrist will recommend what service he or she thinks is best for your child. RTF is usually only recommended when other mental health services have not worked.

If a psychiatrist recommends RTF, an Interagency Service Planning Team (ISPT) meeting is held. You, your child, and people from the agencies working with your child are members of the team. You may invite anyone that you would like to be a member of the team. The team reviews the recommendation for RTF and decides the next steps to take to get the right services for your child.

## What services does an RTF provide?

- Individual, group, and family therapy.
- Medication services by a doctor and a nurse.
- Case management.
- Coordination with school districts to make sure your child's school needs are met.
- Assistance with family visits and home visits so they are successful for your child.

## What are the responsibilities of the RTF to my child and our family?

- Treat you, your child, and your family with respect.
- Include you and your child when developing your child's treatment plan. (continued on back)



## Residential Treatment Facility (RTF) Services

- Provide all of the therapy services your child needs.
- Talk with you about how your child is doing and how long your child will need to stay at the RTF.
- Make it as easy as possible for you to stay involved with your child.
- Involve you in planning for your child's return home.
- Talk to you about how long your child may need to stay at the RTF.
- Tell you when your child has medical needs; with your permission, get the medical services your child needs.
- Be available to answer your questions.
- Provide a safe live-in setting for your child.
- Help you learn more about other available services.

### What are my responsibilities when my child gets services from an RTF?

- Talk to the people at the RTF regularly.
- Participate in family treatment sessions.
- Attend treatment team meetings. Tell the team if there are reasons you can't attend. They may be able to change plans to make it possible for you to attend.
- Help the treatment team understand your child. You know your child better than anyone.
- Do your best to follow the plan for your child during home visits.

### What should I do if we have a crisis while my child is on a home visit?

Call your RTF provider. Your RTF provider will help if you have a crisis while your child is on a home visit.

### What if I am not satisfied with the services my child receives?

If you are not satisfied with the services your child receives, you can talk to your provider or Community Care about your concerns. If you are not satisfied with your provider's response, you can call Community Care for assistance.

**For information about available service providers, see your Erie County Provider Directory, search for a provider at [www.ccbh.com](http://www.ccbh.com), or call Community Care at toll-free 1-855-224-1777.**



## What is FBMHS?

FBMHS refers to voluntary mental health services for children and teenagers with serious emotional and/or behavioral disorders, and their families. FBMHS is for children who may need psychiatric hospital services or other out-of-home services if intense in-home services are not provided. In addition to family therapy, FBMHS provides around-the-clock crisis intervention to decrease the possibility of a child needing to leave home due to a crisis situation. FBMHS is only for families who want the service and includes individual and family therapy, case management, crisis intervention, and family support, as needed.

## Can my child receive FBMHS?

To receive FBMHS, your child must:

- Have serious emotional and/or behavioral difficulties.
- Be recommended by a psychiatrist or psychologist.
- Be at-risk of needing treatment in a psychiatric hospital, residential treatment facility (RTF), or other out-of-home setting.
- Need an intense mental health service. At a minimum, outpatient therapy must have been tried.
- Have at least one adult family member or caregiver who is willing to participate in the child's treatment.

## What are the goals of FBMHS?

- Strengthen and keep your family together.
- Improve family communication and stress management skills.
- Help families learn and improve problem-solving and coping skills.
- Teach parenting skills and new ways to manage children's behavior.
- Advocate for your child in the school and in the community.
- Help your family get other needed services.

## How is FBMHS delivered?

A team with at least one mental health professional (holding at least a master's degree) provides FBMHS in the home. The treatment team must see the family at least once a week, but they usually meet more often (typically 2 or 3 times per week). Treatment goals are established by the family and the team.

## How can my FBMHS team help my child or my family if we have a crisis?

When you begin treatment, your FBMHS team will work with you and your family to develop a crisis plan. If you have a crisis and the plan does not work, you should call your FBMHS provider directly for help. Your FBMHS team is available 24 hours a day, 7 days a week, including holidays, for scheduled appointments and crisis intervention.

## What if I am not satisfied with the services my child receives?

If you are not satisfied with the services your child receives, talk to Community Care or your provider about your concerns. If you are not satisfied with your provider's response, call Community

Care. You are free to choose the provider that you want to work with you and your child. **For information about available service providers, see your Erie County Provider Directory, search for a provider at [www.ccbh.com](http://www.ccbh.com), or call Community Care at toll-free 1-855-224-1777.**



## What is BHRS?

Behavioral Health Rehabilitation Services (BHRS) are voluntary mental health services for children and teenagers with a severe emotional and/or behavioral disorder or developmental disability. The services are provided in the child's home, in community settings, or at school.

## How does BHRS get started?

A psychologist or a psychiatrist must evaluate your child and consider all of the available behavioral health services. Since treatment is individualized, not all children will require Behavioral Specialist Consultant (BSC), Mobile Therapy (MT), and Therapeutic Support Staff (TSS) services. Your prescriber will talk with you about which services best meet your child's needs. Next, an interagency service planning team (ISPT) meeting is held. You, your child, and the agencies that are working with your child will be a part of the team. Your participation is very important because you know your child best. The team needs your help to develop a good treatment plan. You may ask anyone you want to be a member of your child's team. Your provider will review your child's treatment plan and talk with you about how well the plan is working. Your child will need re-evaluations, usually every four months, while receiving BHRS.

## What are the Goals of BHRS?

- Prevent the need for hospitalization or other out-of-home placements.
- Help your child do better at home, at school, and in the community.
- Help you and other caregivers learn how to better manage your child's behavior.
- Help you and your child use your family and community resources.

## What BHRS is NOT?

BHRS is not an appropriate service for children who can function with less intensive services.

## Behavioral Health Rehabilitation Services DO NOT:

- Replace school personnel.
- Help with homework.
- Substitute for a parent or other caregiver.
- Provide general child care.
- Provide parenting relief or respite.
- Provide community activities that are not part of the treatment plan.
- Provide transportation.

## Types of BHRS Services

### Behavioral Specialist Consultant (BSC)

A BSC, a professional who has at least a master's degree, works with you and your child's therapist and treatment team when your child needs a special behavior management plan. To help understand the reasons for your child's behaviors, a BSC may complete a Functional Behavioral Assessment (FBA). The BSC will work with you and the treatment team to develop a special behavior plan to help your child reach his or her goals. The BSC will also help you develop a crisis and safety plan.

### Mobile Therapy (MT)

A Mobile Therapist, a professional who has at least a master's degree, provides individual and family therapy in your home or in a community setting. Your BSC or MT can also help you develop a crisis and safety plan. **(continued on back)**

# Behavioral Health Rehabilitation Services (BHRS)

## Therapeutic Staff Support (TSS)

A TSS has at least an associate's degree and 3 years of experience working directly with children. When natural and community supports are not enough, a TSS may be prescribed to teach your child new ways to better manage feelings and behaviors.

The TSS works under the direction of the BSC or MT to carry out your child's individualized treatment plan. The TSS also helps you and/or other caregivers to develop the skills needed to manage your child's behavior.

## What are the responsibilities of the BHRS provider to my child and our family?

- Treat you, your child, and your family with respect.
- Work with you to develop a treatment plan that is right for your child and to change the plan as needed.
- Talk to you about your child's progress on a regular basis and involve you in every part of treatment.
- Provide you with all authorized BHRS services, unless, together with the treatment team, you decide on a less intense plan.
- Discuss treatment options with you when the treatment team is unable to provide all of the authorized services.
- Enhance your use of natural supports and community resources so that your child's need for services decreases as he or she makes progress.
- Provide support and guidance through the grievance process.

## What is expected from me when my child receives BHRS?

- Be actively involved in your child's treatment.
- Help the treatment team understand your child and family's strengths and needs.
- Help the treatment team identify family and community resources that can be used to help you and your child reach your goals.
- Attend and participate in evaluation appointments and interagency team meetings.
- Participate in TSS services with the goal of learning and using skills on your own, unless otherwise indicated in the treatment plan.
- Follow the suggestions and plans that you and the team agree on so that you can learn new ways to manage your child's behavior.
- Identify when things are getting better so that services can decrease as your child makes progress.
- Tell the team if you think that BHRS is not helping so that changes can be made.

## What if I am not satisfied with the services my child receives?

If you are not satisfied with the services your child receives, you can talk to your provider or Community Care about your concerns. If you are not satisfied with your provider's response, you can call Community Care. You are free to choose the provider that you want to work with you and your child.

For information about available service providers, see your Erie County Provider Directory, search for a provider at [www.ccbh.com](http://www.ccbh.com), or call Community Care at toll-free **1-855-224-1777**.



**grow** where you've  
never been before

## with Erie Sprout

SPROUT (Supporting People through Resources, Outreach, Understanding and Time) is intended to provide Erie County parents, caregivers and youth with information about where to turn for help and how to make informed decisions for themselves and their loved ones. Funding for this project has been made available as an activity of the Erie County Integrated Children's Service Plan through the Erie County Department of Human Services. We welcome your suggestions at:

**[www.eriesprout.com](http://www.eriesprout.com)**



## Erie County Family Advisory Committee (FAC)

People in Pennsylvania who have Medical Assistance for their health care needs are members of a program called HealthChoices. A nonprofit company called Community Care Behavioral Health Organization manages the mental health services and drug and alcohol services offered to HealthChoices members.

To be sure that members continue to receive high-quality services, Community Care invites members' families to a Family Advisory Committee (FAC) meeting. In the FAC meeting, families are welcome to say what they like about the services that the member is getting and to share suggestions for improving services.

Community Care staff will answer the family's questions about behavioral health services. The staff will also talk with the families about services that are available to the member and provide useful information on important behavioral health topics.

Why should you come to a Family Advisory Committee meeting? The meetings are a place for you to:

- Discover how to find a provider and access mental health and drug and alcohol services.
- Share your concerns about the mental health and drug and alcohol services managed by Community Care.
- Talk with us about your ideas and suggestions for improving the quality of mental health and drug and alcohol services in the Erie community.
- Learn more about behavioral health topics, such as depression, anxiety, Behavioral Rehabilitation Health Services for children, the Medical Assistance Transportation Program, medications, wellness, and prevention services.

FAC meetings are held in Erie County four times every year. Community Care, in partnership with the Erie County Department of Mental Health and Mental Retardation and the HealthChoices Advisory Committee, encourages you to attend. By working together, we can be sure that members get the high-quality services they need for recovery. Free refreshments are provided at every meeting.

**For more information and/or to register for an Erie County FAC meeting, please call toll-free 1-855-310-0241.**



## Erie County Member Advisory Committee (MAC)

People in Pennsylvania who have Medical Assistance for their health care needs are members of a program called HealthChoices. A nonprofit company called Community Care Behavioral Health Organization manages the mental health services and drug and alcohol services offered to HealthChoices members.

To be sure that members continue to receive high-quality services, Community Care invites members to a Member Advisory Committee (MAC) meeting.

Do you receive Medical Assistance? Do you have AccessPlus, Gateway, AmeriHealth, UnitedHealthCare or UPMC *for You* for your physical health coverage? Do you want to know more about the mental health and drug and alcohol benefits that are available to you? If the answer to these questions is “yes,” please join us at a MAC meeting.

Why should you come to a Member Advisory Committee meeting? The meetings are a place for you to:

- Discover how to find a provider and access mental health and drug and alcohol services.
- Share your concerns about the mental health and drug and alcohol services managed by Community Care.
- Talk with us about your ideas and suggestions for improving the quality of mental health and drug and alcohol services in the Erie community.
- Learn more about behavioral health topics, such as depression, anxiety, Behavioral Rehabilitation Health Services for children, the Medical Assistance Transportation Program, medications, wellness, and prevention services.

MAC meetings are held in Erie County four times every year. Community Care, in partnership with the Erie County Department of Mental Health and Mental Retardation and the HealthChoices Advisory Committee, encourages you to attend. By working together, we can be sure that members get the high-quality services they need for recovery. Free refreshments are provided at every meeting.

**For more information and/or to register for an Erie County MAC meeting, please call toll-free 1-855-310-0241.**



## Mental Health/Substance Abuse Abbreviations and Acronyms

**201 Petition** Voluntary Commitment

**302 Petition** Involuntary Commitment

### A

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<b>AA</b>	Alcoholics Anonymous
<b>ACF</b>	Adult Care Facility
<b>ACLD</b>	Association for Children with Learning Disabilities
<b>ACMH</b>	Association for Children's Mental Health
<b>ACSW</b>	Association of Certified Social Workers
<b>ACT</b>	Assertive Community Treatment
<b>ADA</b>	Americans with Disabilities Act
<b>ADD</b>	Attention Deficit Disorder
<b>ADHD</b>	Attention Deficit Hyperactivity Disorder
<b>ADL</b>	Activities of Daily Living
<b>AFC</b>	Adult Foster Care
<b>AFDC</b>	Aid to Families with Dependent Children
<b>AHEDD</b>	Association for Habilitation and Employment of Developmentally Disabled
<b>AMA</b>	American Medical Association
<b>AOT</b>	Assisted Outpatient Treatment
<b>APA</b>	American Psychiatric Association
<b>APD</b>	Advanced Planning Document
<b>APH</b>	Acute Partial Hospitalization or Adult Partial Hospital
<b>APS</b>	Adult Protective Services or AccessPlus
<b>ARC</b>	Advocacy and Resources for Citizens with Cognitive, Intellectual, and Developmental Disabilities
<b>ASAM</b>	American Society of Addictive Medicine
<b>ASD</b>	Autism Spectrum Disorder
<b>ASI</b>	Addiction Severity Index
<b>ASL</b>	American Sign Language
<b>ASU</b>	Adult Services Unit

### B

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<b>BCM</b>	Blended Case Manager
<b>BD</b>	Bipolar Disorder or Behavior Disorder
<b>BDAP</b>	Bureau of Drug and Alcohol Programs
<b>BH</b>	Behavioral Health
<b>BHHP</b>	Behavioral Health Home Plus
<b>BH-MCO</b>	Behavioral Health Managed Care Organization
<b>BHO</b>	Behavioral Health Organization
<b>BHRS</b>	Behavioral Health Rehabilitation Services for Children and Adolescents

<b>BIP</b>	Behavior Intervention Plan
<b>BMI</b>	Body Mass Index
<b>BNDD</b>	Bureau of Narcotic Drugs and Devices
<b>BPD</b>	Borderline Personality Disorder
<b>BSC</b>	Behavior Specialist Consultant
<b>BSU</b>	Base Service Unit
<b>BSW</b>	Bachelor of Social Work
<b>BT</b>	Behavior Therapy or Behavior Therapist

## C

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<b>C&amp;Y</b>	Children and Youth
<b>CAC</b>	Certified Addictions Counselor or Children's Advocacy Center
<b>CADCA</b>	Community Anti-Drug Coalition of America
<b>CAO</b>	County Assistance Office
<b>CAPP</b>	Consumer Advocacy Project of Pennsylvania (D&A or MISA Issues)
<b>CARE</b>	Child and Adolescent Re-Evaluation Team
<b>CAS</b>	Children's Aid Society
<b>CASSP</b>	Child and Adolescent Service System Program
<b>CAT</b>	Confrontation Avoidance Techniques
<b>CAU</b>	County Administrative Unit
<b>CBT</b>	Cognitive Behavioral Therapy
<b>CC</b>	Closed Captioning
<b>CCC</b>	Children's Coordinating Council
<b>CCCT</b>	Community Care Coordination Team
<b>CCRS</b>	Consolidated Community Reporting Service (State Report)
<b>CCYA</b>	County Children and Youth Agency
<b>CDC</b>	Children's Development Center or Center for Disease Control
<b>CEC</b>	Council for Exceptional Children
<b>CER</b>	Comprehensive Evaluation Record
<b>CESAR</b>	Center for Substance Abuse Research
<b>C/FST</b>	Consumer/Family Satisfaction Team
<b>CHADD</b>	Children with Attention Deficit Disorders
<b>CHIP</b>	Children's Health Insurance Program
<b>CHIPPs</b>	Community Hospital Integrated Program Plans
<b>CIL</b>	Center for Independent Living
<b>CIS</b>	Crisis Intervention Services or Client Information System
<b>CISC</b>	Children in Substitute Care
<b>CLA</b>	Community Living Arrangements
<b>CLPPP</b>	Childhood Lead Poisoning Prevention Project
<b>CM</b>	Case Manager or Case Management
<b>CMH</b>	Community Mental Health
<b>CMHC</b>	Community Mental Health Center
<b>CMHS</b>	Center for Mental Health Services
<b>CMHSP</b>	Community Mental Health Service Provider

<b>CMS</b>	Center for Medicare and Medicaid Services
<b>COB</b>	Coordination of Benefits
<b>COR/SCRIP</b>	Coordinated School Community Intervention Program
<b>COTA</b>	Certified Occupational Therapist Assistant
<b>CPR</b>	Cardio-Pulmonary Resuscitation
<b>CPS</b>	Child Protective Services or Certified Peer Specialist
<b>CQI</b>	Continuous Quality Improvement
<b>CR</b>	Community Residence
<b>CRC</b>	Crisis Response Center
<b>CRF</b>	Community Residential Facility
<b>CRNP</b>	Certified Registered Nurse Practitioner
<b>CRP</b>	Crisis Residential Program
<b>CRR</b>	Community Residential Rehabilitation
<b>CRT</b>	Community Resource Team
<b>CSAP</b>	Center for Substance Abuse Prevention
<b>CSAT</b>	Center for Substance Abuse Treatment
<b>CSP</b>	Community Support Program
<b>CSR</b>	Continuing Stay Review
<b>CSS</b>	Community Support Services
<b>CST</b>	Consumer Satisfaction Team
<b>CSTAP</b>	Consumer Satisfaction Team Alliance of Pennsylvania
<b>CSW</b>	Certified Social Worker
<b>CTI</b>	Critical Time Intervention
<b>CTT</b>	Community Treatment Team
<b>CVC</b>	Crime Victim's Center

## **D**

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<b>D&amp;A</b>	Drug and Alcohol
<b>DAP</b>	Disability Advocacy Program
<b>DASPOP</b>	Drug and Alcohol Service Providers of Pennsylvania
<b>DBSA</b>	Depression and Bipolar Support Alliance
<b>DCH</b>	Department of Community Health
<b>DD</b>	Developmental Disabilities or Dissociative Disorders
<b>DEA</b>	Drug Enforcement Administration
<b>DHHS</b>	Department of Health and Human Services
<b>DID</b>	Dissociative Identity Disorder
<b>DOC</b>	Department of Corrections
<b>DOD</b>	Department of Defense
<b>DOE</b>	Department of Education
<b>DOH</b>	Department of Health
<b>DOI</b>	Department of Insurance
<b>DOJ</b>	Department of Justice
<b>DOT</b>	Department of Transportation
<b>DPH</b>	Department of Public Health

<b>DPW</b>	Department of Public Welfare
<b>DRN</b>	Disabilities Rights Network (Combination of the former Pennsylvania Protection and Advocacy and the Disability Law Project)
<b>DSC</b>	Decision Support Center
<b>DSM-IV R</b>	Diagnostic and Statistical Manual of Mental Disorders, 4 <sup>th</sup> Edition, Revised
<b>DUR</b>	Drug Utilization Review
<b>DV</b>	Domestic Violence – SafeNet, Inc.
<b>Dx</b>	Diagnosis

## **E**-----

<b>EAC</b>	Extended Acute Care
<b>EAP</b>	Employee Assistance Program
<b>EBP</b>	Evidence-Based Practices
<b>ECT</b>	Electro-Convulsive (Shock) Therapy
<b>EI</b>	Early Intervention
<b>ELC</b>	Education Law Center
<b>EMR</b>	Educable Mentally Retarded
<b>EMS</b>	Emergency Medical Services
<b>EOB</b>	Explanation of Benefits
<b>EPSDT</b>	Early Periodic Screening, Diagnosis, and Treatment
<b>ER</b>	Emergency Room
<b>EVS</b>	Eligibility Verification System

## **F**-----

<b>FAC</b>	Family Advisory Committee
<b>FAQ</b>	Frequently Asked Questions
<b>FAS</b>	Fetal Alcohol Syndrome
<b>FB</b>	Family Based
<b>FBMHS</b>	Family Based Mental Health Services
<b>FCN</b>	Family Care Network
<b>FDA</b>	Food and Drug Administration
<b>FD/FSS</b>	Family Driven Family Support Services
<b>FFS</b>	Fee-For-Service
<b>FFT</b>	Family Functional Therapy
<b>FHA</b>	Fair Housing Act
<b>FIA</b>	Family Independence Agency
<b>FLP</b>	Family Living Program
<b>FMLA</b>	Family and Medical Leave Act
<b>FOC</b>	Family Outreach Center
<b>FQHC</b>	Federally Qualified Health Center
<b>FSIQ</b>	Full Scale I.Q. Test

<b>FSP</b>	Family Support Plan
<b>FSS</b>	Family Support Systems
<b>FST</b>	Family Satisfaction Team
<b>FY</b>	Fiscal Year

## **G**

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<b>GA</b>	General Assistance
<b>GAD</b>	Generalized Anxiety Disorder
<b>GAF</b>	Global Assessment of Functioning (Axis of DSM IV, R)
<b>GAS</b>	Global Assessment Scale or Goal Attainment Scaling
<b>GED</b>	General Equivalency Diploma or General Education Diploma
<b>GP</b>	General Practitioner
<b>GPS</b>	General Protective Services
<b>GS</b>	Gifted Support

## **H**

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<b>HBP</b>	Healthy Beginnings Plus
<b>HBV</b>	Hepatitis B Virus
<b>HC</b>	HealthChoices
<b>HCBS</b>	Home and Community Based Services
<b>HCCU</b>	Health Care Coordinating Unit
<b>HIPAA</b>	Health Insurance Portability and Accountability Act
<b>HIS</b>	Hearing Impaired Support
<b>HLP</b>	Health Law Project
<b>HMO</b>	Health Maintenance Organization
<b>HAS</b>	Health Systems Agency
<b>HSDF</b>	Human Service Development Fund
<b>HUD</b>	Housing and Urban Development
<b>Hx</b>	History

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<b>I&amp;R</b>	Information and Referral
<b>IAPSRS</b>	International Association of Psychosocial Rehabilitation Services
<b>ICAN</b>	Involved Consumer Action Network in Pennsylvania
<b>ICC</b>	Interagency Coordinating Council
<b>ICD</b>	International Classification of Diseases
<b>ICF</b>	Intermediate Care Facility
<b>ICF/MR</b>	Intermediate Care Facility for the Mentally Retarded
<b>ICM</b>	Intensive Case Management

<b>ICU</b>	Intensive Care Unit
<b>ID</b>	Insurance Department
<b>IDD</b>	Intellectual and Developmental Disability
<b>IDEA</b>	Individuals with Disabilities Education Act
<b>IEA</b>	Individual Enrollment Assessment
<b>IEAP</b>	Independent Enrollment Assistance Program
<b>IEP</b>	Individual Education Plan
<b>IFA</b>	Individual Functional Assessment
<b>IFSP</b>	Individualized Family Services Plan
<b>ILC</b>	Independent Living Center
<b>IMD</b>	Institutions for Mental Disease
<b>IOC</b>	Involuntary Outpatient Commitment
<b>IP</b>	Inpatient
<b>IPP</b>	Individual Program Plan
<b>IPS</b>	Individual Plan of Service
<b>IQ</b>	Intelligence Quotient
<b>ISP</b>	Individualized Service Plan
<b>ISPT</b>	Interagency Service Planning Team
<b>IST</b>	Instructional Support Team
<b>IT</b>	Interdisciplinary Team or Information Technology
<b>IU</b>	Intermediate Unit
<b>IV</b>	Intravenous

## **J**

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<b>JCAHO</b>	Joint Commission for the Accreditation of Healthcare Organizations
<b>JDC</b>	Juvenile Detention Center
<b>JPO</b>	Juvenile Probation Office
<b>JPT</b>	Joint Planning Team
<b>JTPA</b>	Job Training and Partnership Act

## **L**

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<b>LCE</b>	Liquor Control Enforcement
<b>LCSW</b>	Licensed Clinical Social Worker
<b>LEA</b>	Law Enforcement Agency
<b>LGBQTI</b>	Lesbian, Gay, Bi-Sexual, Questioning, Transgender, Intersex
<b>LOC</b>	Level of Care
<b>LOF</b>	Level of Functioning
<b>LOS</b>	Length of Stay
<b>LPC</b>	Licensed Professional Counselor
<b>LPN</b>	Licensed Practical Nurse
<b>LRE</b>	Least Restrictive Environment
<b>LS</b>	Learning Support

<b>LSS</b>	Life Skills Support
<b>LSW</b>	Licensed Social Worker
<b>LTC</b>	Long Term Care
<b>LTCF</b>	Long Term Care Facility
<b>LTRC</b>	Long Term Residential Care
<b>LTSR</b>	Long Term Structured Residence

## **M**-----

<b>MA</b>	Medical Assistance
<b>MAC</b>	Member Advisory Committee
<b>MAAC</b>	Medical Assistance Advisory Committee
<b>MADD</b>	Mothers Against Drunk Driving
<b>MAID</b>	Medical Assistance Identification Number
<b>MATP</b>	Medical Assistance Transportation Program
<b>MC</b>	Mixed Category
<b>MCO</b>	Managed Care Organization
<b>MDD</b>	Major Depressive Disorder
<b>MDE</b>	Multidisciplinary Evaluation
<b>MDT</b>	Multidisciplinary Team
<b>MH</b>	Mental Health
<b>MHA</b>	Mental Health Association
<b>MHAD</b>	Mental Health Advance Directive
<b>MHAP</b>	Mental Health Association of Pennsylvania
<b>MHASP</b>	Mental Health Association of Southeastern Pennsylvania
<b>MHI</b>	Mental Health Inventory (Assessment form used by BSUs)
<b>MH/IDD</b>	Mental Health/Intellectual Developmental Disabilities
<b>MH/MR</b>	Mental Health/Mental Retardation
<b>MHP</b>	Mental Health Plan
<b>MHPC</b>	Mental Health Planning Council
<b>MI</b>	Mentally Ill
<b>MI-A</b>	Mentally Ill Adult
<b>MI-C</b>	Mentally Ill Child
<b>MI/DD</b>	Mentally Ill/Developmentally Disabled
<b>MISA</b>	Mental Illness/Substance Abuse
<b>MOE</b>	Method of Evaluation
<b>MPD</b>	Multiple Personality Disorder
<b>MR</b>	Mental Retardation
<b>MST</b>	Multi Systemic Therapy
<b>MT</b>	Mobile Therapist
<b>MSW</b>	Master of Social Work

# N

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<b>NA</b>	Narcotics Anonymous
<b>NAADAC</b>	National Association of Alcohol and Drug Abuse Counselors
<b>NAATP</b>	National Association of Addiction Treatment Providers
<b>NACOA</b>	National Association for Children of Alcoholics
<b>NADCP</b>	National Association of Drug Court Professionals
<b>NAMI</b>	National Association on Mental Illness
<b>NAMI PA</b>	National Association on Mental Illness in Pennsylvania
<b>NARPA</b>	National Association for Rights Protection and Advocacy
<b>NARSAD</b>	National Alliance for Research on Schizophrenia and Affective Disorders
<b>NASMHPD</b>	National Association of State Mental Health Program Directors
<b>NCADD</b>	National Council on Alcoholism and Drug Dependence, Inc.
<b>NCE</b>	Non-Continuous Eligibility
<b>NCLB</b>	No Child Left Behind
<b>NCQA</b>	National Committee for Quality Assurance
<b>NDC</b>	National Drug Code
<b>NEC</b>	National Empowerment Center
<b>NIAAA</b>	National Institute on Alcohol Abuse and Alcoholism
<b>NICU</b>	Neonatal Intensive Care Unit
<b>NIDA</b>	National Institute on Drug Abuse
<b>NIH</b>	National Institute of Health
<b>NIMBY</b>	Not in My Back Yard
<b>NIMH</b>	National Institute of Mental Health
<b>NMHA</b>	National Mental Health Association
<b>NMHCSHC</b>	National Mental Health Consumers' Self-Help Clearinghouse
<b>NOS</b>	Not Otherwise Specified

# O

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<b>OCD</b>	Obsessive Compulsive Disorder
<b>OCYF</b>	Office of Children, Youth, and Families
<b>ODAP</b>	Office of Drug and Alcohol Programs
<b>ODD</b>	Oppositional Defiance Disorder
<b>ODP</b>	Office of Developmental Programs
<b>OIP</b>	Other Insurance Paid
<b>OIS</b>	Office of Information Systems
<b>OMA</b>	Office of Medical Assistance
<b>OMAP</b>	Office of Medical Assistance Programs
<b>OMH</b>	Office of Mental Health
<b>OMHSAS</b>	Office of Mental Health and Substance Abuse Services
<b>OMR</b>	Office of Mental Retardation
<b>ONDCP</b>	Office of National Drug Control Policy
<b>OP</b>	Outpatient Services

<b>ORC</b>	Other Related Conditions
<b>OSI</b>	Occupational Services, Inc.
<b>OSP</b>	Office of Social Programs
<b>OT</b>	Occupational Therapy/Therapist
<b>OTC</b>	Over the Counter
<b>OTR</b>	Occupational Therapist (Registered)
<b>OVR</b>	Office of Vocational Rehabilitation

## **P**-----

<b>PACDAA</b>	Pennsylvania Association of County Drug and Alcohol Administrators
<b>PACT</b>	Program for Assertive Community Treatment
<b>PAD</b>	Psychiatric Advance Directive
<b>PADORRIC</b>	Pennsylvania Department of Health Research and Information Center
<b>PA DUIA</b>	Pennsylvania Driving Under the Influence Association
<b>PAPSRs</b>	Pennsylvania Association of Psychosocial Rehabilitation Services
<b>PARC</b>	Pennsylvania Association for Retarded Citizens
<b>PARF</b>	Pennsylvania Association of Rehabilitation Facilities
<b>PATH</b>	Projects for Assistance in Transition from Homelessness
<b>PAUD</b>	Pennsylvanians Against Underage Drinking
<b>PBS</b>	Positive Behavior Support
<b>PCA</b>	Personal Care Attendant
<b>PCACB</b>	Pennsylvania Chemical Abuse
<b>PCAP</b>	Pennsylvania Council on Alcohol Problems
<b>PCADV</b>	Pennsylvania Coalition Against Domestic Violence
<b>PCBH</b>	Personal Care Boarding Home
<b>PCCD</b>	Pennsylvania Commission on Crime and Delinquency
<b>PCH</b>	Personal Care Home
<b>PCP</b>	Primary Care Physician/Practitioner or Person Centered Planning
<b>PCPA</b>	Pennsylvania Community Provider's Association
<b>PDA</b>	Pennsylvania Department of Aging
<b>PDD</b>	Pervasive Developmental Disorder
<b>PDDC</b>	Pennsylvania Development Disabilities Coalition
<b>PDR</b>	Physician's Desk Reference
<b>PEN</b>	Parent Education Network
<b>PENNFREE</b>	Pennsylvania Drug Free Community Trust Fund
<b>PEPS</b>	Program Evaluation Performance Standards
<b>PERP</b>	Perpetrator of Child Abuse or Child Sexual Abuse
<b>PERT</b>	Program Evaluation and Review Technique
<b>PFA</b>	Protection From Abuse
<b>PFACS</b>	Protection From Abuse Coordinated Services, Inc.
<b>PH</b>	Physical Health of Physically Handicapped or Partial Hospital
<b>PHLP</b>	Pennsylvania Health Law Project
<b>PH-MCO</b>	Physical Health Managed Care Organization
<b>PI</b>	Physical Intervention

<b>PIN</b>	Parents Involved Network
<b>PLCB</b>	Pennsylvania Liquor Control Board
<b>PLF</b>	Private Licensed Facility
<b>PMHCA</b>	Pennsylvania Mental Health Consumers' Association
<b>PMU</b>	Psychiatric Medical Unit
<b>PNP</b>	Psychiatric Nurse Practitioner
<b>POA</b>	Power of Attorney
<b>POC</b>	Plan of Care
<b>POM</b>	Performance Outcome Measure
<b>POMS</b>	Performance Outcome Measure System
<b>POS</b>	Point of Service
<b>PPD</b>	Post-Partum Depression
<b>PRN</b>	"When necessary" – used in the administration of medication
<b>PRTF</b>	Psychiatric Residential Treatment Facility
<b>PRS</b>	Psychiatric Rehabilitation Services
<b>PT</b>	Physical Therapy or Physical Therapist
<b>PTSD</b>	Post Traumatic Stress Disorder

## Q

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<b>QA</b>	Quality Assurance
<b>QARI</b>	Quality Assessment Review Index
<b>QHP</b>	Quality Health Plan
<b>QI</b>	Quality Improvement
<b>QISMC</b>	Quality Improvement Systems of Managed Care
<b>QM</b>	Quality Management

## R

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<b>RC</b>	Resource Coordination
<b>RCF</b>	Residential Care Facility
<b>RCT HOME</b>	Residential Community Treatment Home
<b>RMHA</b>	Responsible Mental Health Authority
<b>RN</b>	Registered Nurse
<b>RTF</b>	Residential Treatment Facility
<b>Rx</b>	Prescription

## S

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<b>SA</b>	Substance Abuse
<b>SADD</b>	Students Against Destructive Decisions
<b>SAMHSA</b>	Substance Abuse and Mental Health Services Administration
<b>SAP</b>	Service Area Plan or Statutory Accounting Principles or Student Assistance Program
<b>SAT</b>	Scholastic Aptitude Test or Standardized Achievement Test
<b>SBIRT</b>	Screening, Brief Intervention, Referral to Treatment
<b>SCA</b>	Single County Authority on Drug and Alcohol
<b>SCAN</b>	Suspected Child Abuse and Neglect
<b>SCI</b>	Support Coalition International
<b>SD</b>	Self-Determination
<b>SED</b>	Socially and Emotionally Disturbed (an education term) or Seriously Emotionally Disturbed (a mental health term)
<b>SEP</b>	Supported Employment Program
<b>SHP</b>	Supported Housing Program
<b>SLP</b>	Supported Living Program
<b>SMH</b>	State Mental Hospital
<b>SMI</b>	Serious Mental Illness
<b>SMM</b>	State Medicaid Manual
<b>SNF</b>	Skilled Nursing Facility
<b>SNU</b>	Special Needs Unit
<b>SOC</b>	Systems of Care
<b>SOS</b>	Survivors of Suicide (support group)
<b>SPMI</b>	Serious and Persistent Mental Illness
<b>SSA</b>	Social Security Administration
<b>SSD</b>	Social Security Disability
<b>SSDI</b>	Social Security Disability Insurance
<b>SSI</b>	Supplemental Security Income
<b>SSN</b>	Social Security Number
<b>ST</b>	Speech Therapy or Speech Therapist
<b>SWPBS</b>	School-Wide Positive Behavior Supports

## T

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<b>TANF</b>	Temporary Assistance for Needy Families
<b>TASC</b>	Treatment Alternatives to Street Crimes
<b>TC</b>	Therapeutic Community
<b>TCM</b>	Targeted Case Management
<b>TCU</b>	Transitional Care Unit
<b>TDD</b>	Telecommunication Device for the Deaf or Hard of Hearing
<b>TFC</b>	Therapeutic Foster Care

**TTY** Text Telephone Typewriter  
**TWWIIA** Ticket to Work and Work Incentives Improvement Act  
**Tx** Treatment

## U

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**UM** Utilization Management  
**UR** Utilization Review  
**US DHHS** United States Department of Health and Human Services

## V

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**VA** Veterans Administration  
**VAN** Visiting Nurse Association  
**VOC REHAB** Vocational Rehabilitation

## W

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**WHO** World Health Organization  
**WIC** Women, Infants, and Children (Program)  
**WRAP** Wellness Recovery Action Plan

## Y

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**YMCA** Young Men's Christian Association  
**YWCA** Young Women's Christian Association



**Before you leave the meeting, ask yourself:**

- Was my voice heard?
- Is there a plan? Is it realistic?
- Who can I contact if I have a question?
- Do I have the contact information for all the team members (sign-in sheet... ask for a copy?)
- What do I need to do before now and the next ISPT meeting?
- Which provider agency have I chosen?
- Have I signed the necessary releases?

**My child's current/chosen provider is:**

**Contact Name/Phone Number:**

**My child's HealthChoices Care Manager/Phone Number:**

**Next Meeting Information**

**Date:**

**Time:**

**Place:**

**Notes:**

*Community Care, part of UPMC, is a recovery-focused nonprofit company that manages mental health and substance abuse services for members of Pennsylvania's HealthChoices program. Visit [www.ccbh.com](http://www.ccbh.com).*

## Understanding an Interagency Service Planning Team (ISPT) Meeting



## **WHAT is the purpose of an ISPT?**

The main goal of the Interagency Service Planning Team (ISPT) is to develop your child's treatment plan. You are the most important part of your child's treatment. You know your child best; therefore, your input into his/her plan is very important. The ISPT is also a way for the treatment team to maintain open communication.

## **WHO might participate in an ISPT?**

The most effective ISPT will include the child and his/her parent(s), caregiver(s), or guardian(s). Other family or community members are welcome to participate at the ISPT to give support to you and your child. To assure that meaningful decisions are made, other people in the meeting may include your child's:

- Psychologist or Psychiatrist
- Therapist
- Community Care-Care Manager
- OCY Case Worker
- Supports Coordinator
- Mental Health Case Manager
- Other mental health workers
- Teacher or other school staff
- Juvenile Probation Officer
- HealthChoices Care Manager

## **WHERE is the ISPT meeting held?**

The ISPT takes place at Erie County Care Management (1601 Sasfras Street), and other locations in the community. If someone is unable to participate in person, a dial-in number is provided.

## **WHEN is an ISPT meeting held?**

- At the beginning of services.
- During treatment (at your request or the provider's request).
- When changes need to be made to your child's treatment plan.
- Prior to and throughout the discharge process.

## **HOW do I participate in an ISPT meeting?**

- Ask questions.
- Give updated information.
- Tell us what you think.

Your input is very important to your child's treatment!

## **WHAT to think about before the meeting held:**

**What are some good things** about your child and family that are working well?

**What or who has helped** your child and family do their best in the past? (For example: friends, relatives, school/community activities, medication, and school counseling.)

**What is the biggest concern** you have about your child right now?

**What are the hopes** for your child after receiving services?

My Child's  
Behavioral Health Evaluation

Date:

Time:

With:

Address:

My child was diagnosed with:

The evaluator recommended the following service(s):

\_\_\_ Behavioral Consultant

\_\_\_ Mobile Therapy

\_\_\_ Therapeutic Staff Support (TSS)

\_\_\_ Other:

\_\_\_\_\_

\_\_\_\_\_

Information that I need to give to the evaluator:

1.

2.

3.

4.

My questions to ask the evaluator:

What do I do next?

**HELPFUL NUMBERS**

Erie County Care Management (ECCM)  
814-528-0600

Community Care Behavioral Health  
1-855-224-1777

Erie County Mental Health/Mental Retardation  
1-814-451-6800



# Preparing For Your Child's Behavioral Health Evaluation



## Psychological Evaluation for Services

A **psychological evaluation** is the first step that you and your child will take in accessing services to help with behavioral problems.

- The information that you bring to the meeting will help the evaluator to determine you and your child's needs and what problems or challenges your child has had in the past.
- You can **invite other people** to take part in the meeting, such as teachers, family, and friends.
- If people can't attend in person, they can provide something in writing or they can join the meeting by phone.



## Helpful Information to Bring

### School Information:

- The name of your child's current school and past schools, and a list of the supports that he or she is receiving or has received in school.
- Has the school tested your child to see if there are learning problems? (**Psychoeducational Evaluation**)
- **IEP and behavior reports** from school and daycare.
- **What has the school done** to address your child's difficulties?
- Are there other services that your child could receive in the school?
- **Behavior reports** from your child's **school or day care**.

### Medical Information:

- **Medical history** and date of your child's last visit with the doctor.
- Your child's **current height/weight**.
- **Current medications** (including the names, doses, and who prescribes them).
- **Any medications that have been tried** for behavioral or emotional related issues.

## More Information to Bring

### Other Information:

- Custody order (if you have one) and the contact information of your child's other parent.
- Other services received (for example, Early Intervention, Speech Therapy, Physical Therapy, Outpatient Therapy, and Summer Camp).
- Any involvement with the Office of Children and Youth, Juvenile Probation, or other services (you will need a list of contact people).
- Has your child or any family member had mental health services?
- Do you have any agency or provider in mind?
- What are your hopes for your child?

**IF YOU THINK SOMETHING  
MIGHT BE HELPFUL...  
BRING IT!**

# How to Get Help with a HealthChoices Grievance

Community Care staff work hard to make sure that you are satisfied with the behavioral health treatment and service that you are receiving. If you do not agree with a decision that Community Care made about services that you (or your provider) asked for, you may file a grievance.

This booklet explains the steps that HealthChoices members in Erie County can take to file a grievance. Community Care staff are available to answer questions and assist you with filing a grievance.



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**Community Care wants members to be satisfied with the care they receive from providers and the service provided by Community Care.**

Community Care's goal is to make sure that you receive high-quality mental health or drug and alcohol treatment services that meet your needs. If you are not happy with a decision that Community Care made about services that you or your provider requested, you may file a grievance.

### **What is a grievance?**

A grievance is a process to follow if you do not agree with a Community Care decision that a service you (or your provider) asked for is not medically necessary.

That means the service that was asked for was not approved OR a different amount or type of service was recommended by Community Care.

### **When should I file a grievance?**

You can file a grievance if Community Care does any one of these things:

- DENIES a service;
- Approves less than (DECREASES) what was requested;
- Approves a DIFFERENT service from the one that was requested.

HealthChoices (Community Care) members have the right to file a grievance. Neither Community Care nor your provider is permitted to take any action against you for exercising your right to file a grievance.

## How do I file a grievance?

If Community Care does not completely approve a service requested by you or your provider, we will send you a denial letter. The denial letter will tell you how to file a grievance.

### PLEASE NOTE:

- **If you need to continue receiving services, you must file your grievance within 10 calendar days (1 day for urgent care) from the date of the letter saying your services were denied, decreased, or a different service would be approved.**
- **You can continue to receive services until a decision is made about the grievance you filed.**
- **The denial and grievance letters you receive from Community Care will tell you more about how to continue receiving services.**

You have 45 calendar days from the date you receive a Community Care denial letter to file a grievance.

There are three ways to file a grievance:

1

You may call and talk with a Community Care staff member.

To file a grievance by phone, call our toll-free phone number, **1-855-224-1777**, which is staffed by Community Care 24 hours per day, 7 days per week. Tell us what denial of service you are grieving and how we can reach you to further discuss your grievance.

If you are a person with a hearing impairment, the toll-free TTY phone number is **1-877-877-3580**. (All calls are free of charge.)

**2**

You may write a letter to Community Care requesting that a grievance be filed.

You can send your grievance in writing to:

**Community Care Behavioral Health Organization  
Attention: Complaint and Grievance Coordinator  
1601 Sassafras Street  
Erie, PA 16502**

**3**

Your provider can file a grievance for you.

Your provider can file a grievance for you, but only if you give him or her permission in writing to do so. Please remember that if your provider files a grievance for you, you cannot file a separate grievance on your own.

At any time during the grievance process, you can have someone you know represent you or act on your behalf. If you decide to have someone represent you or act for you, write to Community Care to tell us the name of that person and how we can reach him or her.

## **What happens after I file a First Level grievance?**

Community Care will send you a letter to say we received your grievance. The letter will explain the first level grievance process.

You may ask Community Care to see any information there is about your grievance. You may also send Community Care any information that may help with your grievance.

## **What else should I know about a First Level grievance?**

You can be a part of the first level grievance review process. The first level grievance acknowledgement letter you receive from Community Care will explain how you can be a part of the first level grievance review.

## **How can I take part in the First Level grievance review?**

If you want to take part in the First Level review:

- You have 10 calendar days from the date on the first level grievance acknowledgement letter to call Community Care to let us know that you want to be included in the first level grievance review.
- You can come in person, or call in by phone, to be a part of the review.
- You can have anyone you want assist you and attended the grievance review.

This is your choice; you do not have to take part in the review. If you don't take part, this will not affect the decision about your grievance.

### **How is a decision made about my First Level grievance?**

A committee including one or more Community Care staff (not involved in the issue you filed your grievance about) will review your grievance. The committee includes a doctor or licensed psychologist.

The committee will make a decision about your grievance within 30 calendar days. A letter will be sent to you within 5 business days after the decision is made. This letter will explain the reason(s) for the decision.

### **What if I don't like the First Level grievance decision?**

If you are not happy with the first level grievance decision, you may file a Second Level Grievance. The first level decision letter will tell you how to file a second level grievance.

### **When should I file a Second Level grievance?**

When you receive the first level grievance decision letter you have 45 calendar days to file your second level grievance.

Use the same address or phone number you used to file your first level grievance.

After filing your second level grievance, Community Care will send you a letter to let you know your grievance was received. The letter will tell you about the second level grievance process.

Please remember:

- To file your grievance within 10 days (1 day for urgent care) to continue receiving previously approved services if they are being reduced or discontinued by Community Care.
- You may ask Community Care to see any information they have about your grievance.
- You may also send Community Care any information that may help with your grievance.

### **What happens after I file a Second Level grievance?**

You can come to the meeting of the Second Level Grievance Committee or be included by phone. A Community Care representative will contact you to ask if you want to come to the meeting.

This is your choice; if you don't attend the meeting, this will not affect the decision about your grievance.

## **How is a decision made about my Second Level grievance?**

The Second Level Grievance Committee will consist of one trained consumer/family representative, a doctor or licensed psychologist from Community Care, and an Erie County Office of MH/MR administrative representative without prior involvement or knowledge of the grievance.

The Second Level grievance committee will make a decision about your grievance within 30 calendar days from the date Community Care received your second level grievance.

You will receive a letter about the committee's decision and the reason(s) for the decision. This letter will be sent to you within 5 business days after the decision is made.

## **What if I don't like the Second Level grievance decision?**

If you are not happy with the second level grievance committee's decision you may ask for an External Grievance review. These reviews are handled by the Pennsylvania Department of Health (DOH).

You must call or send a letter to Community Care to ask for an external grievance review (use the same number or address you used for the first level grievance).

You have 15 calendar days (10 days to continue receiving non-urgent services; 1 day to continue receiving urgent services) from the date on your second level grievance decision letter to request an external review. Community Care will send your external grievance review request to the DOH.

The DOH will let you know the external grievance reviewer's name, address, and phone number. Community Care will send your grievance file to the reviewer.

You may also provide the reviewer any information that may help with the external grievance review. This information must be provided within 15 calendar days from the date Community Care acknowledges your request for an external grievance review via letter.

A decision letter will be sent to you within 60 calendar days from the date you asked for an external grievance review. This letter will tell you the reason(s) for the decision and what you can do if you do not like the decision.

## **Do you need more information?**

If you would like more information on how to get help with an Erie County HealthChoices grievance, please call Community Care at toll-free **1-855-224-1777**. A Customer Services Representative is available to take your call 24 hours per day, seven days per week.

Help is also available by contacting:

- The Pennsylvania Legal Aid Network at 1-800-322-7572 or [www.palegalaid.net](http://www.palegalaid.net).
- The Pennsylvania Health Law Project at 1-800-274-3258 or [www.phlp.org](http://www.phlp.org).

## **Do you need a Member Handbook?**

More details about the grievance process (including Expedited grievances and Department of Public Welfare (DPW) Fair Hearings) can be found in the Community Care Member Handbook for HealthChoices Members in Erie County.

If you need a Member Handbook, please call Community Care at toll-free **1-855-224-1777**.

**Community Care Behavioral Health Organization**  
**1601 Sassafras Street**  
**Erie, PA 16502**  
**[www.ccbh.com](http://www.ccbh.com)**

# How to Get Help with a HealthChoices Complaint

Community Care staff work hard to make sure that you are satisfied with the behavioral health treatment and service that you are receiving. If you should have a problem and you are unhappy with your mental health or drug and alcohol treatment or your provider, you may file a complaint.

This booklet explains the steps that HealthChoices members in Erie County can take to file a complaint. Community Care staff are available to answer questions and assist you with filing a complaint.



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**Community Care wants members to be satisfied with the care they receive from providers and the service provided by Community Care.**

Community Care's goal is to make sure that you receive high-quality mental health or drug and alcohol treatment services that meet your needs. If you are not happy with Community Care or with your mental health or drug and alcohol service provider, you may file a complaint.

### **What is a complaint?**

A complaint is when you tell us you are unhappy with Community Care or your provider, or you do not agree with a decision made by Community Care.

### **What are some examples of a complaint?**

You might want to file a complaint if you are unhappy:

- With the *treatment or care* that you are getting.
- That you cannot get the service that you want because it is not a covered service.
- That you have not received services that you have been approved to get.

### **How do I file a First Level complaint?**

In most cases, you may file a complaint at any time. Community Care staff are available to assist you with filing your complaint. The first step that you take in the process is called a First Level Complaint.

There are two ways to file a complaint:

1. *Call* and talk with a Community Care/Erie County Care Management staff member.
2. You may *write* a letter to Community Care.

At any time during the complaint process, you can have someone you know represent you or act on your behalf. We also encourage you to use a supportive family member to help you file a complaint as needed. If you decide to have someone represent you or act for you, tell Community Care in writing the name of that person and how we can reach him or her.

If you choose to file a complaint over the phone, call Community Care at toll-free **1-855-224-1777**. A Customer Services representative is available 24 hours a day, 7 days per week to talk with you. When you call, you will be asked to describe what you are unhappy about and for some ideas on how you would like your complaint to be resolved. (If you are hearing impaired, the TTY toll-free number is **1-877-877-3580**.)

To file a complaint in writing, send your letter to:

**Community Care Behavioral Health Organization**

**Attention: Complaints Coordinator**

**1601 Sassafra Street, Erie, PA 16502**

### **What happens after I file a First Level complaint?**

Community Care will send you a letter to let you know that we received your complaint. The letter will explain the First Level complaint process. A Community Care staff member will start working to resolve your complaint as quickly as possible.

A decision about your complaint will be made within 30 calendar days. A letter will be mailed to you within five business days after the decision is made. The letter will tell you the decision and the reason(s) for the decision.

You may ask Community Care to see any information we have about your complaint. You may also send information that may help with your complaint to Community Care.

For some types of complaints you may get a letter that explains a different set of steps for the First Level complaint process. These steps include your ability to participate in the resolution process by phone or in person.

### **What if I do not like the First Level decision?**

If you are not happy with the First Level complaint decision, you may file a Second Level complaint with Community Care. The letter that you receive telling you the First Level complaint decision will include directions for filing a Second Level complaint.

### **How do I file a Second Level complaint?**

If you are not happy with the First Level complaint decision, you have 45 days from when you receive the decision letter to file a Second Level complaint. To file a Second Level complaint, you can use the same address or phone number that you used to file your First Level complaint. Community Care will send you a letter to let you know that we received your Second Level complaint and explaining the Second Level complaint process. You may ask Community Care to see the information we have about your complaint and send information to Community Care that may help with your complaint.

## **What happens after I file a Second Level complaint?**

You can choose to come to the meeting of the Second Level complaint committee or be included by phone. If you don't attend, this will not affect the decision about your complaint. The Second Level complaint committee meeting will be run by Erie County. The committee will have three people on it. A Community Care (HealthChoices) member will be on the committee, as well as a representative from Community Care, and an Erie County representative. All of the people on the committee will be people who were not involved in the issue regarding the complaint you filed.

The Second Level complaint committee will make a decision about your complaint within 30 days from the date that Community Care received your complaint. Within five business days of when the decision is made, you will receive a letter about the committee's decision and the reason(s) for the decision.

## **What if I do not like the Second Level decision?**

If you are not happy with the Second Level committee decision, you may ask for an External complaint review. External complaint reviews are handled by the Pennsylvania Department of Health and the Pennsylvania Insurance Department.

## **How do I request an External review?**

You will need to send a written request for an External review directly to either the Pennsylvania Department of Health or the Pennsylvania Insurance Department.

The Department of Health handles complaints that involve the way a provider gives care or services. The Insurance Department reviews complaints that involve Community Care's policies and procedures. If you send your request to the wrong department, it will be forwarded to the right department.

The addresses are:

**Pennsylvania DOH, Bureau of Managed Care  
Health and Welfare Building, Room 912  
625 Forster Street  
Harrisburg, PA 17120**

**Pennsylvania Insurance Department  
Bureau of Consumer Services  
1321 Strawberry Square  
Harrisburg, PA 17120**

If you need help with filing a request for an External review, call our toll-free number, **1-855-224-1777**. Community Care will assign someone to help you who has not been involved in the complaint issue.

The Department of Health or the Insurance Department will get your complaint file from Community Care. You may also send them information that may help with the External review of your complaint. If you wish, you may be represented by an attorney or another person during the External review.

A letter will be sent to you telling you the decision and the reason(s) for the decision. The letter will also include information about what you can do if you do not like the decision.

## **Do you need more information?**

If you would like more information on how to get help with an Erie County HealthChoices complaint, please call Community Care at toll-free **1-855-224-1777**. A Customer Services Representative is available to take your call 24 hours per day, seven days per week.

Help is also available by contacting:

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## **Do you need a Member Handbook?**

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# Functional Family Therapy

Functional Family Therapy (FFT) is a voluntary mental health service for children (10-18) with serious emotional and/or behavioral disorders, and their families. FFT is for children who are experiencing physical and verbal aggression, truancy, drug and alcohol use, and/or defiance of rules at home and at school. It is a strengths based process that focuses on risk and protective factors in the child's life. The child may currently be involved in the Children Welfare or Juvenile Justice system. The services are provided in the home and community.

FFT is an Evidenced Based Practice. Evidence-based practices are treatments that have been shown through clinical research to produce positive outcomes for children and their families. In short, research has shown that these practices are effective.



## What are the goals of Functional Family Therapy?

- Increase a child, youth, and family's sense of hope and confidence in their ability to have a positive present and future
- Increase the child's health to support wellness, safety, and quality of life
- Help families learn and improve problem-solving and coping skills
- Increase the ability to access community supports
- Reduce the need for out of home placement
- Help your family get other needed services



## How do I get Functional Family Therapy for my child?

- To receive FFT, your child must:
  - Be evaluated by a psychologist, psychiatrist or master's level clinician, who then recommends FFT based on you and your child's needs
  - Participate in an interagency team meeting with his/her parent(s)/guardian(s) to start the process of developing a treatment plan
  - Be experiencing serious emotional and/or behavioral difficulties such as:
    - Behavioral challenges at home
    - Behavioral challenges at school
    - Be at-risk of needing treatment in a psychiatric hospital, residential treatment facility (RTF), or other out-of-home setting
    - Need an intense mental health service. At minimum, outpatient therapy must have already been tried
- Have at least one adult family member or caregiver who is willing to participate in the child's ongoing treatment



## How is Functional Family Therapy delivered?

- Functional Family Therapy (FFT) is delivered in your home, school, and community by an FFT therapist. FFT is a time-limited service that typically lasts 22 weeks and also includes 24/7 crisis service.
- The therapist makes a complete assessment of your family based on the information they have gathered from you. Based on this information a very specific, individualized plan is developed with you and your child.
- This plan may include communication training, problem solving/negotiating skills, and parenting skills. The FFT therapist strives to understand you and your family with a main focus on relationship building.
  - Once discharged, booster sessions can be provided as needed if your child/family is not involved in other services.



## What are my responsibilities when my child receives FFT?

- Be actively involved in your child's treatment
- Help the treatment team understand your child and family's strengths and needs
- Help the treatment team identify family and community resources that can be used to help you and your child reach your goals
- Attend and participate in evaluation appointments and interagency team meetings
- Follow the suggestions and plans that you and the team agree on so that you can learn new ways to manage your child's behavior



## What are the responsibilities of the FFT provider to my child and family?

- Treat you, your child, and your family with respect
- Work with you to develop a treatment plan that is right for your child and to change the plan as needed
- Talk to you about your child's progress on a regular basis and involve you in every part of treatment
- Enhance your use of natural supports and community resources
- Provide support and guidance through the grievance process



If you are not satisfied with the services you are getting, talk to your provider about your concerns. If you are not satisfied with their response, contact Community Care by calling us toll-free at the number for your county. Community Care can help you with your questions and problems. You are free to choose the provider that you want to work with you and your child. For information about available service providers, see your Provider Directory or call Community Care for assistance.

**Community Care**  
[www.ccbh.com](http://www.ccbh.com)

**Erie County Member  
Services Line**  
1.855.224.1777



# Multisystemic Therapy

Multisystemic Therapy (MST) is a voluntary mental health service developed to help youth (12-17) with serious acting out behaviors. The youth are often involved with Juvenile Probation or Children's Services. The services are provided in the home and community and focus on empowering the youth and their family with the skills and resources needed to address these difficulties.

MST is an Evidenced Based Practice. Evidence-based practices are treatments that have been shown through clinical research to produce positive outcomes for children and their families. In short, research has shown that these practices are effective.



## What are the goals of Multisystemic Therapy?

- To change how the youth functions in their natural settings: home, school, & neighborhood
- Promote positive social behavior
- Decrease antisocial behavior
- Collaborate with and empower parents to use strategies to set and enforce curfews and rules in the home
- Develop natural support systems
- Strengthen and keep your family together
- Improve family communication and stress management skills
- Help families learn and improve problem solving skills
- Teach parenting skills and new ways to manage children's behavior
- Help your family get other needed services



## How do I get Multisystemic Therapy for my child?

- To receive MST, your child must:
  - Be evaluated by a psychologist, psychiatrist or master's level clinician, who then recommends MST based on you and your child's needs
  - Have serious emotional and/or behavioral difficulties
  - Experiencing chronic or severe delinquent behaviors
  - Be at-risk of needing treatment in a psychiatric hospital, residential treatment facility (RTF), or other out-of-home setting
  - Need an intense mental health service. At a minimum, outpatient therapy must have already been tried.
  - Have at least one adult family member or caregiver who is willing to participate in the child's treatment
- Together with their family, participate in an interagency team meeting to state the process of developing an individualized, strengths-based treatment plan



## How is Multisystemic Therapy delivered?

- Multisystemic Therapy (MST) is delivered in home, school, and community by an MST therapist
- MST provides a 24/7 service
- MST is a time-limited service and typically lasts 27 weeks
- Therapists provide functional assessments of your child and family, peer groups, school, and the neighborhood
  - They will work with you and your family to identify strengths and issues that may be contributing to problem behaviors
  - They will focus on helping you build a supportive network in your community and will intervene with those systems associated with antisocial behavior



## What are my responsibilities when my child receives MST?

- Be actively involved in your child's treatment
- Help the treatment team understand your child and family's strengths and needs
- Help the treatment team identify family and community resources that can be used to help you and your child reach your goals
- Attend and participate in evaluation appointments and interagency team meetings
- Follow the suggestions and plans that you and the team agree on so that you can learn new ways to manage your child's behavior



## What are the responsibilities of the MST provider to my child and family?

- Treat you, your child, and your family with respect
- Work with you to develop a treatment plan that is right for your child and to change the plan as needed
- Talk to you about your child's progress on a regular basis and involve you in every part of treatment
- Enhance your use of natural supports and community resources
- Provide support and guidance through the grievance process



If you are not satisfied with the services you are getting, talk to your provider about your concerns. If you are not satisfied with their response, contact Community Care by calling us toll-free at the number for your county. Community Care can help you with your questions and problems. You are free to choose the provider that you want to work with you and your child. For information about available service providers, see your Provider Directory or call Community Care for assistance.

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**Erie County Member  
Services Line**  
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## What is the Summer Therapeutic Activities Program (STAP)?

The Summer Therapeutic Activities Program (STAP) is a therapeutic summer program for children and teenagers with a serious emotional and/or behavioral disorder. It is a voluntary service that usually lasts for several weeks in the summer. STAP provides therapies and activities that are usually done outdoors.

A typical day at STAP may include specialized therapies, such as art, music, and dance, as well as recreation and other structured therapeutic activities. Your child may participate in therapeutic activities in the community, such as field trips and picnics, attend awards ceremonies, or learn about careers. You may be invited to participate in a STAP activity with your child.

STAP's goals are for your child to learn to get along better with peers and adults, solve problems, and make good decisions. Your child can then use these new skills at home, in school, or in the community.

STAP staff will work with you, your child, and other team members to develop your child's treatment plan. If there is more than one STAP that would be a good fit for your child, you may pick the STAP that you want your child to attend.

## How do I enroll my child in STAP?

To attend STAP, your child must have a recommendation from a psychiatric or psychological evaluation that explains why your child needs this type of therapeutic program. Next, an Interagency Service Planning Team (ISPT) meeting is held. The planning team includes you, your child, and the agencies that are working with your child. You may also ask anyone you choose to be on your child's team. Your participation is important. Because you know your child best, the team needs you to help develop a treatment plan.

## What are the responsibilities of the STAP provider to my child and our family?

- Treat you, your child, and your family with respect.
- Work with you to develop a treatment plan that is right for you and your child and to make changes to the treatment plan as needed.
- Talk with you about your child's progress and involve you in your child's experiences. **(continued on back)**



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# Summer Therapeutic Activities Program (STAP)

## What is expected of me when my child attends STAP?

- Be involved in your child's treatment.
- Help the STAP treatment team understand your child and family's strengths and needs.
- Help the STAP treatment team identify family and community resources that can be used to help you and your child reach your goals.
- Attend/participate in evaluation appointments and interagency team meetings.
- Follow the suggestions and plans that you and the team agree to so that your child can be successful at home, school, and in the community.
- If you think that STAP is not helping, tell the team so that changes can be made.

## What STAP is NOT?

STAP is not an appropriate service for children who could function well in a community or camp program that is not identified as a therapeutic program, or receive treatment in less intensive services.

STAP does not provide:

- General child care or day care.
- Parenting relief or respite.
- Activities that are not a part of the treatment plan.

## What if I am not satisfied with the services my child receives?

You are free to choose the provider that you want to work with you and your child. If you are not satisfied with the services your child receives, talk to Community Care or your provider about your concerns. If you are not satisfied with your provider's response, call Community Care for assistance.

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**To find a STAP provider, please call Community Care at toll-free 1-855-224-1777 for assistance.**

**For information about other service providers, see your Erie County Provider Directory, search for a provider at [www.ccbh.com](http://www.ccbh.com), or call Community Care at toll-free 1-855-224-1777.**

