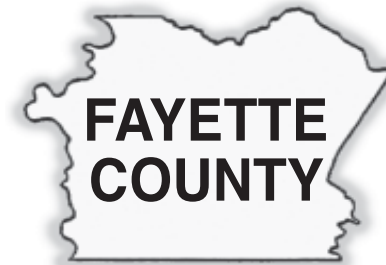


VBH-PA
520 Pleasant Valley Road
Trafford, PA 15085

01-09

**Value Behavioral Health
of Pennsylvania
(VBH-PA)**

MEMBER HANDBOOK



**HEALTHCHOICES
PROGRAM**

**YOUR GUIDE TO
MENTAL HEALTH
AND
DRUG & ALCOHOL
SERVICES
1-877-688-5972**

**This is Your
Toll-Free Telephone Card**

Please tear off at the dotted line.
Carry it with you all the time.

VBH-PA Toll-Free Telephone Card

Fayette County	1-877-688-5972
TTY (Hearing Impaired)	1-877-615-8502



**Answers 24 hours a day,
7 days a week!**

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(cut out and carry with you)

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Why Did I Get This Book?

Welcome to the Fayette County HealthChoices program! The County has chosen to work with VBH-PA on this program. VBH-PA is part of a large company. It provides mental health and drug and alcohol services to more than 23 million people across the country. Together, the County and VBH-PA are working to bring you quality services. This means:

- Having access to clinical staff 24 hours a day, 7 days a week
- Linking people to local providers
- Coordinating care, and
- Making sure people have a say in their treatment

This booklet explains the HealthChoices program. There are also definitions in the back of the booklet. We put these in to help you better understand the program.

If you have any questions after you read this, please call the VBH-PA HealthChoices Service Center. Staff members are there to answer general questions between the hours of 8:00 a.m. to 5:00 p.m. Clinical staff members are there to answer your questions about clinical issues 24 hours a day. This is a toll-free call. You can reach the Service Center by dialing **1-877-688-5972**.

The toll-free number is also on your Toll-Free telephone card in the front of this booklet. Calls to this number are free of charge.

Fayette County and VBH-PA want you to get the best care from a skillful provider, when you need it. We are happy to be serving you through the HealthChoices program.

What is the Behavioral Health System?

- The Behavioral Health System connects you to adult, child, and adolescent mental health and drug and alcohol services.
- Adults, children, and teenagers who are enrolled in the HealthChoices program can get behavioral health services when needed.
- To be connected to the Mental Health or Substance Abuse services you need, you must go through an agency called Value Behavioral Health of PA, or VBH-PA.
- Through VBH-PA, you can find the service you need and get approval for treatment and emergencies.
- Although you will receive your Mental Health and Drug & Alcohol Abuse services through VBH-PA, you will still get your physical health services through Gateway, **UPMC** *for You*, or Unison.

PLEASE NOTE: VBH-PA may not cover all of your behavioral health care expenses. Read your Member Handbook carefully to determine which health care services are covered.

I Want Mental Health or Drug and Alcohol Treatment. How Do I Get It?

Getting Started

If you need help in getting mental health and drug and alcohol treatment services, **call 1-877-688-5972, the toll-free telephone number for the Fayette HealthChoices Program.** This call will connect you with a VBH-PA Member Services Representative (MSR) who will help you, 24 hours a day, 7 days a week.

If you are hearing impaired, you can contact the **VBH-PA TTY line at 1-877-615-8502.** Calls to these numbers are **FREE OF CHARGE.**

If you cannot make the call, a family member, a friend, or your primary care physician can call for you.

Your local mental health or drug and alcohol service provider or your case manager can call for you.

On Your First Call

On your **first call**, you will talk to a **Member Services Representative (MSR).** This person will be your contact person. At the end of the call, your MSR will give you his or her telephone number. After this first call, you can call your MSR directly when you have a question. You can also change your MSR contact person if you like. (If your MSR is not there, someone else will help you.)

Your MSR is there to answer questions about the HealthChoices program and help you solve problems with services.

Member Services at VBH-PA Can Also:

Ask you questions to find out what kind of services you need;

- Tell you where services are not available
- Help make appointments for you
- Link you with crisis services when you have an emergency
- Help solve problems you may have with the services you are getting
- Help you with a complaint or grievance

Your provider can not decide to deny or reduce your treatment because of your diagnosis, type of illness, or condition.

Your MSR Can also Connect You With a Service Manager

A **Service Manager** can help you get the services you need. Your Service Manager will explain what type of service he or she thinks could help you. You can work with the Service Manager to choose a provider who is close to your house/work, speaks your language, understands your ethnic background, and is accessible.

An example of an accessible provider is one that is near public transportation or has an office with a ramp so that a person in a wheelchair can enter.

Your Service Manager can also mail you a list of all the program providers if you ask for one.

Once you pick a provider, you can make an appointment or the Service Manager can make it for you.

If you are not comfortable with the provider, please call the toll-free number listed on your telephone card and a Service Manager can help you.

Service Managers also coordinate your care during treatment. He or she will work with your Primary Care physician, and others to make sure that you have all of the services you need.

Can I keep the provider I have now?

If you receive services now from a public mental health or drug and alcohol provider who joins the HealthChoices/VBH-PA network, you do NOT have to change your provider unless you want to.

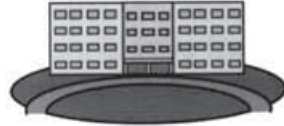
If you are new to the public mental health system and need mental health or drug and alcohol services, we will help you find the right provider.

Help! I Have An Emergency, What Do I Do?

An emergency is a serious situation or occurrence that demands immediate action.

It is easy to get help in an emergency. If you are having a Mental Health or Drug or Alcohol emergency, there are *two* ways to get help:

1. Go to the nearest hospital emergency room.



The Hospital will contact your Member Services Representative (MSR) or Service Manager, by calling the toll-free number on your telephone card for the Fayette HealthChoices program: **1-877-688-5972. TTY number: 1-877-615-8502.**

OR

2. Contact your MSR or Service Manager directly.



Just call the toll-free number for the Fayette HealthChoices program: **1-877-688-5972. TTY number: 1-877-615-8502.** Your Service Manager will offer crisis support over the phone and refer you to the closest emergency facility. If you are alone and cannot reach a hospital quickly, the Service Manager will contact “911” to get you help and a ride to the hospital.

If you want help before things become a crisis, you can contact your MSR or Service Manager at **1-877-688-5972. Someone is there 24 hours a day, 7 days a week to help you!**

If you are a family member or caregiver who is involved in the mental health or drug or alcohol crisis, **you may also call the toll-free telephone number to get help, 24 hours a day, 7 days a week!**

You do not need pre-approved for emergency services.

Out of Town Emergencies

Sometimes people have a mental health or drug or alcohol emergency while they are out of town. If this happens to you:

You can go straight to the hospital. Use your toll-free telephone card and tell the hospital your name and your MSR or Service Manager's phone number. If you cannot give the hospital this information, please call for your MSR or Service Manager as soon as the crisis has passed. Just call the toll-free number on your telephone card for the Fayette HealthChoices program: 1-877-688-5972. The TTY number is: 1-887-615-8502.

OR

You can call your MSR or Service Manager. Your Service Manager can help you get the care you need by calling "911" or the closest hospital.

OR

You can call your Provider or your MSR or your Service Manager after you receive care and the crisis has passed. If you do this, please call within 24 hours. Remember to call the toll-free number on your telephone card: 1-877-688-5972.

VBH-PA will give you written notice of any change in these procedures at least 30 days before the effective date of the change.

What Kind of Treatment Can I Get?

The following services are part of the Fayette HealthChoices program. Please call the **toll-free telephone number on your card for VBH-PA**, about getting services. Calls to this number are always **free of charge, 24 hours a day, 7 days a week!**

In-Patient Treatment in a Hospital - This is care in a hospital for mental health problems. With this care, you may need to stay at the hospital for more than one night. This service is for you if your problem cannot be treated outside the hospital.

Treatment (Detoxification and/or Rehabilitation) in a Hospital - This is in-patient care in a hospital for drug and alcohol abuse. This service is used if your problem cannot be treated outside the hospital. This service helps you stop using drugs and alcohol.

Partial Hospitalization - These are services where you live at home and receive mental health treatment for part of the day or night.

Non-Hospital or Residential, Detoxification, Rehabilitation, and Halfway House Services - These services help you stop using drugs and alcohol. They also help you to keep from using drugs and alcohol in the future. If you use these services, you will stay at the program overnight, but not in a hospital.

Outpatient Services - In this service a therapist or counselor works with you by yourself or in a group. You talk about your problem and learn how to deal with it.

Behavioral Health Rehabilitation (BHRS) Services - These are many services for people under 21 years. These services help you manage and treat your problem. These are services you get in the community.

Residential Treatment Services - This is a service for people under 21 years. In this service you live at the program while you receive treatment. These services do not take place in the hospital.

Outpatient Drug and Alcohol Services - These are services you use if you live at home and receive drug and alcohol abuse treatment for part of the day or evening. These services can be at a hospital or in the community. The goal of these services is to keep you from using drugs and alcohol again.

Methadone (Narcotic/Opioid Dependency Medication Therapy) - This service uses a specific medication therapy to treat you if you are addicted to certain types of drugs.

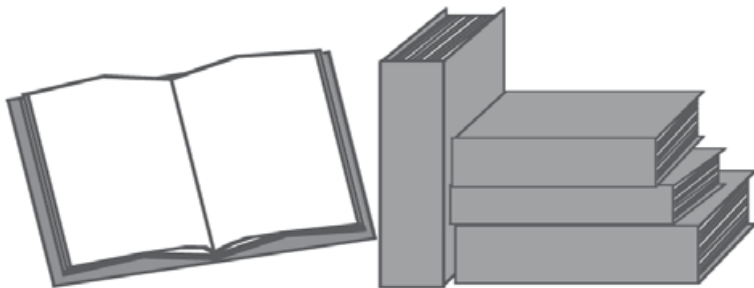
Laboratory Studies and Clozapine Support Services - These are medical tests used to help monitor what is happening to your body during treatment with medications.

Emergency Crisis Services - These are services that you can use any time of day or night to help you in a crisis/emergency. These services keep you safe and treat the problem until the crisis has passed.

Family-Based Services for Children and Adolescents -

These services are for people under 21 years and their families. These services help you manage and treat your problem. They are services you can get in your home.

Case Management - A Mental Health Case Manager works with you in this service. The Case Manager helps you set and reach goals that help you with your problem. The Case Manager also helps you reach other community resources.





REMEMBER!

You do not have to pay for services that are part of the HealthChoices program when you use a VBH-PA provider!

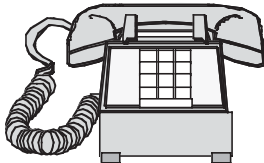
Call your Member Services Representative (MSR) to ask for a list of VBH-PA providers - just use the **toll-free telephone number on your card:**

1-877-688-5972. TTY: 1-877-615-8502

You can only use a provider who is **not** a part of the VBH-PA network of providers when:

You have an emergency, or

Your Service Manager has approved the provider of service before you receive the care.



What About Services for my Child or Adolescent?

If you think your child may need mental health or drug and alcohol services, call the toll free number for Fayette County: **1-877-688-5972**.

A Service Manager will assist you in setting up an evaluation and possible treatment.

In addition to these, please refer to the services listed under “What Kind of Treatment Can I Get?” starting on page 8.

Family’s Rights

If your child or adolescent* has emotional, behavioral, or drug or alcohol problems and is receiving treatment through VBH-PA, you have the right to:

- Take part in setting up your child’s treatment plans and to make sure the plan is being followed;
- Bring any advocate (person who can help explain your wishes) to treatment planning meetings about your child;
- Be sure that your child’s records are kept private;
- Complain and have the services of a Peer Specialist, if you are unhappy with the services you are using;
- Discuss your services with staff of the HealthChoices Consumer/Family Satisfaction Team if you desire.

*Children and Adolescents receiving Drug and Alcohol services have all the same rights to confidentiality as adults and must give permission for others to be involved in their treatment.

What Are My Rights and Responsibilities?

As part of the HealthChoices program, you have the right to:

- Be treated with dignity and respect;
- Have your medical records and conversations with your service provider kept **private**;
- Take part in decisions about your care, including the right to refuse treatment;
- Have your treatment plan and the possible risks explained to you;
- Help set up your treatment plan;
- Ask for a *change* to your treatment plan;
- Choose your provider from a list of HealthChoices Program Providers;
- Request to see your medical records and talk about them with your provider;
- Ask for a copy of the Medical Necessity Criteria; (see “Words to Know” on page 42);
- *Change* your provider;
- Ask your provider, or any other person helping you, about his or her qualifications;
- Receive services without regard to race, color, religion, sex, sexual orientation, age, or ethnic background;
- Make a *Complaint* or file a *Grievance* about your care or the services you receive;

- Receive information on available treatment options and alternatives.
- You have the right to be free from any form of restraint or seclusion during your treatment that is used as a means of coercion, discipline, convenience, or retaliation.
- You may request a copy of your medical records from your provider.
- You may also request a copy of information maintained by VBH-PA. VBH-PA information may include claims and authorization information, complaints, referrals, disclosures and other documented contact you or your provider have had with us.
- You may request to amend the VBH-PA information listed above in order to correct any errors. The decision to make an amendment is made by the VBH-PA Medical Director.
- You are free to exercise your rights. Exercising your rights will not affect how you are treated by your provider or by Value Behavioral Health of PA.
- Talk with a *CFST (Consumer Family Satisfaction Team)* staff person about the quality of your services;
- Ask for the help of a peer specialist (a person who can help explain your wishes).
- You have the right to request a second opinion.

Your Responsibilities

As part of the HealthChoices program, you have the responsibility to:

- Respect the dignity and privacy of others;
- Give your provider the information that he or she needs to better serve you;
- Work with your provider to help develop a treatment plan *and* ask questions when you do not understand your treatment;
- Try to follow the treatment plans you developed with your provider;
- Keep your appointment with your provider;
- Contact your provider if you need to cancel or re-schedule your appointment;
- Please call the toll-free telephone number at VBH-PA if you *move and change your address/phone number*: **1-877-688-5972**; if you are hearing impaired, call the TTY number: **1-866-615-8502**.

What are Advance Directives?

Mental health Advance Directives are a way of planning for your future mental health care in case you can no longer make mental health care decisions on your own as a result of illness. You can do this by creating a Mental Health Declaration or by appointing a Mental Health Power of Attorney or both.

A Mental Health Declaration is a set of written instructions that will tell your provider

- What kind of treatment you prefer
- Where you would like to have your treatment take place
- Specific instructions you have about your mental health treatment.

A Mental Health Power of Attorney is a document that allows you to name a person, in writing, to make mental health care decisions for you if you are unable to make them on your own. Your Mental Health Power of Attorney will make decisions about your mental health care based on your written instructions.

If you would like to have a Mental Health Declaration or a Mental Health Power of Attorney or both, please contact an advocacy organization such as the Mental Health Association in Pennsylvania at 1-866-578-3659 or 717-346-0549; email: info@mhapa.org and they will provide you with the forms and answer any questions. It is important that you share your written Mental Health Advance Directives with your mental health care provider. If you do not share your Mental Health Advance Directives with your provider, he/she will not be able to follow them.

If you or your representative believe that your provider has not handled your Mental Health Advance Directives properly, or if you have any other complaints about Mental Health Advance Directives, you can follow the standard complaint process which is explained in your Member Handbook.

I'm Having a Problem With Services. How Do I Get Help?

COMPLAINTS

What is a complaint?

A complaint is when you tell us you are unhappy with VBH-PA or your provider or you do not agree with a decision made by VBH-PA.

These are some examples of a complaint:

- You are unhappy with the care you are getting
- You are unhappy that you cannot get the service you want because it is not a covered service
- You are unhappy that you have not received services that you have been approved to get*

*VBH-PA providers must provide services within one hour for emergencies, within 24 hours for urgent situations, and within seven days for routine appointments and specialty referrals. If a treatment plan is approved, services must be provided according to the prescribed treatment plan.

What should I do if I have a complaint?

First Level Complaint

To file a complaint, you can:

- Call VBH-PA at 1-877-688-5972 and tell us your complaint or
- Write down your complaint and send it to us at: VBH-PA, 520 Pleasant Valley Rd., Trafford, PA 15085

This is called a ***First Level*** complaint.

When should I file a first level complaint?

You must file a complaint **within 45 days of getting a letter** telling you that:

- VBH-PA has decided you cannot get a service you want because it is not a covered service.
- VBH-PA will not pay a provider for a service you received.
- VBH-PA did not decide a first level complaint or grievance you filed earlier within 30 days of when you filed it.

You must file a complaint **within 45 days of the date you should have received a service** if your provider did not give you the service.

You may file **all other complaints at any time.**

What happens after I file a first level complaint?

VBH-PA will send you a letter to let you know we received your complaint. The letter will tell you about the first level complaint process.

You may ask VBH-PA to see any information we have about your complaint. You may also send information that may help with your complaint to VBH-PA.

If you filed a complaint because of one of the reasons listed below, you can be included in the first level complaint review. You must call VBH-PA within **10** days of the date on the letter to tell us that you want to be included:

- You are unhappy that you have not received services that you have been approved to get.
- You are unhappy that VBH-PA has decided you cannot get a service you want because it is not a covered service.
- You are unhappy that VBH-PA will not pay a provider for a service you received.
- You are unhappy that VBH-PA did not decide a first level complaint or grievance within 30 days.

You can come to our offices or be included by phone. You do not have to attend if you do not want to. If you do not attend, it will not affect our decision.

One or more VBH-PA staff, who has not been involved in the issue you filed your complaint about, will make a decision on your complaint. Your complaint will be decided no more than 30 days after we received it.

A letter will be mailed to you no more than 5 business days after VBH-PA makes its decision. This letter will tell you the reason(s) for the decision. It will also tell you how to file a second level complaint if you do not like the decision.

What to do to continue getting services:

If you have been receiving services that are being reduced, changed, or stopped, because they are not covered services for you, and you file a complaint that is hand-delivered or postmarked within 10 days of the date on the letter (notice) telling you that the services you have been receiving are not covered services for you, the services will continue until a decision is made.

What if I do not like VBH-PA’s decision?

Second Level Complaint

If you are not happy with VBH-PA’s first level complaint decision, you may file a ***second level*** complaint with VBH-PA.

When should I file a second level complaint?

You must file your second level complaint within 45 days of the date you get the first level complaint decision letter. Use the same address or phone number you used to file your first level complaint.

What happens after I file a second level complaint?

VBH-PA will send you a letter to let you know we received your complaint. The letter will tell you about the second level complaint process.

You may ask VBH-PA to see any information we have about your complaint. You may also send information that may help with your complaint to VBH-PA.

You can come to a meeting of the second level complaint committee or be included by phone. VBH-PA will contact you to ask if you want to come to the meeting. You don't have to attend if you do not want to. If you do not attend, it will not affect our decision.

The second level complaint review committee will have three or more people on it. At least one VBH-PA member will be on the committee. The members of the committee will not have been involved in the issue you filed your complaint about. The committee will make a decision no more than 30 days from the date VBH-PA received your second level complaint.

A letter will be mailed to you within 5 business days after the committee makes its decision. This letter will tell you the reason for the decision. It will also tell you how to ask for an external complaint review if you do not like the decision.

What to do to continue getting services:

If you have been receiving services that are being reduced, changed, or stopped, because they are not covered services for you, and you file a second level complaint that is hand-delivered or postmarked within 10 days of the date on the first level complaint decision letter, the services will continue until a decision is made.

What if I still do not like the decision?

External Complaint Review

If you are not happy with VBH-PA's second level complaint decision, you may ask for a review of your complaint by the Department of Health or the 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 VBH-PA's policies and procedures.

You must ask for an external review within 15 days of the date you receive the second level complaint decision letter. **If you ask, the Department of Health will help you put your complaint in writing.**

You must send your request for external review in writing to either:

Pennsylvania Department of Health
Bureau of Managed Care
Attention: Complaints Appeals
Room 912 Health & Welfare Building
625 Forster Street
Harrisburg, Pennsylvania 17120-0701
Telephone Number: 1-888-466-2787

or

Pennsylvania Insurance Department
Bureau of Consumer Services
1321 Strawberry Square
Harrisburg, Pennsylvania 17120
Telephone Number: 1-877-881-6388

If you send your request for external review to the wrong department, it will be sent to the correct department.

The Department of Health or the Insurance Department will get your file from VBH-PA. You may also send them any other information that may help with the external review of your complaint.

You may be represented by an attorney or another person during the external review.

A decision letter will be sent to you after the decision is made. This letter will tell you the reason(s) for the decision and what you can do if you do not like the decision.

What to do to continue getting services:

If you have been receiving services that are being reduced, changed, or stopped, because they are not covered services for you, and you file a request for an external complaint review that is hand-delivered or postmarked within 10 days of the date on the second level complaint decision letter, the services will continue until a decision is made.

GRIEVANCES

What is a grievance?

A grievance is what you file when you do not agree with VBH-PA's decision that a service that you or your provider asked for is not medically necessary.

You can file a grievance if VBH-PA does any one of these things:

- Denies a service
- Approves less than what was asked for
- Approves a different service from the one that was asked for

What should I do if I have a grievance?

First Level Grievance

If VBH-PA does not completely approve a service for you, we will tell you in a letter. The letter will tell you how to file a grievance. **You have 45 days from the date you receive this letter to file a grievance.**

To file a grievance, you can:

- Call VBH-PA at 1-877-688-5972 and tell us your grievance, or
- Write down your grievance and send it to us at VBH-PA, 520 Pleasant Valley Rd., Trafford, PA 15085, or
- Your provider can file a grievance for you if you give the provider your consent in writing to do so.

NOTE: If your provider files a grievance for you, you cannot file a separate grievance on your own.

What happens after I file a first level grievance?

VBH-PA will send you a letter to let you know we received your grievance. The letter will tell you about the first level grievance process.

You may ask VBH-PA to see any information we have about your grievance. You may also send information that may help with your grievance to VBH-PA.

If you want to be included in the first level grievance review, you must call us within ten days of the date on the letter we sent you to let you know we received your grievance. You can come to our offices or be included by phone. You don't have to attend if you do not want to. If you do not attend, it will not affect our decision.

A committee of one or more VBH-PA staff, including a doctor or licensed psychologist, who have not been involved in the issue you filed your grievance about, will make a decision about your first level grievance. Your grievance will be decided no more than 30 days after we received it.

A letter will be mailed to you no more than 5 business days after VBH-PA makes its decision. This letter will tell you the reason for the decision. It will also tell you how to file a second level grievance if you don't like the decision.

What to do to continue getting services:

If you have been receiving services that are being reduced, changed, or stopped, and you file a grievance that is hand-delivered or postmarked within 10 days of the date on the letter (notice) telling you that the services you have been receiving are being reduced, changed, or stopped, the services will continue until a decision is made.

What if I do not like VBH-PA's decision?

Second Level Grievance

If you are not happy with VBH-PA's first level grievance decision, you may file a second level grievance with VBH-PA.

When should I file a second level grievance?

You must file your second level grievance within 45 days of the date you get the first level grievance decision letter. Use the same address or phone number you used to file your first level grievance.

What happens after I file a second level grievance?

VBH-PA will send you a letter to let you know we received your grievance. The letter will tell you about the second level grievance process.

You may ask VBH-PA to see any information we have about your grievance. You may also send information that may help with your grievance to VBH-PA.

You can come to a meeting of the second level grievance committee or be included by phone. VBH-PA will contact you to ask if you want to come to the meeting. You don't have to attend if you do not want to. If you do not attend, it will not affect our decision.

The second level grievance review committee will have three or more people on it. At least one VBH-PA member and a doctor or licensed psychologist will be on the committee. The members of the committee will not have been involved in the issue you filed your grievance about. The committee will make a decision no more than 30 days from the date VBH-PA received your second level grievance.

A letter will be mailed to you within 5 business days after the committee makes its decision. This letter will tell you the reason for the decision. It will also tell you how to ask for an external grievance review if you don't like the decision.

What to do to continue getting services:

If you have been receiving services that are being reduced, changed, or stopped, and you file a second level grievance that is hand-delivered or postmarked within 10 days of the date on the first level grievance decision letter, the services will continue until a decision is made.

What if I still don't like the decision?

External Grievance Review

If you are not happy with VBH-PA's second level grievance decision, you can ask for an external grievance review.

You must call or send a letter to VBH-PA asking for an external grievance review within 15 days of the date you received the second level grievance decision letter. Use the same address and phone number you used to file your first level grievance. We will then send your request to the Department of Health.

The Department of Health will notify you of the external grievance reviewer's name, address and phone number. You will also be given information about the external review process.

VBH-PA will send your grievance file to the reviewer. You may provide additional information that may help with the external review of your grievance, to the reviewer, within 15 days of filing the request for an external grievance review.

You will receive a decision letter within 60 days of 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 don't like the decision.

What to do to continue getting services:

If you have been receiving services that are being reduced, changed, or stopped, and you request an external grievance review that is hand-delivered or postmarked within 10 days of the date on the second level grievance decision letter, the services will continue until a decision is made.

If you need help or have questions about complaints and grievances, you may call VBH-PA's toll-free telephone number at 1-877-688-5972, your local Legal Aid office at (724) 439-3591, or the Pennsylvania Health Law Project at 1-800-274-3258.

What can I do if my health is at immediate risk?

Expedited Complaints and Grievances

If your doctor believes that the usual timeframes for deciding your complaint or grievance will harm your health, you or your doctor can call VBH-PA at 1-877-688-5972 and ask that your complaint or grievance be decided faster.

You will need to have a letter from your doctor faxed to VBH-PA at (724) 744-6320 explaining how the usual timeframe of 30 days for deciding your complaint or grievance will harm your health.

If your doctor **does not** fax VBH-PA this letter, your complaint or grievance will be decided within the usual timeframes.

Expedited Complaint

The expedited complaint will be decided by a doctor who has not been involved in the issue you filed your complaint about.

VBH-PA will call you within 3 business days of when we receive your request for an expedited (faster) complaint review with our decision. You will also receive a letter telling you the reason(s) for the decision and how to file a second level complaint, if you don't like the decision. For information on how to file a second level complaint see page 20.

An expedited complaint decision may not be requested after a first level complaint decision has been made on the same issue.

Expedited Grievance and Expedited External Grievance

A committee of three or more people, including a doctor and at least one VBH-PA member, will review your grievance. The doctor will decide your expedited grievance with help from the other people on the committee. No one on the committee will have been involved in the issue you filed your grievance about.

VBH-PA will call you within 3 business days of when we receive your request for an expedited (faster) grievance review with our decision. You will also receive a letter telling you the reason for the decision. It will also tell you how to ask for an expedited external grievance review, if you don't like the decision.

If you want to ask for an expedited external grievance review by the Department of Health, you must call VBH-PA at 1-877-688-5972 within 2 business days from the date you get the expedited grievance decision letter. VBH-PA will send your request to the Department of Health within 24 hours after receiving it.

An expedited grievance decision may not be requested after a second level grievance decision has been made on the same issue.

What kind of help can I have with the complaint and grievance processes?

If you need help filing your complaint or grievance, a staff member of VBH-PA will help you. This person can also **assist** you during the complaint or grievance process. You do not have to pay for the help of a staff member. This staff member will not have been involved in any decision about your complaint or grievance.

You may also have a family member, friend, lawyer or other person help you file your complaint or grievance. This person can also help you if you decide you want to appear at the complaint or grievance review. For legal assistance you can contact your local Legal Aid office at (724) 439-3591.

At any time during the complaint or grievance process, you can have someone you know represent you or act on your behalf. If you decide to have someone represent or act for you, tell VBH-PA, in writing, the name of that person and how we can reach him or her.

You or the person you choose to represent you may ask VBH-PA to see any information we have about your complaint or grievance.

Persons whose primary language is not English

If you ask for language interpreter services, VBH-PA will provide the services at no cost to you.

Persons with Disabilities

VBH-PA will provide persons with disabilities with the following help in presenting complaints or grievances at no cost, if needed. This help includes:

- Providing sign language interpreters
- Providing information submitted by VBH-PA at the complaint or grievance review in an alternative format. The alternative format version will be given to you before the review, and
- Providing someone to help copy and present information

NOTE: For some issues you can request a fair hearing from the Department of Public Welfare in addition to, or instead of, filing a complaint or grievance with VBH-PA.

See below for the reasons you can request a fair hearing.

**DEPARTMENT OF
PUBLIC
WELFARE
FAIR HEARINGS**

In some cases you can ask the Department of Public Welfare to hold a hearing because you are unhappy about or do not agree with something VBH-PA did or did not do. These hearings are called “fair hearings”. You can ask for a fair hearing at the same time you file a complaint or grievance or you can ask for a fair hearing after VBH-PA decides your first or second level complaint or grievance.

What kind of things can I request a fair hearing about, and when do I have to ask for a fair hearing?

If you are unhappy because...	You must ask for a fair hearing...
1) VBH-PA decided to deny a service because it is not a covered service;	within 30 days of getting a letter from VBH-PA telling you of this decision or within 30 days of getting a letter from VBH-PA telling you its decision after you filed a complaint about this issue.
2) VBH-PA decided not to pay a provider for a service you received AND the provider can bill you for the service;	within 30 days of getting a letter from VBH-PA telling you of this decision or within 30 days of getting a letter from VBH-PA telling you its decision after you filed a complaint about this issue.
3) VBH-PA did not decide your first level complaint or grievance within 30 days of when you filed it;	within 30 days of getting a letter from VBH-PA telling you that we did not decide your complaint or grievance within the time we were supposed to.
4) VBH-PA decided to deny, decrease or approve a service different than the service your provider requested because it was not medically necessary;	within 30 days of getting a letter from VBH-PA telling you of this decision or within 30 days of getting a letter from VBH-PA telling you its decision after you filed a grievance about this issue.
5) VBH-PA provider did not give you a service by the time you should have received it (The time by which you should have received a service is listed on Page 17).	within 30 days from the date you should have received the service or within 30 days of getting a letter from VBH-PA telling you its decision after you filed a complaint about this issue.

How do I ask for a fair hearing?

You must ask for a fair hearing in writing and send it to:

Department of Public Welfare
Office of Mental Health and Substance Abuse Services
Division of Grievances and Appeals
Beechmont Building #32, 2nd Floor
PO Box 2675
Harrisburg, PA 17105-2675

Your request for a fair hearing should include the following information:

- The member's name
- The member's social security number and date of birth
- A telephone number where you can be reached during the day
- If you want to have the fair hearing in person or by telephone, and
- Any letter you may have received about the issue you are requesting your fair hearing for

What happens after I ask for a fair hearing?

You will get a letter from the Department of Public Welfare's Bureau of Hearings and Appeals telling you where the hearing will be held and the date and time for the hearing. You will receive this letter at least 10 days before the date of the hearing.

You may come to where the fair hearing will be held or be included by phone. A family member, friend, lawyer or other person may help you during the fair hearing.

VBH-PA will also go to your fair hearing to explain why we made the decision or explain what happened.

If you ask, VBH-PA must give you (at no cost to you) any records, reports and other information we have that is relevant to what you requested your fair hearing about.

When will the fair hearing be decided?

If you ask for a fair hearing after a first level complaint or grievance decision, the fair hearing will be decided no more than 60 days from when the Department of Public Welfare gets your request.

If you ask for a fair hearing and did not file a first level complaint or grievance, or if you ask for a fair hearing after a second level complaint or grievance decision, the fair hearing will be decided within 90 days from when the Department of Public Welfare gets your request.

A letter will be sent to you after the decision is made. This letter will tell you the reasons for the decision. It will tell you what to do if you don't like the decision.

What to do to continue getting services:

If you have been receiving services that are being reduced, changed, or stopped, and your request for a fair hearing is hand-delivered or postmarked within 10 days of the date on the letter telling you that VBH-PA has reduced, changed, or stopped your services, or telling you VBH-PA's decision about your first or second level complaint or grievance, your services will continue until a decision is made.

What can I do if my health is at immediate risk?

Expedited Fair Hearing

If your doctor believes that using the usual timeframes to decide your fair hearing will harm your health, you or your doctor or licensed psychologist can call the Department of Public Welfare at **1-877-356-5355** and ask that your fair hearing be decided faster. This is called an expedited fair hearing.

You will need to have a letter from your doctor faxed to **717-772-7827** explaining why using the usual timeframes to decide your fair hearing will harm your health. If your doctor does not send a written statement, your doctor may testify at the fair hearing to explain why using the usual timeframes to decide your fair hearing will harm your health.

The Bureau of Hearings and Appeals will contact you to schedule the expedited fair hearing. The expedited fair hearing will be held by telephone within 3 business days after you ask for the fair hearing.

If your doctor **does not** send a written statement and does not testify at the fair hearing, the fair hearing decision will not be expedited. Another hearing will be scheduled and decided within 90 days.

If your doctor sends a written statement or testifies at the expedited fair hearing, the decision will be made within 3 business days after you asked for the expedited fair hearing.

If you need help or have questions about fair hearings, you may call VBH-PA's toll-free telephone number at 1-877-688-5972, your local Legal Aid office at (724) 439-3591, or the Pennsylvania Health Law Project at 1-800-274-3258.

VBH-PA will give you written notice of any change in these procedures at least 30 days before the effective date of change.

DPW Fraud and Abuse Hotline

The Department of Public Welfare has a hotline if you want to report a medical provider (for example a doctor, dentist, therapist, hospital) or business (medical supplier) for suspected fraud or abuse for services provided to anyone with an ACCESS card. The hotline number is 1-866-DPW-TIPS (1-866-379-8477).

Some common examples of **fraud and abuse** are:

Billing or charging you for services that your health plan covers

Offering you gifts or money to receive treatment or services

Offering you free services, equipment, or supplies in exchange for your ACCESS number

Giving you treatment or services that you don't need

Physical, mental, or sexual abuse by medical staff

You can call the Hotline and speak to someone Monday through Friday, 8:30 AM to 3:30 PM. You may leave a voice mail message at other times. If you don't speak English an interpreter will be made available. If you are hearing impaired you can call the hotline using your TTY device.

You do not have to give your name and if you do, the provider will not be told you called.

You can also report suspected fraud and abuse by using the website: <http://www.dpw.state.pa.us/omap> or email omaptips@state.pa.us. This has been set up so you do not have to give your name.

The CFST

(Consumer Family Satisfaction Team)

What is a Consumer Family Satisfaction Team?

A Consumer Family Satisfaction Team is made up of consumers, parents, family members, and persons in recovery who are responsible for reporting satisfaction with *services you have received*.

As a HealthChoices member, you have the right to speak to a CFST Member and discuss your feelings about the mental health or drug and alcohol services you receive from your provider.

What you think matters!

The CFST believes that your concerns and ideas must be heard and respected. The mission of CFST is to improve the quality of services received by HealthChoices members and their family members.

What CFST can do for you:

The Consumer Family Satisfaction Team (CFST) gives you a ***confidential*** way to report your ideas and concerns about your services.

The CFST will interview you to find out what you like or dislike about the mental health or drug and alcohol services you receive.

The CFST is also interested in taking any suggestions that you may offer for improvements in your services.

The CFST works very hard to resolve problems with programs, services or providers.

The CFST educates consumers and family members by giving information on resources available in your county.

The CFST visits sites in Fayette County where mental health and drug and alcohol services are provided.

The CFST can visit you at provider sites, in your home, or a place that is convenient for everyone.

THE CFST NEEDS YOUR HELP TO IMPROVE SERVICES!

You can reach the CFST in your county by calling the Fayette County toll-free number: 1-877-688-5972

A Member Services Representative (MSR) will either transfer your call to the county CFST office or give you the phone number for you to call direct.

Just call the CFST office and talk to a CFST member or leave a message and a team member will call you back!

You can also ask to meet with a CFST member in a place you are comfortable and at a time that is good for you!

Please remember: The CFST is confidential, free, and ready to listen.

You may call:

HealthChoices C/FST
Mental Health Association
31 C Connellsville Street
Uniontown, PA 15401-3809
Toll-Free: 1-800-571-4760
MAIN: (724) 438-6738

Getting There ... What if You Need a Ride?

Fayette Area Coordinated Transportation FACT Program

Did you know that Fayette Area Coordinated Transportation (FACT) is available to help you with transportation to medical services? This includes transportation to the doctor, dentist, pharmacy, and mental health or drug and alcohol treatment programs. You may find informational brochures on the FACT program at local doctor offices and clinics.

What do you need to do to arrange these services?

Register with FACT by calling 1-800-321-7433 or (724)628-7433.

Read the information that is sent to you, and return the completed form.

Please read the information that is sent to you from the FACT Program before you make arrangements for transportation. You must follow the guidelines for setting up your rides and this information is contained in the forms from the FACT Program. The FACT Program does not provide ambulance and emergency transportation.

If you have an urgent need for medical transportation, you can call your physical health plan. You can also call the toll-free number on your Fayette County HealthChoices telephone card: 1-877-688-5972. TTY number: 1-877-688-850?



Words to Know

You are not alone ... everyone involved in the HealthChoices managed care program has new words to add to their vocabulary. Below are some words you may want to become more familiar with:

Advocate - A person who supports your interests and concerns, and can speak for you when you need help.

Behavioral Health Rehabilitation Services (B.H.R.S.) - Mental health treatment services for children and adolescents under age 21 years, provided in homes, schools and other community locations.

Complaint - Telling VBH-PA that you are unhappy with your mental health or drug and/or alcohol services.

Consumer/Family Satisfaction Team - People who ask you what you like or dislike about your mental health or drug or alcohol services.

Covered Service - A service that is paid for by VBH-PA.

Drug and Alcohol Services - Treatment services for adults, children, and teenagers, who have serious problems with drugs or alcohol or both.

Member/Consumer - A person who receives services through the HealthChoices program.

Medical Necessity Criteria - The reasons a member needs a certain kind of mental health or drug and alcohol service. These reasons are discussed by the provider and VBH-PA to make sure that you get the right kind of service at the right time.

Member Services Representative (MSR) - VBH-PA staff who answer the ***toll-free telephone number on your card*** at the VBH-PA office. MSRs answer questions, help solve problems, and connect people to the clinical staff. MSRs can not approve payment for treatment. Service Managers can authorize payment for treatment.

Primary Care Physician (PCP) - A medical doctor who treats people with physical illnesses.

Service Manager - VBH-PA/Fayette County Staff with a degree and license to help people with mental health, drug, and/or alcohol problems. A service manager authorizes treatment, and coordinates services.

Service Provider/Provider - A clinical staff person who provides mental health, drug, and/or alcohol treatment. For example:

A **Psychiatrist** is a doctor with special training in treating mental health problems. He or she can also order medication for you. No other mental health provider can do that.

A **Psychologist** has clinical training and education. Psychologists treat people who have mental health or drug and alcohol problems. They can also do testing.

A **Counselor** is a clinical person who works with you one-on-one or in groups to discuss your problem and help you learn how to deal with it. He or she may be a psychiatrist, psychologist, or social worker.

A **Case Manager** is a clinical person who helps you set and reach goals to help you deal with your problem.

VBH-PA - Value Behavioral Health of Pennsylvania - (VBH-PA) is a managed care company for the HealthChoices Program. VBH-PA runs the toll-free number for Fayette County. This is the telephone number on your toll-free card. Member Services Representatives answer that phone line. They can answer your questions and help you get services.

Other types of providers are nurses, social workers, primary care physicians, County staff, and staff at the Base Service Unit and Single County Authority.

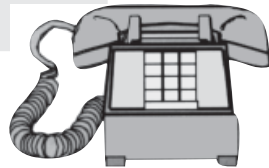
I Have a Physical Health Problem. How Can I Get Help?

If you have a cold, a sore throat, or fever, you may need a Primary Care Physician (PCP). A PCP is a medical doctor who helps people with physical illnesses. In the HealthChoices Program, you should be a member with one of the following physical health managed care organizations. Please contact them when you need to see a primary care physician (PCP).

UPMC *for You* 1-800-286-4242

Gateway Health Plan 1-800-392-1147

Unison 1-800-414-9025



Commonly Asked Questions

1. Do I have to pay for any of my mental health or drug and alcohol treatment?

Some insurance companies ask you to pay part of your bill. This is called a co-payment. Under HealthChoices, there are no co-payments.

2. Will my treatment records be kept private?

Yes. Fayette County and VBH-PA know that when you talk to a doctor or HealthChoices staff you discuss private things. We respect your privacy and want to protect it. Both Fayette County and VBH-PA obey all laws about confidentiality.

3. Sometimes I have trouble finding a ride to my provider's office for appointments, what should I do?

If you cannot get to your provider's office for an appointment, call the Fayette Area Coordinated Transportation Program (FACT) and tell them you need transportation services. Below is the toll-free number for the FACT program in Fayette County.

Fayette Area Coordinated Transportation (FACT) -
1-800-321-7433.

If you have an emergency, you can call the toll-free number on your telephone card for the Fayette HealthChoices/VBH-PA office. In the case of an emergency, an ambulance or a police car may be called to take you to the hospital.

4. Will my prescriptions be covered under the HealthChoices program?

You receive prescription coverage based on your eligibility through Medical Assistance. Your physical health plan will still pay for almost all of your prescriptions. This includes mental health, drug, and/or alcohol treatment. Please call your physical health provider or the toll-free number for the Fayette HealthChoices/VBH-PA office: 1-877-688-5972, if you have any questions about your prescriptions. If you are hearing impaired, please call the TTY number: 1-877-615-8502.

5. I am on Medicare and I am enrolled in a physical health plan through HealthChoices, which program pays for my mental health or drug and alcohol treatment?

If you have Medicare Primary and you have questions about how your bill will be paid, call the toll-free number on your telephone card: 1-877-688-5972. If you are hearing impaired, please call the TTY number: 1-877-615-8502. A Member Services Representative will assist you.

6. What happens if I move to another area?

There are lots of things to do when you are moving. One thing VBH-PA would like you to do is call the toll-free number on your telephone card for the Fayette HealthChoices/VBH office when you decide to move. If you move to another HealthChoices area, VBH-PA staff can help you find services. This way you can continue treatment.

If you move to Allegheny County, you can contact the Community Care Behavioral Health Network at 1-800-553-7499. They will help you find services.

7. I am a family member of a person with mental illness and drug and alcohol problems, whom can I talk to when I need help?

AL-ANON 1-800-628-8920 AL-ANON is a non-profit organization that provides support for families through group meetings.

NAMI (National Alliance for the Mentally Ill of SouthWestern PA) has family support groups in Fayette County. The groups offer support and help for family members who need it. Call: 1-888-AMI-SWPA or (412) 366-3788.

P.I.N. - is a non-profit informational, referral and support group for parents of children and adolescents with emotional problems. P.I.N. is a self-help/advocacy group that offers parents a safe, confidential place for troubled parents to meet and share problems. For more information, call P.I.N.: (724) 438-7551.

8. May I Request a Second Opinion About My Treatment?

You may ask for a second opinion about your treatment at no cost to you. You will be seen by a network provider. If necessary, VBH-PA may arrange for a second opinion with a provider outside the network. This will be paid for by Value Behavioral Health of PA. You do not pay for this service.

If you need an audio version of this handbook, please call Value Behavioral Health of PA Customer Services at 1-877-615-8503.

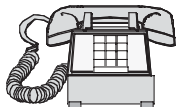
Si usted necesita una versión de audio de este Manual, por favor lláme al la línea de Servicios al Cliente de Value Behavioral Health of PA al 1-877-615-8503.

This is Your Toll-Free Telephone Card

Please tear off at the dotted line.
Carry it with you all the time.

VBH-PA Toll-Free Telephone Card

Fayette County	1-877-688-5972
TTY (Hearing Impaired)	1-877-615-8502



Answers 24 hours a day,
7 days a week!

How to Use Your Toll-Free Telephone Card

You have received a **toll-free telephone card** from VBH-PA. This will make it easier to get mental health or drug and alcohol services when you need them.

This card has the toll-free telephone number for members living in **Fayette County**, and it will connect you to the VBH-PA Service Center **24 hours a day, 7 days a week!**

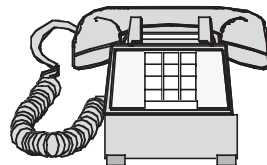
When you call the Member Services **toll-free number for Fayette County (1-877-688-5972)** someone from VBH-PA will be answering your call. This person is a *Member Services Representative (MSR)*. The MSR will help you get the services you need.

Language interpreters are available to assist non-English speaking members when they call the toll-free Member Services Line - 1-877-615-8503.

If you are *hearing impaired*, please call the **TTY number on your telephone card: 1-877-615-8502**.

If you *move*, please call the Member Services toll-free number. You can report your change of address to the MSR that answers your call. You should also let your County Assistance Office know if you move.

If you lose this book or your phone card, please call VBH-PA for a replacement.



VBH-PA Website

VBH-PA has a website that has important information for HealthChoices members. The web address is <http://www.vbh-pa.com> which will take you directly to the VBH-PA home page. Just select "For Members", "Member Information Center" and you will find member handbooks, member tip sheets and various brochures on many subjects. The "Member Resources Center" has many useful links to state and national agencies. Each county has their own page with information specific to that county regarding the following: Consumer Family Satisfaction Team, Medical Assistance Transportation Program (MATP) and Legal Aid.

Contacting VBH-PA has never been easier with all the county toll-free member lines listed and also an email address: vbhpawebmaster@valueoptions.com that can be used to ask questions you may have.

Please also visit the sections, "In the Spotlight" and "News & Events". VBH-PA will be announcing provider and member forums along with other news events in these two sections on the home page.

