

# foundations

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## Voice of Recovery: Amber

Amber participates in a program called self-directed care (SDC). She goes to the Main Link, a peer support center. Self-directed care gives HealthChoices members control over their behavioral health dollars. You can decide which services (ones that are covered and ones that are not) are best for your individual recovery plan.

Amber meets with a certified peer specialist once a month. Together, they work on the most important goals for her recovery. They set up a budget for the things she needs. Amber does not go to counseling anymore. She has peer support and medicine management. Over time, Amber and her peer specialist meet to review progress, manage her budget, and make choices for her next steps in recovery.

## Freedom Funds

Freedom Funds are a way for people in SDC programs to buy pre-approved goods or services that they need to achieve their recovery goal but that are not currently covered by Medical Assistance or other funds.

For example, with Freedom Funds, Amber bought a bed, tennis shoes, a gym membership, a Fitbit, and a laptop. Amber now tracks her sleep and heartrate on her laptop so she can track her good days and bad days. After working with a peer specialist for a year on her goal to be healthier and lose weight, she has lost 25 pounds. "Self-directed care helps me get motivated and helps me get on the right path to getting healthier. The Main Link has also helped me with my mental health and disability," Amber said.

Amber's next goal is photography. Photography will get her out in nature and interacting with the community. This goal will help Amber feel good about herself. When she feels well, she is positive and energetic.

Amber's definition of recovery is to look forward and think positive for a better day and keep the negative away from you.

Self-directed care helps people in recovery to:



Make plans for recovery



Decide how money is used for their recovery plan



Access and use supports in the community

*\*Self-directed care is not available in all Community Care counties.*

## Annual Member Satisfaction Survey

The annual Member Satisfaction Survey will be mailed out in early 2019. Members and families are randomly selected to receive a survey about your or your child's services. Community Care contracts with a company called Symphony Performance Health (SPH Analytics) to conduct the survey. You might see this name on the information you receive in the mail. The surveys are anonymous, and all information is kept confidential. Please note—if you live in Susquehanna, Lycoming, Lackawanna, or Luzerne counties in the Northeast a different company called Advocacy Alliance conducts the satisfaction survey.

If you get a survey, Community Care would be excited to hear from you. Please take a few moments to fill it out. There is a postage paid envelope that makes it easy for you to send it back. If you would rather do it over the phone, there is a number you can call, and someone will help you complete it if that is easier. Your answers are completely confidential—we don't know who returns the surveys, and your answers do not affect your benefits in any way. The survey is an important way for us to know if members and families are satisfied with the services they receive. We'd love to hear what you think!



## Drug Take-Back Day

If you have expired or unused medicine, please take a few minutes and learn how to dispose of them properly. It's easy for someone who is sick or confused, or simply can't see well, to grab the wrong pill bottle and swallow medicine that they shouldn't. Expired or unused medicine can also be dangerous to other family members, especially children, if taken accidentally or stolen. If you want to properly dispose of your medicine, secure and permanent drug take-back boxes have been set up throughout the state of Pennsylvania. It is no longer recommended to flush medicine down the toilet.

The U.S. Drug Enforcement Administration (DEA) hosts National Prescription Drug Take-Back events twice a year in the fall and spring. But permanent take-back locations are now available every day. It is free and no questions are asked to those who drop off medicine. Visit the following website, <https://apps.ddap.pa.gov/gethelpnow/PillDrop.aspx> to search for a take-back location near you.

Items that can be disposed of include prescription, over-the-counter, and pet medicine. All medicine should be in the original container or in a zip-lock bag. Any names on bottles should be removed or marked out with a permanent marker. Syringes and needles need to be taken to a health care professional's office, clinic, or hospital for proper disposal. Illicit drugs should not be dropped off at the take-back boxes.



## Medicines to Treat Opioid Use Disorder (Opioid Addiction)

Prescription opioids are medicines used to treat pain. Prescription opioids are generally safe. But sometimes people misuse or abuse them. This can lead to an opioid use disorder—another name for opioid addiction.

Some examples of prescription opioids are:

- Tramadol
- Hydrocodone
- Morphine
- Codeine
- Oxycodone
- Fentanyl

Heroin is also an opioid. Heroin is an example of an illegal opioid.

### Signs of Opioid Use Disorder

- Using more than the amount prescribed or taking the opioid longer than you should
- Unable to decrease or stop using the opioids, even if you want to
- A strong desire for the opioid (craving)
- Feeling sick when decreasing or stopping the opioid (withdrawal)

### Consequences of Opioid Use Disorder:

- Changes in behavior or personality
- Losing a job because you are no longer focused on your responsibilities
- Money issues from spending too much on opioids
- Hurting relationships with family and friends

### Treatment for Opioid Addiction

The most effective way to treat opioid use disorder is with the use of medicines along with counseling (therapy). Individual and group therapy helps people stay motivated while in treatment. Medicines can relieve cravings, eliminate withdrawal symptoms, and help to prevent relapse. There are medicines available to treat opioid use disorder.

#### **Methadone**

Methadone has been used to help people with opioid use disorder for many years. You must go to a special treatment program to get methadone.

#### **Buprenorphine**

Unlike methadone, buprenorphine can be prescribed in doctors' offices where the doctor is qualified to treat opioid use disorder.

#### **Naltrexone**

Naltrexone is a long-acting injectable medicine (a shot) that you get once a month. It is also available in treatment centers and doctors' offices.



If you would like more information about treatment options or help with scheduling an appointment for treatment services, please contact Community Care at 1.833.213.4411. We are available 24 hours a day, 7 days a week.

## Discharge Management Plans and Your Medicine

Community Care and our county partners want to help members have a successful recovery journey when they return to their home and community after a hospital stay. A good discharge management plan is a helpful tool in staying well after hospitalization. Discharge management plans help to make sure members leave the hospital with the resources they need to be successful in the community.

Community Care works with inpatient hospitals to continuously improve discharge planning. We look at how the hospitals work with members to understand the medicines that will help them when they leave the hospital. We also look to see that members have aftercare appointments set up soon after discharge. Aftercare appointments help members to continue treatment and increase their support system to meet their needs outside of the hospital.

### Understanding Your Medicine

It is important to make sure you understand any changes to your medicine. You should have a list of exactly what you should and should not take for your treatment and recovery. When you take an active role in managing your medicines, you have more control over your health.

If you receive treatment in an inpatient hospital in the future, medication reconciliation can help. Medication reconciliation can help you be more active in your treatment and make sure you understand your medicines. Medication reconciliation is a review of all medicines you were taking before you went to the hospital and a list of all medicines and prescriptions given to you at discharge from the hospital. The list that you get when you leave the hospital should include every new medicine that has been prescribed **and** every medicine that you will continue to take. It might also include a list of medicines that you should stop taking. For each medicine on the list, your discharge plan should say:

- The name of the medicine.
- How much you should take.
- How often you should take that amount.
- How you should take it (pill or liquid or chewable or injected by a nurse).
- Why it has been prescribed and how it will help.
- What side effects could happen and what to do if they happen.

All of your medicines should be included on this list. Medicines include prescriptions, but also over-the-counter medicines, vitamins, herbals, and nutritional supplements.

The list will help you understand what medicines you take and how they help you. It will prevent you from getting the wrong medicine or the wrong amount. The list will also help your doctor make sure your medicines are safe to take together. Medication reconciliation should occur any time that you leave a hospital, or any time you change your provider or type of treatment. This process should involve you, your family or caregivers, your primary care doctor, other treatment providers, and the pharmacist. If you have questions about the medicine you are taking, talk to your doctor or other health care professional.



Discharge management plans help you to get the treatment you need to stay well after you leave the hospital.

## Using Medicine for Your Recovery

Medicine can help you get relief from symptoms of a mental health condition. Medicine is one helpful tool among other tools, like therapy and peer support.

### Be Part of the Decision about Medicine

Your doctor is an expert in medicine and other treatments, but you are also an expert in you! Ask questions so you know all about the medicine:

- What is the best way to take this medicine?
- What should I do if I miss a dose?
- How will I know it is working?
- What side effects could happen?

If you are taking several medicines, ask your doctor if they are safe to take together. Ask if there is a best time to take each one.

Tell your doctor how you want the medicine to help, so that you can get the right medicine for you.

### Take Your Medicine as Planned

Write down a list of your medicines and make a plan for when to take them. Make sure you know:

- How much medicine to take
- When to take it
- If you need to eat or drink before or after you take it

Using medicine as planned helps you to be safe and gives you the best chance for the medicine to work. If you have not used the medicine as planned, tell your doctor so that you can decide together what to do next. You may have to try a few options to find the medicine that works best for you.

### Give Medicine Time to Work

Medicine can take time to work to help you feel better. It can take up to several weeks before you notice a change in the way you feel.

### Refill Prescriptions

Giving medicine the time to work also means you should refill your prescriptions on time. Stick to your schedule and ask for tips to stay on track so that you can get well and stay well.



## Prepare for Emergencies

We believe that you should not have to wait long for behavioral health appointments. You should get an appointment right away in a crisis or life-threatening situation. In an emergency, you can call 911 or go to the Emergency Room. However, you can also call your local crisis service center in your county for quick help.

It helps to be prepared and know who to call before a crisis happens. If you need help finding crisis services in your area, please call the Community Care toll-free member services number for your county. A customer service representative can help you. Or email us at [ccbh\\_customerservice@ccbh.com](mailto:ccbh_customerservice@ccbh.com).



## Are You Satisfied with Your Behavioral Health Services?

Every county served by Community Care has a team of people that works to make sure individuals and their family members are satisfied with the behavioral health services they are getting. The satisfaction team in Allegheny County is called the Consumer Action Response Team (CART). The teams in the other counties are called Consumer/Family Satisfaction Teams (C/FST).

Satisfaction team members are either in recovery themselves or the family member of a child, youth, or adult receiving services. Satisfaction teams help individuals and their family members with concerns and complaints about services they receive. Team members ask individuals and their families if they are satisfied with their treatment and for ideas about how services can be improved. Providers are told the ideas for improvement. Providers are not told the name of the person suggesting the improvement, just the suggestion. To talk to a satisfaction team member, call the toll-free C/FST number for your county in the table below. To locate the Community Care customer service line for your county, go to our [Contact Us page](#).

<b>County</b>	<b>Satisfaction Team</b>
Adams	717.843.6973
Allegheny	412.348.0126
Berks	610.775.3000
Blair	814.695.0665
Bradford	570.265.0620
Cameron	1.866.773.0302
Carbon	610.337.3794
Centre	717.320.3733
Chester	1.800.734.5665
Clarion	1.866.773.0302
Clearfield	1.866.773.0302
Clinton	814.695.0665
Columbia	570.416.0718
Elk	1.866.773.0302
Erie	814.452.4462
Forest	1.866.773.0302
Huntingdon	717.320.3733
Jefferson	1.866.773.0302
Juniata	717.320.3733
Lackawanna	570.342.7762

<b>County</b>	<b>Satisfaction Team</b>
Luzerne	570.342.7762
Lycoming	814.695.0665
McKean	1.866.773.0302
Mifflin	717.320.3733
Monroe	610.337.3794
Montour	570.416.0718
Northumberland	570.648.8545
Pike	610.337.3794
Potter	1.866.773.0302
Schuylkill	570.628.0155
Snyder	570.416.0718
Sullivan	570.265.0620
Susquehanna	570.342.7762
Tioga	1.877.315.6855
Union	570.416.0718
Warren	1.866.773.0302
Wayne	1.877.315.6855
Wyoming	570.342.7762
York	717.843.6973