

More Questions?

All of this information is in your Member Handbook. If you need one, contact your county's toll-free number listed below and a VBH-PA Member Service Representative will be happy to assist you:

Armstrong County	1-877-688-5969
Beaver County	1-877-688-5970
Butler County	1-877-688-5971
Cambria County	1-866-404-4562
Crawford County	1-866-404-4561
Erie County	1-866-404-4560
Fayette County	1-877-688-5972
Greene County	1-877-688-5973
Indiana County	1-877-688-5969
Lawrence County	1-877-688-5975
Mercer County	1-866-404-4561
Venango County	1-866-404-4561
Washington County	1-877-688-5976
Westmoreland County	1-877-688-5977
TTY (hearing impaired)	1-877-615-8502



Recovery and Resiliency Specialists serve adults, children, teens and their families who are enrolled in the HealthChoices program and receive mental health or drug and alcohol services through VBH-PA. They also provide information that can lead to informed consumer choices, empowerment and recovery.

Recovery & Resiliency Specialists

are available in the following counties:

Armstrong, Beaver, Butler, Fayette, Indiana, Lawrence, Washington, and Westmoreland

Call your county's toll free number and ask for the Recovery & Resiliency Specialist

And for **Greene County**

Call 888-856-5073

Email: ValueHelp@ValueOptions.com

Prevention, Education, and Outreach Coordinators or PE&O Coordinators are available to provide training and educational support for HealthChoices members and support groups to which they belong. PE&O Coordinators serve as liaisons with the Family Advisory Committee (FAC) and FAC sub-committees.

PE&O Coordinators

are available in the following counties:

Cambria

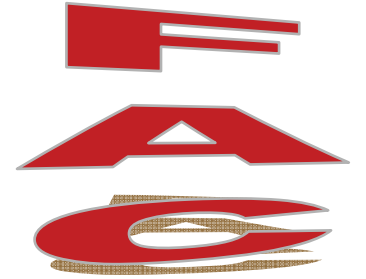
Call 814-534-4505

Crawford, Mercer, and Venango- NW3

Call 724-962-8032

Erie

Call 814-878-1677



Family

Advisory

Committee

committed to providing families with "value"able up-to-date information

Email: valuehelp@valueoptions.com

Web site: www.vbh-pa.com

“FAC” or “Family Advisory Committee” & Value Behavioral Health of PA are committed to providing families:

- **V** Valuable Information
- **A** Advocates for families
- **L** Life Experiences
- **U** Understanding your rights and responsibilities
- **E** Education and Best Practice

Want to be a Committee Family Member?

If you are interested in joining our committee, applications are available for membership. Please contact Karan Steele, Recovery and Resiliency Specialist for Value Behavioral Health of Pennsylvania, at 724.744.6537 or email her at karan.steele@valueoptions.com.



FAC Mission Statement

The Mission of the Family Advisory Committee is:

- To promote and enhance effective communication between Value Behavioral Health of PA HealthChoices consumers, their families and other stakeholders;
- To increase consumer and family access to information and treatment options;
- To increase quality of care by utilizing family expertise and perspectives; and
- To provide a forum for consumer families to share and exchange ideas, knowledge and support.

In pursuing this mission, the Family Advisory Committee will make every effort to represent the views of the consumer community, with the goal of ensuring appropriate delivery of behavioral healthcare services to HealthChoices members.

FAC

Check out the “**Road to Recovery**” and “**Health Education Questions**” on our Web site at:

www.vbh-pa.com

Special Help

Special help is available for:

- Sight-impaired or blind members (large print or Braille membership booklets)
- Hearing impaired members (call the TTY telephone number at 1-877-615-8502)
- Members who speak English as a second language (translators are available)

Call VBH-PA free of charge at 877-615-8503 for personal assistance with these special needs.

Questions?

Your VBH-PA HealthChoices Member Handbook answers many of the questions you may have. You may request an additional copy of this handbook by calling your county’s toll-free phone number listed on the back of this brochure or you may also access the VBH-PA HealthChoices Member Handbooks on our Web site at www.vbh-pa.com.