

Who can receive help from a Recovery & Resiliency Specialist?

The Recovery & Resiliency Specialist serves adults, children, teens, and their families who have enrolled in the HealthChoices program and receive mental health or drug and alcohol services through VBH-PA.

The Recovery & Resiliency Specialist also provides information that can lead to informed consumer choices, empowerment, and recovery. The Specialist provides hope.

The Recovery & Resiliency Specialist coordinates and facilitates the Family Advisory Committee and assists in planning the VBH-PA annual family and consumer forums.

Value Behavioral Health of PA, Inc.
520 Pleasant Valley Road
Trafford, PA 15085
www.vbh-pa.com
E-mail: ValueHelp@ValueOptions.com



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:

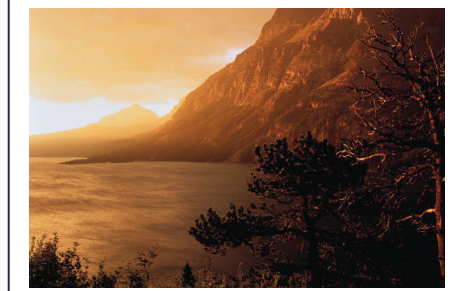
Armstrong County	1-877-688-5969
Beaver County	1-877-688-5970
Butler County	1-877-688-5971
Cambria County	1-866-404-4562
Crawford County	1-866-404-4561
Erie County	1-866-404-4560
Fayette County	1-877-688-5972
Greene County	1-877-688-5973
Indiana County	1-877-688-5969
Lawrence County	1-877-688-5975
Mercer 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

Check out the “**Road to Recovery**” and “**Health Education Answers**” on our website at www.vbh-pa.com.



Recovery & Resiliency Specialist ...

How can they help you?

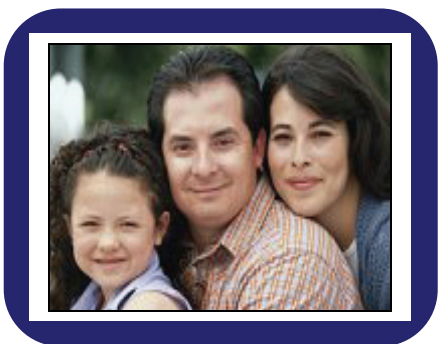


Value Behavioral Health of PA, Inc.
An Affiliate of ValueOptions



What is a Recovery & Resiliency Specialist?

The role of the Recovery and Resiliency Specialist is to advise members and their families about VBH-PA HealthChoices behavioral health services and offer assistance with the complaint and grievance process to facilitate a positive outcome for all parties.



A Recovery & Resiliency Specialist can also assist members and their families with the following:

- Provide and explain VBH-PA HealthChoices behavioral health services
- Help you understand your rights regarding VBH-PA HealthChoices
- Identify community resources
- Refer to specific county offices for SSI/SSDI benefits
- Provide information regarding programs available for VBH-PA HealthChoices members
- Share information about transportation and mileage reimbursement programs
- Assist in locating appropriate support groups
- Explain the difference between the complaint and grievance process
- Provides presentations to consumer and family support groups
- Provide assistance to reduce conflict and achieve positive outcomes
- Encourage self advocacy and empower families and consumers to improve life self-help skills
- Offer information about local recovery focused conferences and trainings

To Contact the Recovery and Resiliency Specialist:

Use one of these two easy ways:

- ▶ **Email** your request to: ValueHelp@ValueOptions.com
- ▶ **Call the toll-free number for your county** and ask to be transferred to the Recovery and Resiliency Specialist:

Armstrong County	1-877-688-5969
Beaver County	1-877-688-5970
Butler County	1-877-688-5971
Fayette County	1-877-688-5972
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Indiana County	1-877-688-5969
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