

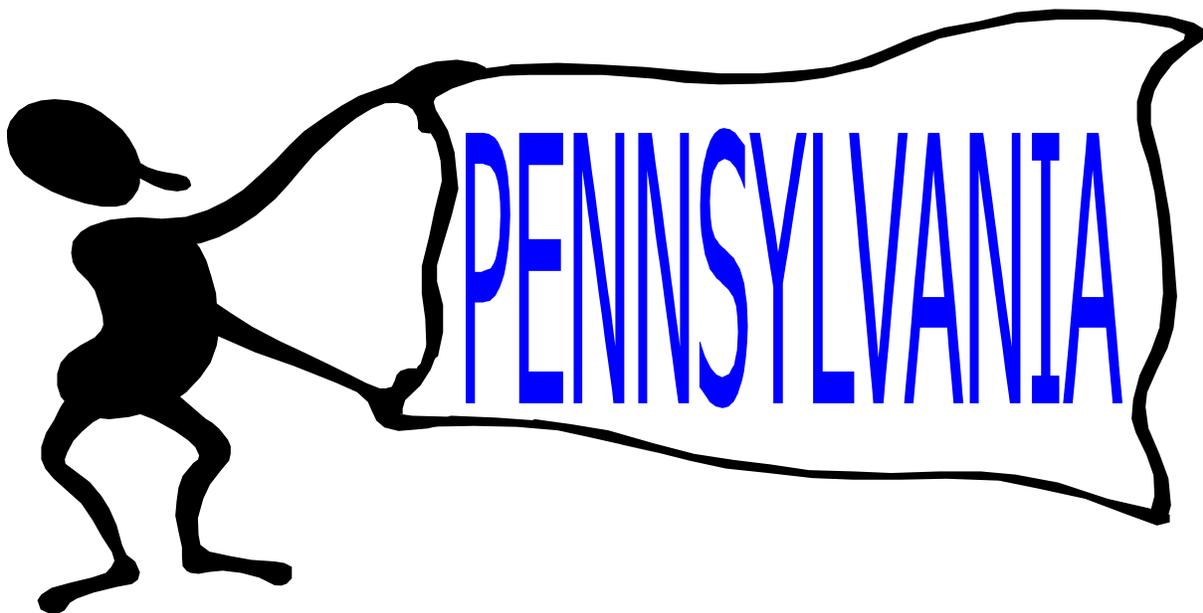
How to Obtain

**MENTAL HEALTH**

and

**DRUG & ALCOHOL SERVICES**

in



**\*PHLP gratefully acknowledges the Staunton Farm Foundation for their support, including the funding of this book.**

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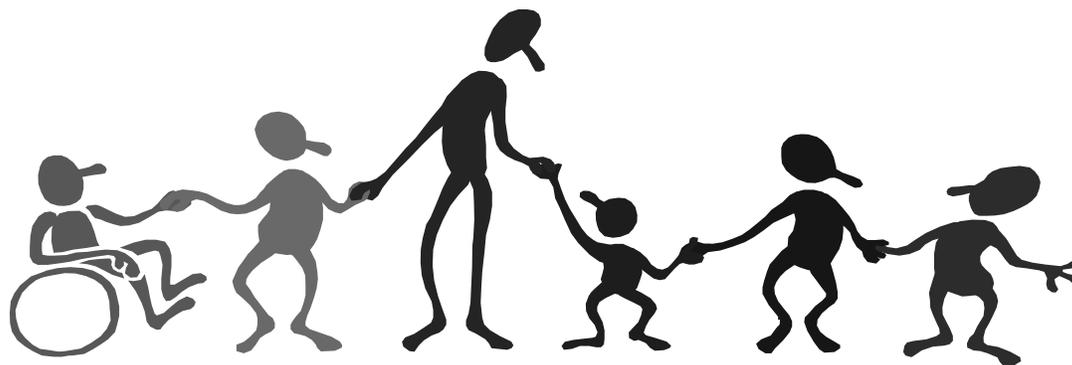
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*This book was created for consumers and advocates by the Pennsylvania Health Law Project. All the information included in this book, including telephone numbers, is current as of May 2007.*

*The Pennsylvania Health Law Project is a statewide non-profit law firm that provides advocacy and assistance at no cost to low-income individuals and families, elderly persons, and persons with disabilities who are having problems accessing health care. For help call our toll-free **Helpline** at **1-800-274-3258**.*

## **Sad? Anxious? Can't sleep? Trying to Overcome an Addiction? Help is Available!!**

Do you or your child feel sad or anxious too much of the time? Do you have trouble sleeping, eating, concentrating or thinking clearly? Are you concerned, or are others concerned, that you are drinking too much or too often? Do you think you might have a drug problem? **You are not alone.**



Millions of people suffer from mental health and drug & alcohol problems. The very good news is that help is available. You don't have to continue to suffer. Whether you have health insurance or not, there are treatment programs and other services ready to help. There are special treatment programs where women can take their children. There are programs just for teenagers. There are even programs that provide help right in your home. Use this booklet as your guide to help put you or your child on the road to feeling and doing better. **You deserve the chance to be well!**

## **What if I Have an Emergency?**

If you have an emergency, don't delay. Go to the hospital nearest to you. If you are having thoughts about wanting to hurt yourself or someone else, or you have a plan to hurt yourself or someone else, you should go to a hospital emergency room or call your county's mental health crisis line or call 9-1-1. If you have overdosed on medications or street drugs or if you are having other serious medical problems related to alcohol or other drug use go to the emergency room or call the Crisis Line.

## **Suppose it is Not an Emergency?**

There is more than one way to get help for mental health or drug & alcohol problems. If you have health insurance, begin by finding out what type of insurance it is. This will determine how you get help. If you don't have health insurance, help is still available for adults and children. When you know what, if any, health insurance you have, use this book to find out what your rights are, and where to turn for help.

# HOW DO I GET MENTAL HEALTH AND DRUG & ALCOHOL SERVICES IN MY COUNTY?

## **GETTING CARE THROUGH MEDICAL ASSISTANCE (MA)**

MA is a health care program for low income, elderly or disabled persons in Pennsylvania. Everyone on MA has an "ACCESS" card. Under the state's rules, effective July 1, 2007, most people on MA are enrolled in HealthChoices. HealthChoices is a program in which members get their health care through a Managed Care Organization (MCO). If you are in a MCO, you will have a member card and an ACCESS card but you will use your member card to get most of your health care services.

MA recipients who are not in a MCO get care through what is called the "Fee-For-Service" (FFS) system. Those in the Fee-For-Service system use their ACCESS card to cover their health care services.

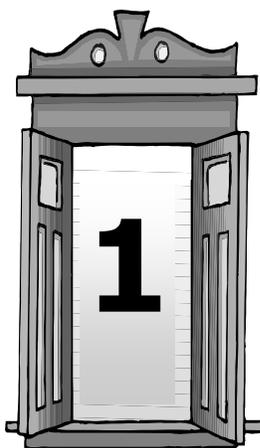
***READ ON TO FIND OUT HOW TO USE THE DIFFERENT SYSTEMS!***

# HealthChoices (MA-MCO)

## How do I Get Care if I am in HealthChoices?

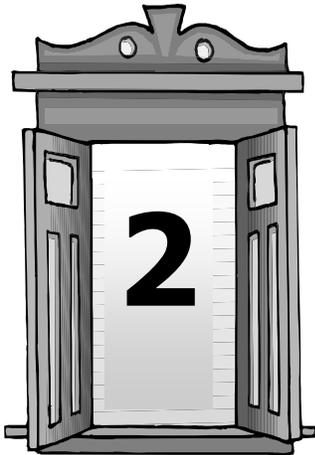
If you are in HealthChoices for physical health services, you get physical health care through one of the MCOs contracted with the state. These MCOs don't provide mental health or drug and alcohol services, however, except for prescription medications. Instead, you receive mental health and drug & alcohol services through the behavioral health MCO chosen by your county.

You can go through one of 2 "doors" to get mental health or drug and alcohol services if you are in HealthChoices. Either door you choose should help get you the services you need. You can:



Call the Member Services line for your Behavioral Health Managed Care plan. (See Page 28 for contact information.) The phone is answered 24 hours a day/ 7 days a week. Member Services will give you the names of at least two mental health or drug and alcohol programs that can schedule you for an assessment. You will then need to call the program directly to schedule your appointment. In a non-emergency, you have the right to be seen for an assessment within 7 days. If no program can see you within 7 days, call the plan back to get the names and phone numbers of other programs.

# HealthChoices (MA-MCO) (continued)



You can call a mental health or a drug and alcohol treatment provider directly for an assessment if you know one in your behavioral health plan's network. If you are not sure if the provider is in your plan's network, just ask them when you call. If the provider you call cannot give you an appointment within 7 days, then call another provider.

The provider is required to be able to provide face-to-face treatment intervention within one hour for emergencies, within 24 hours for urgent situations, and within 7 days for routine and specialty services.

# HealthChoices (MA-MCO)

## **What Type of Mental Health Treatment\* is Available Through My MA-MCO?**

- Outpatient Services
  - Partial Hospitalization
  - Inpatient Hospitalization
  - Crisis Services
  - Case Management Services (RC & ICM)
  - Peer Support Specialist
  - Mobile Mental Health Treatment
  - Clozapine Support Services
- For Children Under 21:
- Family Based Mental Health
  - BHRS "Wraparound Services"
  - Residential Treatment Facility

## **What Type of Drug & Alcohol Treatment\* is Available Through My MA-MCO?**

- Outpatient
- Intensive Outpatient
- Partial Hospitalization
- Halfway House
- Hospital Detoxification
- Hospital Rehabilitation
- Non-hospital Detoxification
- Non-hospital Rehabilitation
- Methadone Maintenance

*\* To learn more about these services, see the definition section at the end of this book.*

You may need other mental health services not provided by your MCO. These other services may be available from the County MH/MR Program. (For more information on these services please see the section on "**What Other Mental Health Services Does the County Provide?**" on Page 15.)

## **What Can I Do if My Treatment is Denied?**



If you need treatment your MCO denies, you can appeal the decision directly to them, request a Fair Hearing from the Department of Public Welfare (DPW), or you can do both. An appeal to the MCO is called a "grievance" if your service has been denied (or a different service was approved) because the MCO says you don't need the service you asked for. An appeal to the MCO for any other reason is a "complaint." You can also file a complaint if you are dissatisfied with your service. Be careful to pay attention to the deadlines for your appeal. For more information on how to request a grievance, complaint or Fair Hearing please call the PENNSYLVANIA HEALTH LAW PROJECT on the toll-free Helpline at 1-800-274-3258.

# MA Fee-For-Service (FFS)

## How Do I Get Care if I am on MA in the Fee-For-Service System?

For **mental health treatment** you should call the County MH/MR Program. For **drug and alcohol treatment** call the County Drug & Alcohol Program. (See Page 25 for contact information for your county MH/MR or D&A Program.) You will either be scheduled for an assessment at the county, or you will be given the name of a mental health or drug & alcohol provider to call directly for an assessment.

### **What Type of Mental Health Treatment Does MA Fee-For-Service Cover?\***

- Outpatient Services
- Partial Hospitalization
- Inpatient Hospitalization

### **What Type of Drug & Alcohol Treatment Can I Get Through MA Fee-For-Service?\***

- Outpatient
- Hospital Detoxification
- Hospital Rehabilitation
- Methadone Maintenance

*\*To learn more about these services, see the definition section at the end of this book.*

## **Are There Any Limits to the Mental Health or Drug & Alcohol Services I Can Receive?**

Yes, there may be. Some adults have limits on the type or amount of treatment they can get from Medical Assistance, depending on their MA category. For example, adults on General Assistance or who are medically needy have limits on some services. Children under age 21, however, are entitled to all medically necessary services. Check your MA "*Fee-For-Service Consumer Handbook*" for more information about your coverage.

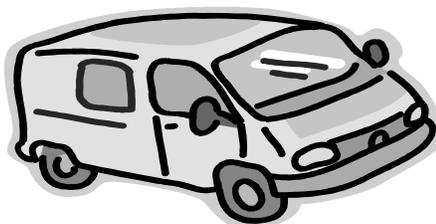
## **What Can I Do if My Treatment is Denied?**

If Medical Assistance denies treatment that you need, or reduces payments or stops paying for services you are receiving, you can appeal that action by requesting a Fair Hearing with DPW. You are entitled to a decision in writing if MA denies, reduces or stops services. That decision must also tell you how to file an appeal. For more information on how to request a Fair Hearing, please contact the PENNSYLVANIA HEALTH LAW PROJECT at 1-800-274-3258.

# MA-MCO and MA-FFS

## Can I Get Transportation to My Mental Health or Drug & Alcohol Appointments Covered by MA?

**Yes!** If you are on MA, whether you are in HealthChoices or in the Fee-For-Service program, you can get transportation to medical care through the Medical Assistance Transportation Program (MATP). The MATP provides rides or mileage reimbursement (if you use your car or someone else's) to get you to any medical appointments such as doctor's visits, therapy sessions, outpatient treatment, methadone clinic or to the drug store to get your prescription medications. You first have to be registered with the MATP and your health care provider needs to be enrolled in the MA program. To register or for more information, call the MATP in your County.



## What If I Need Treatment That I Can't Get Through My Medical Assistance MCO or Through Medical Assistance with My Access Card?

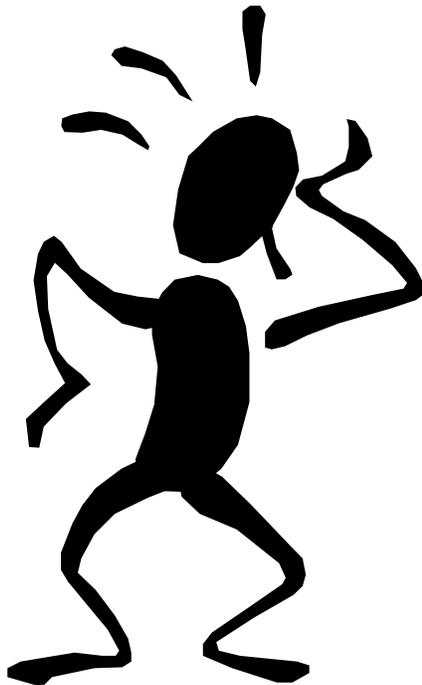
For **mental health services** call the County MH/MR Program. For **drug and alcohol services** call the County Drug & Alcohol Program. If you need treatment that is not covered by Medical Assistance, the County has funding it may be able to use to pay for the treatment. There are also additional services the County provides and pays for. (See the section on "**What Other Mental Health Services Does the County Provide?**" on Page 15.)



# Commercial or Private Health Insurance

## What if I Have Commercial Health Insurance?

Different laws apply to different types of insurance. The first question to ask is, "Do I have an ERISA plan?" The Employee Retirement and Income Security Act (ERISA) is a federal law that sets standards for certain health plans offered by employers. If your insurance is through your employer, call and ask your employer's benefits manager if you have an ERISA plan.



Confused?

Call your  
employer  
with any  
questions

## What Must an ERISA Plan Cover?

ERISA plans do not have to cover mental health treatment. **But**, if your plan pays for mental health services, and if 50 or more employees are covered, any lifetime or annual caps on mental health services must be set as high as those for physical health services. Read your policy carefully as your employer may limit the number of mental health visits or the number of days covered.

ERISA plans may, but are not required to, provide drug and alcohol services. Read your policy carefully to see if you have any coverage.

# Commercial or Private Health Insurance

## **What About Non-ERISA Plans?**

PA law governs Non-ERISA plans.



## **Mental Health Coverage**

If your employer's non-ERISA plan covers 50 or more employees, it must cover nine "serious mental illnesses." These are: schizophrenia, bipolar disorder, obsessive-compulsive disorder, major depressive disorder, panic disorder, anorexia nervosa, bulimia nervosa, schizoaffective disorder, and delusional disorder. Any annual or lifetime limits on coverage for these illnesses must be no less than for other illnesses. Furthermore, coverage for these illnesses must include at least 30 days of inpatient and 60 days of outpatient care per year.

## **Drug and Alcohol Treatment**

Pennsylvania requires group health plans to cover drug and alcohol services (Act 106). If you bought your own group health insurance, or if you are covered through your employer's non-ERISA plan, these are the minimum coverage requirements:

- At least 4 inpatient detoxification admissions (of up to 7 days each) in a lifetime
- At least 30 days per year (90 days lifetime) of non-hospital residential treatment
- At least 30 days per year of outpatient or partial hospitalization services

# Commercial or Private Health Insurance

## How Do I Get Services through a Non-ERISA Plan?

Read your member handbook or your insurance contract to see how to access services. Some health plans let you “self-refer” to any provider. Others restrict you to certain providers in their “network,” or they offer discounts if you use network providers. Some insurers require that requests for certain services must be reviewed in advance by the plan. Unless you get this “prior authorization,” the service will not be covered.



## What Can I Do if My Treatment is Denied?

If your insurer is a Managed Care Plan, Pennsylvania law provides that you can appeal the denial directly to the MCO. This appeal is called a “grievance” if your service has been denied or a different service was approved because the MCO says you don’t need the requested service. Grievances can ultimately be appealed to an outside agency called a “certified review entity.” If you have been denied a service for some reason other than medical necessity, or if you are simply dissatisfied with the service you have received, you can file a complaint. Complaints can ultimately be appealed to the Pennsylvania Department of Health or the Insurance Department. Be careful to pay attention to the deadlines for any appeals. If your insurer is not an MCO, look at your insurance contract to see if you have any appeal rights.



# Coverage Under Medicare

## What do I Need to Know to Get Coverage Under Medicare?

Medicare is a federal program that provides health care coverage for most persons aged 65 and older, and for adults with disabilities who receive Social Security (SSDI) or Railroad Retirement benefits. Everyone eligible for Medicare has Part A hospitalization coverage at no cost. Part A covers mental health and drug and alcohol treatment in a hospital, including room, meals, nursing and other services. Part B, which is medical coverage, is also available through Medicare but only to those who pay a premium of \$93.50 a month. Part B coverage includes the services of mental health or drug and alcohol professionals (whether inpatient or outpatient), outpatient therapies, lab tests and partial hospitalization. Medicare Part D covers prescription medications.

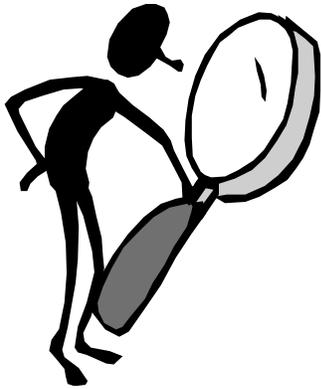
The Medicare program does not cover a certain “package” or defined amount of specific services. Rather, it covers health care, including mental health and drug and alcohol services, which are reasonable and medically necessary according to Medicare’s written standards.

Prior to receiving any care, you should ask your doctor or call 1-800-MEDICARE (1-800-633-4227) to check if Medicare is likely to cover the treatment or service you need. Medicare does not prior authorize treatment or services and will not tell you ahead of time whether a treatment or service will definitely be covered in your situation.

Medicare does not cover the total cost of most treatment or services, so recipients are normally required to pay deductibles and co-payments. Some people have Medical Assistance (MA) as well as Medicare, and their MA can often be used to cover any co-pays or deductibles. **Keep in mind that if you have Medicare and Medical Assistance your providers must accept that coverage as payment in full and they are not allowed to bill you for any balance on covered services.**

There are two ways to receive Medicare benefits-Traditional Medicare and Medicare Advantage Plans.

# Coverage Under Medicare



## **How do I Use Traditional Medicare?**

Persons who are in Traditional (also called "Original") Medicare receive care under a fee-for-service system. There are substantial co-payments and deductibles for inpatient care in a general hospital or in a specialty psychiatric hospital. In addition, there is a lifetime limit (currently 190 days) on the number of days Medicare will cover for care in a specialty psychiatric hospital. Other co-payments for which you are responsible include:

- 50% of the charges for the outpatient services of a doctor or other health care professionals (after payment of a \$131 deductible per year)
- 20% of the costs of any professional services you receive in a hospital
- 50% of the costs of outpatient substance abuse treatment

***See your Medicare materials for more details on your payment responsibilities.***

If Traditional Medicare denies, reduces or terminates any services, you have a right to appeal that decision. Medicare decisions, also called "Medicare Summary Notices", must be given to you in writing and contain instructions for how to appeal and who to contact. The Notice also provides the deadlines for appealing. If you are not satisfied with the results of your appeal, you can appeal further. ***See your "Medicare & You 2007" handbook for more details.***

# Coverage Under Medicare

## What if I Have Chosen to be in Medicare Advantage?

Persons who choose to be in Medicare Advantage receive their Medicare through a private health insurance company or "health plan" (for example, an HMO). These companies must provide at least the same level of services (and assume the same amount of the cost of services) as Traditional Medicare. Though the actual costs to the member (that is, co-payments and deductibles) are typically less than in Traditional Medicare, those costs vary from one company to another. The only way to find out what each plan covers, and at what cost, is by calling around and asking for benefit information.



You also have a right to appeal Medicare Advantage plan decisions which deny, reduce or terminate services to you. If your dispute is over how your provider or health plan has treated you, it will be called a grievance and must be handled by your health plan's grievance process. ***Check your Member Handbook for a description of your health plan's grievance process.***

If your dispute is over a health plan decision not to provide or not to pay for a prescribed service or treatment, it will be called an organization determination. There are timeframes for appealing an organizational determination, including an expedited process which will get you a decision quickly. If you are not satisfied with the results of your appeal, you can appeal further. ***For more Information on appeals review your "Medicare and You 2007" handbook or call 1-800-Medicare (1-800-633-4227).***

# Coverage Under CHIP

## What Services Can My Children Get If They Are Covered Under The Children's Health Insurance Program (CHIP)?

The CHIP health plan that your child belongs to must provide mental health and drug and alcohol services.

### What Type of Mental Health Treatment is Available through CHIP?

- All medically necessary prescription medications
- 90 days of inpatient care per year (applies to all inpatient care, physical and mental health care combined).
- Outpatient mental health services (up to 50 visits per year—can be exchanged for inpatient hospital days)

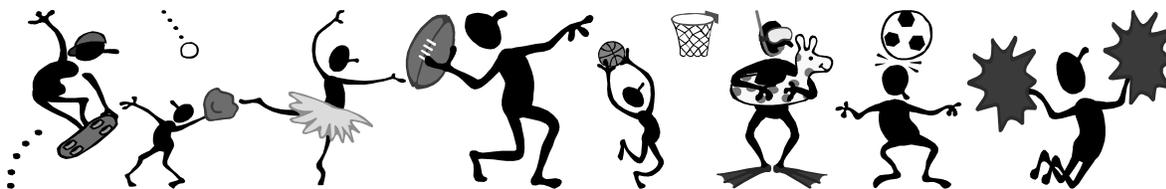
### What Type of Drug and Alcohol Treatment is Available through CHIP?

- Up to 4 admissions (of up to 7 days per admission) in a lifetime, for inpatient detoxification
- Up to 90 days per year of non-hospital residential treatment (with a 360 day lifetime cap)
- Up to 90 days of outpatient services per year (with a lifetime maximum of 360 days)

Read your Member Handbook or check with your plan directly to see what other mental health and drug & alcohol services are covered. Here are the numbers:

**Aetna US Healthcare** 800-822-2447  
**Unison Kids** 800-414-9025  
**UPMC for Kids** 800-650-8762  
**Americhoice** 800-321-4462  
**Keystone HP East** 800-464-5437

**Highmark Western PA** 800-543-7105  
**Capital Blue Cross** 800-543-7101  
**Highmark Central PA** 866-727-5437  
**First Priority Health** 800-543-7199



### What Can I Do if My Child's Treatment is Denied?

If a mental health or a drug & alcohol program says your child needs treatment that CHIP denies, then you can appeal CHIP's decision. You can file a grievance (if the health plan denied the treatment because they said it wasn't medically needed) or you can file a complaint (if the treatment was denied for some other reason). For more information on how to file a grievance or a complaint you can call the PENNSYLVANIA HEALTH LAW PROJECT on the toll-free Helpline at 1-800-274-3258.

# Uninsured

## **What If I Don't Have Any Health Insurance?**

- For **mental health services**, call the County MH/MR Program.
- For **drug and alcohol services**, call the County Drug & Alcohol Program.  
(See Pages 25-27 for contact information for your County office)

You will be scheduled for an assessment to see what type of treatment you need. You will also be asked questions about your income to see if you can afford to pay for part of your treatment. In addition, the County has funds to cover most types of treatment. However, mental health residential treatment programs may not be available if you do not have health insurance.

***Note:** You may also be able to get health insurance under Medical Assistance (MA) once you begin drug and alcohol treatment. If you are not able to work while you are getting treatment, you might be able to get MA. However, you can only get MA for a total of **nine months in your lifetime** because of getting drug and alcohol treatment. If you can qualify for Medical Assistance some other way you should do that, so you don't use up this nine-month limit unless absolutely necessary.*

## **What Type of Mental Health Services Can I Get Without Health Insurance?\***

The interview you have at the County or with a mental health program will determine what type of treatment you need. The types of treatment that might be available are:

- Outpatient Services
- Partial Hospitalization
- Inpatient Hospitalization
- Case Management Services
- Crisis Services
- Long Term Structured residence (LTSR)
- Community Residential Rehabilitation (CRR)

*To learn more about these services, see the definition section at the end of this book.*

\*To

# Uninsured

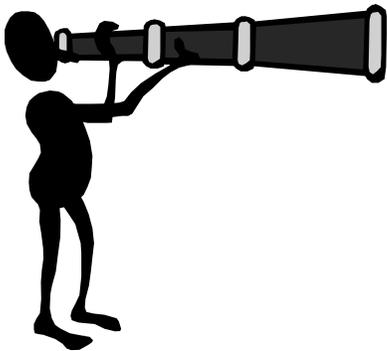
## **What Type of Drug & Alcohol Treatment can I Get Without Health Insurance?\***

The drug & alcohol assessment done by the county will determine what level of treatment you need. The levels of drug and alcohol treatment available are:

- Outpatient
- Partial Hospitalization
- Intensive Outpatient
- Halfway House
- Hospital Detoxification
- Hospital Rehabilitation
- Non-hospital Detoxification
- Non-hospital Rehabilitation
- Methadone Maintenance

*\*To learn more about these services, see the definition section at the end of this book.*

It is possible that you will need more than one level of treatment. For example, you may need non-hospital detoxification first and then non-hospital rehabilitation. The County has different ways of paying for your treatment when you have no insurance. Whether or not you get the type of treatment you need may depend on the money the County has available for that treatment. However, some level of treatment should always be available to you.



Can't find the answer you're looking for?

Call PENNSYLVANIA HEALTH LAW  
PROJECT at  
1-800-274-3258 for help!

# Obtaining Treatment for Children and Adolescents

## What if I Am Trying to Get Mental Health or Drug & Alcohol Treatment for My Child?

You should follow the same steps listed previously in this book depending on the type of health insurance coverage your child has. Children access services the same way as adults but may be eligible for services specific to children.

**There Is Good News!** If your child does not have health insurance he or she will probably qualify for coverage through Medical Assistance or through the Children's Health Insurance Program (CHIP) depending on your family income. To find out if your child can get coverage through either of these programs you only have to fill out one application. To apply, contact the Department of Public Welfare County Assistance Office. Check the blue pages of your phone book for the listing. You can also apply by contacting one of the CHIP health plans directly. See Page 14 for the contact information for the CHIP Programs.



## Can Children Get More Services Than Adults?

Yes. If your child (under 21) has insurance through Medical Assistance (whether in a MCO or Fee-For-Service), then he or she can get any treatment that is considered medically necessary. For example, your child can even get mental health treatment in your home if it is medically necessary.

### What Are Some of the Additional Treatment Services That Are Available to Children?\*

- Residential Treatment Facility (RTF)
- Behavioral Health Rehabilitation Services (BHRS) – (“wraparound”)
- Family Based Mental Health Services

*\*To learn more about these services, please see the definition section at the end of this book.*

# Obtaining Treatment for Children and Adolescents

## **What About the Student Assistance Program (SAP)?**

School-based Student Assistance Programs (SAP) are another community resource to help you get treatment for your child.

## **What Can SAP do for Us?**

SAP teams are set up to find students who are having problems in school and to get those students the help they need to do well. If you are worried about your child's behavior in school or problems with their schoolwork, SAP may be able to help. Specially trained SAP teams in your child's school will work with you and your child to get her the help she needs. This may mean more help with schoolwork or it may mean sending your child to a Mental Health or Drug & Alcohol specialist to see if she needs treatment.

SAPs are not set up to tell you what type of treatment your child needs, nor do they treat your child's mental health or addiction problems. They should help you find the right program to treat your child. If you do not want to work with the SAP team you don't have to, but if you want to know more about school or community services available for your child, your local SAP team can help.

## **How do I Get in Touch with the Student Assistance Program?**

For more information about the SAP team contact your child's school district.

Are your  
child's  
problems  
piling up?

Call SAP—They  
can help!



# Obtaining Treatment for Children and Adolescents

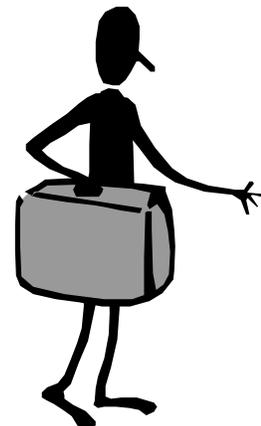
## Can My Child Get Health Insurance Because He or She has Mental Health Problems?

Yes. Your child may be able to get health insurance through Medical Assistance, regardless of your income, because of mental health problems. If your child has been seen by a doctor and has a severe mental health "disability," he or she may qualify for Medical Assistance. You can find out if your child can get Medical Assistance by applying at the Department of Public Welfare County Assistance Office. For more information, contact the Pennsylvania Health Law Project at 1-800-274-3258 and ask for the brochure: *Getting Medical Assistance for a Child with a Severe Disability.*



## Can my Child be Made to go to Drug or Alcohol Treatment if He/She Doesn't Want To Go Willingly?

It is possible to have your child (under age 18) "involuntarily committed" to drug or alcohol treatment according to Pennsylvania law. This law is called "Act 53." If you think your child needs drug and alcohol treatment you can file a petition with the court asking to have your child ordered to treatment. The law states that this matter is handled through Juvenile Court. To get help with filing a petition contact an attorney.

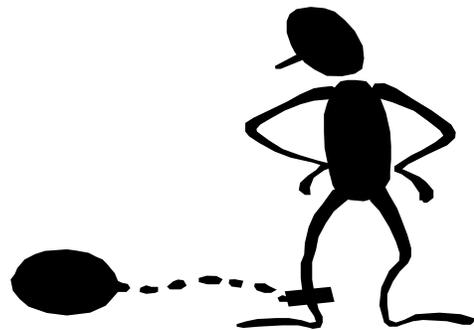


# Getting Help with Prescription Medications

## **Can I Get Help if I Can't Pay for My Mental Health Prescription Medications?**

Yes. It may be possible to get your mental health medications paid for by the County. To find out if your county has a program for mental health medications, contact your County Mental Health Office. See Page 25 for contact information.

Don't let prescription drug costs weigh you down!  
There are programs that may be able to help!



## **Is There Any Other Help Available to Pay for Mental Health Medications?**

Yes, there is. The DPW has a program called the *Special Pharmaceutical Benefits Program*. This program is for people with a low or moderate income, who have a diagnosis of schizophrenia or HIV/AIDS. It will pay for certain medications. To be eligible for this program, your gross income for a household of one must be \$30,000 a year or less and you must have a prescription from your doctor for one of the medications the program covers. To qualify for this program you cannot be on Medical Assistance. To more information or an application call the *Special Pharmaceutical Benefits Program* at 1-800-922-9384.

## **Are there other Resources for Help with Medications?**

Yes, there are. The drug companies who make prescription medications often provide free or low-cost help. For more information contact [www.needymeds.com](http://www.needymeds.com) or call the PA Patient Assistance Program at 800-955-0989.

# Other Important Information About Mental Health and Drug and Alcohol Treatment

## **Do Some People Get Special Attention if They Need Mental Health Treatment?**

Yes. Counties are required to give special attention to people who are in certain circumstances and who need mental health treatment. For ADULTS this includes people who have:

- Serious and ongoing mental health problems **or**
- Mental health and drug & alcohol problems **or**
- Mental health problems and mental retardation **or**
- Mental health problems and who are homeless

For CHILDREN (under 21) this includes people who have mental health problems and:

- Mental retardation **or**
- Are involved with Children & Youth Services **or**
- Receive special education services **or**
- Have drug & alcohol problems **or**
- Are involved with the juvenile justice system

## **Do Some People Get Special Attention if They Need Drug & Alcohol Treatment?**

Yes. The Counties are required to give special attention to people who are in certain circumstances, have drug & alcohol problems and are in need of treatment. The people who get special attention are:

- Pregnant Women and Women with Children
- Intravenous (IV) Drug Users
- Adolescents (Teenagers)
- People with Serious Medical Problems, such as Tuberculosis (TB) or HIV or AIDS
- Mentally Ill Substance Abusers (People with mental health problems and drug and alcohol problems)



There may be other adults or children who need special attention, as well. It is important to let the County, the mental health program or the drug and alcohol program know if you or your child fit into any of these special situations or have other conditions. You may be entitled to additional services because of your situation.

# Definitions for Types of Services

**Behavioral Health Rehabilitative Services (BHRS)** – Sometimes called “Wraparound” services, these are therapy services and interventions provided to children at home, school or in their community by trained staff. Providers of these services work with children and their families to improve problem behaviors and help find other needed support systems.

**Case Management Services** – These are services provided by staff who assist adults or children by coordinating the different needs they may have, including housing, education, employment and transportation.

**Clozapine Support Services**—Medical tests and supports groups for people taking clozapine.

**Community Residential Rehabilitation (CRR)** – A place where people with serious mental health problems live under supervision for a period of time. Trained staff is on-site 24 hours a day/ 7 days a week helping residents manage their illness and their activities of daily living. The goal of a CRR is to help people, in time, be able to live on their own. These programs are available for children and adults.

**Crisis Services** – This is a place to walk-in or call if you are having a mental health emergency to get you the immediate care or treatment you need to be safe and get well.

**Family Based Mental Health Services** – These are intensive in-home services provided to a child with mental health problems and their family for a short period of time (usually 8 months). Trained staff work to decrease problem behaviors for the child and family and increase the positive behaviors of the child.

**Halfway House** – This is a residential treatment program in the community that provides services for adults or adolescents with drug & alcohol problems in a drug-free environment. The treatment focuses on helping people understand their addiction and the problems it causes in many areas of their lives while helping them to re-build their lives. Residents can usually stay in this program for 3-6 months.

**Hospital Detoxification** – This process occurs in a hospital for an adult or adolescent who is alcohol or drug intoxicated and requires medical interventions to gradually get rid of the drug from their system. The medical care is provided by doctors and nurses. This process should also support and encourage the person to agree to drug & alcohol treatment following the detoxification.

**Hospital Rehabilitation** – Drug & alcohol treatment for adults or adolescents that occurs in a hospital setting because the person has physical and/or psychiatric problems that require additional medical attention. This level of treatment can last from a few days to several weeks depending on the extent of the person’s drug and alcohol problems and their other medical problems.

# Definitions for Types of Services

**Inpatient Hospitalization** – This treatment takes place in a hospital using medical staff and medications, if needed, to help someone who is experiencing serious mental health or drug & alcohol problems. Hospitalization may occur, for example, if a person feels as though he wants to hurt himself or someone else.

**Intensive Case Management (ICM)** – These are services provided by trained staff who help adults and children with serious and ongoing mental health or drug & alcohol problems to get other assistance they may need, such as medical, social, vocational, educational or transportation services.

**Intensive Outpatient** – This treatment includes one-to-one therapy, group therapy and education groups for adults and adolescents with drug and alcohol problems. This treatment occurs at a site at least 3 days per week for 5 to 10 hours per week.

**Long Term Structured Residence (LTSR)** – This is a place where adults, 18 and older, with very serious and ongoing mental health problems can live. Residents are provided with organized day to day activities, medication management, one-to-one therapy and group therapy over a long period of time. This is a structured, supportive residence for people who may not be able to live independently because of their mental illness.

**Methadone Maintenance** – This treatment occurs at a site where methadone is given to people who are dependent on opiates such as heroin to help them get stable and keep them from going through withdrawal from the drug. The goal is to help the person eventually eliminate their dependency on opiates and stop using the methadone as well.

**Mobile Mental Health Treatment**— This is an array of services for individuals 21 and older who have encountered barriers to, or have been unsuccessful in, receiving services in an outpatient clinic. The purpose of mobile mental health treatment is to provide therapeutic treatment to reduce the need for more intensive levels of service, including crisis intervention or inpatient hospitalization.

**Non-hospital Detoxification** – This process occurs in a facility, which is not a hospital. It provides medical management by doctors and nurses of an adult or adolescent who is alcohol or drug intoxicated and requires medical attention to gradually rid their system of the drug. Unlike hospital detoxification, a non-hospital facility does not have the full range of medical services that are available in a hospital.

# Definitions for Types of Services

**Non-hospital Rehabilitation** – This treatment occurs in a facility where residents stay in a drug-free, supported environment for several weeks or months. The treatment consists of individual therapy, group therapy, family therapy, education groups and daily monitoring of adults or adolescents who are dependent on alcohol or other drugs. This level of treatment is necessary for people whose addiction is severe enough that outpatient services would not be able to meet their needs.

**Outpatient Services** – This treatment for adults or children is usually individual counseling or group counseling at a mental health or drug & alcohol program for 1 or 2 hours, once or twice a week.

**Partial Hospitalization** – This treatment for adults or children includes individual therapy, group therapy and education groups for people with mental health or drug & alcohol problems. This treatment occurs at a mental health or drug & alcohol program at least 3 days a week and at least 10 hours a week. This treatment is for adults or children who need more intensive help than intensive outpatient treatment but who do not need to go into the hospital.

**Peer Support Services**—Specialized therapeutic interventions conducted by self-identified current or former consumers of behavioral health services who are trained and certified to offer support and assistance in helping others in their recovery and community-integration process.

**Residential Treatment Facility (RTF)**— A residence where children (under 21) stay for whatever length of time they medically need the services. The program has trained staff providing services and supervision 24 hours a day/ 7 days a week. These services include individual therapy, group therapy, family therapy, group education, medication evaluation and medication monitoring. The services are intended to decrease behaviors that are causing problems for the child and to increase helpful, positive behaviors.

**Resource Coordination (RC)** – These services for adults and children are similar to Intensive Case Management for people who don't need as much help as those who need an ICM. These services include coordinating and referring people to other needed help in areas such as education, vocation, transportation or housing.

# Important Phone Numbers



**What If I Followed All the Information in This Book and I Am Still Having Trouble Getting Mental Health or Drug & Alcohol Treatment for Me or My Child?**

Call the PENNSYLVANIA HEALTH LAW PROJECT toll-free Helpline at **1-800-274-3258**.

## County Mental Health/Mental Retardation Offices

Allegheny (412) 350-5701	Cameron/ Elk (814) 362-4601	Dauphin (717) 780-7050
Armstrong/Indiana (724) 548-3451	Carbon/Monroe/Pike (570) 420-1900	Delaware (610) 713-2330
Beaver (724) 847-6225	Centre (814) 355-6782	Erie (814) 451-6800
Bedford/Somerset (814) 443-4891	Chester (610) 344-6265	Fayette (724) 430-1370
Berks (610) 478-3271	Clarion (814) 226-1080	Forest/Warren (814) 726-2100
Blair (814) 693-3023	Clearfield/Jefferson (814) 265-1060	Franklin/Fulton (717) 264-5387
Bradford/ Sullivan (570) 265-1760	Columbia/Montour Snyder/Union (570) 275-5422	Greene (724) 852-5276
Bucks (215) 442-0760	Crawford (814) 336-4352	Huntingdon/Mifflin Juniata (717) 242-6467
Butler (724) 284-5114	Cumberland/Perry (717) 240-6320	Lackawanna/ Susquehanna (570) 346-5741
Cambria (814) 534-2800		

**nty MH/MR Offices (continued)**

Lancaster  
(717) 299-8021

Lawrence  
(724) 658-2538

Lebanon  
(717) 274-3415

Lehigh  
(610) 782-3500

Luzerne/Wyoming  
(570) 825-9441

Lycoming/Clinton  
(570) 323-6467

McKean  
(814) 887-3357

Mercer  
(724) 662-1550

Montgomery  
(610) 278-3642

Northampton  
(610) 974-7555

Northumberland  
(570) 495-2002

Philadelphia  
(215) 685-5460

Potter  
(814) 544-7315

Schuylkill  
(570) 621-2890

Tioga  
(570) 724-5766

Venango  
(814) 432-9753

Washington  
(724) 228-6832

Wayne  
(570) 253-9200

Westmoreland  
(724) 830-3617

York/Adams  
(717) 771-9618

## Bureau of Drug and Alcohol Programs Single County Authorities (SCAs)

**Adams/York**

(717) 771-9618

**Allegheny**

(412) 350-3857

**Armstrong/Indiana**

(724) 354-2746

**Beaver**

(724) 847-6220

**Bedford**

(814) 623-5009

**Berks**

(610) 376-8669

**Blair**

(814) 693-3023

**Bradford/Sullivan**

(570) 265-1760

**Bucks**

(215) 773-9313

**Butler**

(724) 284-5114

**Cambria**

(814) 536-5388

**Cameron/Elk/McKean**

(814) 642-9541

**Carbon/Monroe/Pike**

(570) 421-3669

**Centre**

(814) 355-6744

**Chester**

(610) 344-6620

**Clarion**

(814) 226-1080

**Clearfield/Jefferson**

(814) 371-9002

**Clinton**

(570) 323-8543

**Columbia/Montour/Snyder/Union**

(570) 275-5422

**Crawford**

(814) 724-4100

**Cumberland/Perry**

(717) 240-6300

**Dauphin**

(717) 635-2254

**Delaware**

(610) 713-2365

**Erie**

(814) 451-6870

**Fayette**

(724) 438-3576

**Forest/Warren**

(814) 726-2100

**Franklin/Fulton**

(717) 263-1256

**Greene**

(724) 852-5276

**Huntingdon/Mifflin/Juniata**

(717) 242-1446

**Lackawanna**

(570) 963-6820

**Lancaster**

(717) 299-8023

**Lawrence**

(724) 658-5580

**Lebanon**

(717) 274-0427

**Lehigh**

(610) 782-3556

**Luzerne/Wyoming**

(570) 826-8790

**Lycoming**

(570) 323-8543

**Mercer**

(724) 662-1550

**Montgomery**

(610) 278-3642

**Northampton**

(610) 997-5800

**Northumberland**

(570) 495-2154

**Philadelphia**

(215) 546-1200

**Potter**

(814) 544-7315

**Schuylkill**

(570) 621-2890

**Somerset**

(814) 445-1530

**Susquehanna**

(570) 278-1000

**Tioga**

(570) 724-5766

**Venango**

(814) 678-6580

**Washington**

(724) 223-1181

**Wayne**

(570) 253-6022

**Westmoreland**

(724) 684-9000

**Behavioral Health Plans**  
**Community Care Behavioral Health Organization**  
**(CCBHO)**  
**www.ccbh.com**

**Adams**  
1-866-738-9849

**Jefferson**  
1-866-878-6046

**Susquehanna**  
1-866-668-4696

**Allegheny**  
1-800-553-7499

**Juniata**  
1-866-878-6046

**Tioga**  
1-866-878-6046

**Berks**  
1-866-292-7886

**Lackawanna**  
1-866-668-4696

**Union**  
1-866-878-6046

**Bradford**  
1-866-878-6046

**Luzerne**  
1-866-668-4696

**Warren**  
1-866-878-6046

**Cameron**  
1-866-878-6046

**McKean**  
1-866-878-6046

**Wayne**  
1-866-878-6046

**Carbon**  
1-866-473-5862

**Mifflin**  
1-866-878-6046

**Wyoming**  
1-866-668-4696

**Centre**  
1-866-878-6046

**Monroe**  
1-866-473-5862

**York**  
1-866-542-0299

**Chester**  
1-866-622-4228

**Montour**  
1-866-878-6046

**Clarion**  
1-866-878-6046

**Northumberland**  
1-866-878-6046

**Clearfield**  
1-866-878-6046

**Pike**  
1-866-473-5862

**Columbia**  
1-866-878-6046

**Potter**  
1-866-878-6046

**Elk**  
1-866-878-6046

**Schuylkill**  
1-866-878-6046

**Forest**  
1-866-878-6046

**Snyder**  
1-866-878-6046

**Huntingdon**  
1-866-878-6046

**Sullivan**  
1-866-878-6046

**TTY**  
**1-877-877-3580**

**En Español**  
**1-866-229-3187**

**Community Behavioral HealthCare Network of Pennsylvania, Inc.  
(CBHNP)**

**1-888-722-8646**

**www.cbhnp.org**

Bedford	Cumberland	Fulton	Lycoming
Blair	Dauphin	Lancaster	Perry
Clinton	Franklin	Lebanon	Somerset

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

**http://www.vbh-pa.com**

**TTY (hearing impaired) 1-877-615-8502**

**Armstrong**  
1-877-688-5969

**Beaver**  
1-877-688-5970

**Butler**  
1-877-688-5971

**Cambria**  
1-866-404-4562

**Crawford**  
1-866-404-4561

**Erie**  
1-866-404-4560

**Fayette**  
1-877-688-5972

**Greene**  
1-877-688-5973

**Indiana**  
1-877-688-5974

**Lawrence**  
1-877-688-5975

**Mercer**  
1-866-404-4561

**Venango**  
1-866-404-4561

**Washington**  
1-877-688-5976

**Westmoreland**  
1-877-688-5977

**Community Behavioral Health (CBH)**

**www.phila-bhs.org**

Philadelphia 1-888-545-2600

**Magellan Behavioral Health (MBH)**

**www.magellanhealth.com**

Bucks 1-877-769-9784  
Delaware 1-888-207-2911  
Lehigh 1-866-238-2311

Montgomery 1-877-769-9782  
Northampton 1-866-238-2312

If you have any questions about the information contained in this consumer guide, or for help accessing mental health or drug & alcohol services, call:

The Pennsylvania Health Law Project  
Helpline  
1-800-274-3258  
[www.phlp.org](http://www.phlp.org)

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