



## Tips for Making Your Managed Care Company Work Successfully for You

- *Read the Member Handbook to become familiar with services, as well as member rights and responsibilities*
- *Learn how to contact your Managed Care Company if you have questions about services or member rights*
- *Find out who at the Managed Care Company can help you with your child's services*
- *Be ready for ISPT meetings*
- *Learn the difference between a complaint and a grievance*
- *Become familiar with the process for filing a complaint or grievance*
- *Complete a Consumer/Family Satisfaction Survey*
- *Ask questions, ask questions, ask questions!*

*Call or visit VBH-PA's website today:*

*1-877-615-8503*

*1-877-615-8502 TTY*

*www.vbh-pa.com*



# Words for Wellness

## Who is Value Behavioral Health of PA?

Value Behavioral Health of PA (VBH-PA) is a Managed Care Company. VBH-PA is working in Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington and Westmoreland counties to ensure the success of the HealthChoices Program.

VBH-PA ensures that you can receive the following behavioral health services:

### Mental Health (MH)

- Inpatient Psychiatric
- Residential Treatment Facilities (RTF) for Children and Adolescents
- MH Partial Hospitalization
- MH Outpatient
- Behavioral Health Rehabilitation Services for Children/Adolescents (BHRS)
- Family Based Mental Health
- Intensive Case Management (ICM)
- Resource Coordination (RC)
- Blended Case Management (BCM)
- Peer Support Services
- Crisis Intervention
- Clozapine Support Services
- Laboratory Services

### Substance Abuse

- Inpatient Drug & Alcohol (D&A)
- Detoxification/Rehabilitation
- Halfway House
- D&A Outpatient, including Intensive Outpatient (IOP)
- Outpatient Narcotic Addiction Treatment (Methadone Maintenance)



The VBH-PA Member Service Representatives are available 24 hours a day/seven days a week to answer your questions when you call the toll-free member services number for your county.

### **Our Member Service**

#### **Representatives' toll-free numbers:**

<b>Armstrong County</b>	<b>1-877-688-5969</b>
<b>Beaver County</b>	<b>1-877-688-5970</b>
<b>Butler County</b>	<b>1-877-688-5971</b>
<b>Fayette County</b>	<b>1-877-688-5972</b>
<b>Greene County</b>	<b>1-877-688-5973</b>
<b>Indiana County</b>	<b>1-877-688-5974</b>
<b>Lawrence County</b>	<b>1-877-688-5975</b>
<b>Washington County</b>	<b>1-877-688-5976</b>
<b>Westmoreland County</b>	<b>1-877-688-5977</b>
<b>TTY (hearing impaired)</b>	<b>1-877-615-8502</b>

All VBH-PA members are sent an annual newsletter whether you are using behavioral health services or not. Information in this newsletter will help you understand any changes in your behavioral health benefits for 2007.

## Member Participation

Here are some ways you, as a member of VBH-PA, can get involved with the HealthChoices Program:

### 1. Join a Consumer/Family Satisfaction Team (C/FST)

Consumer/Family Satisfaction Teams (C/FSTs) are made up of consumers, family members, and/or persons in recovery trained to help members talk about the services they are receiving.

- ⇒ You will have the opportunity to speak with the C/FST.
- ⇒ The C/FST will assist members and/or family members with completing a satisfaction survey.
- ⇒ The purpose of the survey is for the county and VBH-PA to hear member opinions on the services received.
- ⇒ A survey can be completed for each level of care a member receives.
- ⇒ Surveys can be completed at the provider location or a public place where the member may feel more comfortable.
- ⇒ The VBH-PA Member Handbook includes phone numbers to contact the C/FST in your county.



### 2. Join a VBH-PA Committee

- ⇒ Members can volunteer to be on any of the following VBH-PA Committees
  - Clinical Advisory Committee
  - Quality Management Committee
  - Complaint and Grievance Committee
  - Family Advisory Committee
- ⇒ Some committees may require an orientation to become familiar with the purpose of the committee.
- ⇒ Members are paid for their participation.
- ⇒ Location of committee meetings varies; some are held in the counties some are held here at VBH-PA in Trafford, Pennsylvania.

## Need a Ride?



HealthChoices members may travel up to 60 minutes from their home to receive services. Medical Assistance Transportation (MATP) services are available in each county to assist you in getting to your medical appointments. For information about scheduling a ride, contact the MATP number for your county:

Armstrong County	1-800-468-7771
Beaver County	1-800-262-0343
Butler County	1-866-638-0598
Fayette County	1-800-321-7433
Greene County	1-877-360-7433
Indiana County	1-888-526-6060
Lawrence County	1-888-252-5104
Washington County	1-800-331-5058
Westmoreland County	1-800-242-2706

## Exciting News!

After much anticipation, the Center for Medicaid and Medicare Services has approved **Peer Support Services** as an in-plan or covered service for HealthChoices. These services are already being used in some Pennsylvania counties while other counties are sure to start soon. Value Behavioral Health of PA and Southwest Behavioral Health Management are working with OMHSAS to develop a local training coordinator for this part of the state. (At this time all training is coordinated in the southeast area of Pennsylvania.)

## You Have a Choice with HealthChoices



What happens if you are unhappy with your mental health or drug and alcohol services?

Can you change providers?

Does it seem like everyone in your community goes to the same place for treatment?

Do you have to go there too?

As a HealthChoices member, you have the right to choose your provider from a list of HealthChoices Program Providers. However, not all of our members know that they have the right to make this important choice. VBH-PA's behavioral health providers will explain "provider choice" to you during your intake appointment and will review this right with you each year. You will also receive written information about provider choice.

For more information or referrals, please call VBH-PA's toll-free telephone number for your county. These phone numbers are listed on the first page of this newsletter and on your telephone card.

### What is a Complaint?

A complaint may be filed if you do not like the care your provider is giving you or if you are unhappy with the services you are receiving.

#### Examples of Complaints

- I waited too long in the office.
- The staff is rude.
- The doctor will not let me take part in deciding my care.
- I received a bill from my provider.

#### How to File a Complaint

- Call VBH-PA at **1-877-615-8503** or have someone call for you. **-OR-**
- Write a letter to VBH-PA at 520 Pleasant Valley Road, Trafford, PA 15085, Attention: Quality Department

#### Need Help Filing a Complaint?

A VBH-PA Member Services Representative can help you file a complaint by calling VBH-PA's toll-free telephone number for your county. These phone numbers are listed on the first page of this newsletter and on your telephone card.

VBH-PA will follow-up on your complaint within 30 days. You will be sent a letter from VBH-PA informing you of the resolution.

### What is a Grievance?

A grievance may be filed when you are unhappy about a decision made about your treatment.

#### Examples of a Grievance

- A service was denied.
- A decision was made to decrease the amount of service you are receiving.
- You want a different service than what has been approved.

#### How to File a Grievance

- You will receive a letter when VBH-PA denies a service, decreases your service, or approves something different than the service requested.
- You have 45 days to file a grievance after you receive written notice of the change in your service.

You may continue services through the grievance process if you file your grievance within 10 days of your service being denied.



Check us out on the Web!

[www.vbh-pa.com](http://www.vbh-pa.com)

## **A Merger of Pennsylvania Protection & Advocacy, Inc. (PP&A) and the Disabilities Law Project (DLP)**

### **PP&A and DLP Merger Improves Advocacy for Persons with Disabilities New Disability Rights Network Brings Together Legal Advocacy and Policy**

Pennsylvania Protection & Advocacy, Inc. (PP&A) and the Disabilities Law Project (DLP) have merged to form the Disability Rights Network of Pennsylvania (DRN). The result is a stronger advocacy system for persons with disabilities. Effective February 1, 2007, DRN will provide a full range of legal, policy, and advocacy services necessary to protect and advance the rights of persons with disabilities.

"The merger of PP&A and DLP unites two organizations that have worked closely together for almost 30 years on behalf of Pennsylvanians with disabilities," said Ilene Shane, PP&A's Chief Executive Officer, who will serve in that same capacity for DRN. "Operating as one entity will allow our advocates, attorneys and other staff to more effectively advance the rights of persons with disabilities."



"DLP has served as PP&A's legal arm for many years," said DLP Executive Director Mark J. Murphy, who will become DRN's Legal Director. "During that time, we have represented thousands of persons with disabilities and advocacy organizations in successful cases involving a wide variety of critical issues, including the right of persons to leave institutions and receive community-based services; to live free from discrimination in employment, housing, and other areas; and to receive access to appropriate health care and other services. DLP and PP&A have worked closely together to achieve those victories, and I believe this merger will give us the ability to improve and expand our legal and advocacy services to the disability community."

DRN will provide services through a more focused and efficient organizational structure featuring a single board of directors and a combined staff of more than 50 persons working from offices in Philadelphia, Harrisburg, and Pittsburgh. DRN will also continue to offer all of the legal and advocacy services PP&A and DLP have provided to persons with disabilities for many years, including advice and technical assistance via a toll-free phone number; individual, systemic, and policy advocacy; systemic-impact litigation and other legal services.

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## **Governor Unveils Universal Health Care Proposal**

On January 17, 2007, Governor Edward G. Rendell unveiled his administration's universal health care proposal for Pennsylvania. Rendell has titled his initiative *Cover All Pennsylvanians* (CAP). Here are a few highlights of the proposal:

- Program objective of providing affordable health insurance for all Pennsylvanians. Nearly one million Pennsylvanians currently have no health coverage.
- Smoking would be banned in public locations.
- Businesses would have to provide health insurance for employees or pay a tax (three percent of said business' payroll). Small employers whose employee average salaries are less than \$42,000 could obtain state-subsidized insurance.
- The proposal is not a single-payer or government-run system. However, it will use a state-operated program to provide free or affordable health insurance to those who otherwise do not have access to coverage.
- In addition to seeking additional federal financial participation and the tax on non-participating businesses, the proposal includes shifting funding currently spent on the commonwealth's adultBasic program to CAP.
- Taxes on cigars and smokeless tobacco would be imposed and the current cigarette tax would be increased.
- Hospitals would be required to eliminate infections caught and transmitted at their facilities, reduce the incidence of medical errors, and institute the usage of electronic medical records.

## Help Your Friend Break the Silence

Millions of women in America are physically and emotionally abused by their husbands or partners each year. In fact, one in three women are physically or sexually abused by a partner at some point in their lives. That means, for most of us, someone we know—our mother, sister, friend or neighbor—is a victim of domestic violence. What can you do?

Your support and encouragement can be of great value to a friend involved in an abusive relationship. Lending a sympathetic ear and letting your friend or loved one know that you care and are willing to listen may be the best help you can offer. Try talking to her about the problem of domestic violence in a general way. Tell her this problem concerns you. Don't force the issue but allow her to confide in you at her own pace. Keep your mind open and really listen to what she tells you. Never blame her for what is happening or underestimate her fear or possible danger. Help her explore her options and provide what you can: transportation, child-care or a place to stay. You can ease her isolation by letting her know that she is not alone.

Encourage her to “break the silence” and seek the assistance of the advocates at the National Domestic Violence Hotline. You can also become more informed by visiting the hotline website at [www.ndvh.org](http://www.ndvh.org) or their public awareness site at [www.makethecall.org](http://www.makethecall.org). Let her know that caring people are available to help. If you are worried about a friend and you need to talk, call:

### National Domestic Violence Hotline

1-800-799-7233 (SAFE)

1-800-787-3224 (TTY for the Deaf)

[www.ndvh.org](http://www.ndvh.org)



Help is available in English and Spanish and many other languages. All contact with the hotline is free and confidential.

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## CMHS Creates National Center for Trauma Informed Care

The Pennsylvania Department of Public Welfare has promoted the integration of trauma informed care into service delivery programs for children and adults. This has been most evident in the Alternatives to Coercive Techniques initiative. Recently, the US Department of Health and Human Services Center for Mental Health Services (CMHS) announced the creation of the National Center for Trauma-Informed Care (NCTIC). The center's stated goal is “to make the trauma healing and recovery process more supportive, comprehensively integrated, and empowering for trauma survivors through the development and implementation of trauma informed care systems.”

NCTIC provides trauma training that is free or low-cost to publicly funded programs and systems. The center also provides education and outreach, a speakers bureau, and topical resources to stimulate and support trauma informed change in service environments to address the trauma experienced by many consumers and survivors.



The NCTIC web site is <http://mentalhealth.samhsa.gov/nctic>. The center's e-newsletter, *Trauma Matters*, can be received directly by registering an email address at the center's web site.



520 Pleasant Valley Road  
Trafford, PA 15085

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## Need Special Help?

Need special help with a complaint or grievance? Have a question about the services you or your child are receiving? Send your questions or concerns to [ValueHelp@valueoptions.com](mailto:ValueHelp@valueoptions.com). Be sure to include how and where you can be reached. A Recovery and Resiliency Specialist will be happy to help you.