

Janel

A Certified Peer Specialist is someone who has a lived experience with a mental health condition and is in recovery. Certified Peer Specialists receive training from the state of Pennsylvania to provide support services for mental health recovery. A Certified Peer Specialist helps you like a mentor or a coach.

A Certified Peer Specialist can:

- Help you with your recovery process.
- Help you achieve personal wellness and goals you want to reach.
- Teach and support the use of life skills.
- Tell you about service options and community resources.

“I think peer specialists make you a little more confident in yourself to complete your goals. Knowing that the peer also has an illness, we can connect and talk back and forth,” says Janel. She has been receiving peer support services for about 2 years.

Janel says she still has depression and bipolar disorder, but she feels healthier now since she began seeing her peer specialist. She finds she handles things better and has a regular routine. Her peer specialist comes to her home every 2 weeks and talks with her about how she’s doing and what she’s working on. He helps her when her family is not supportive. “He gives me good advice. He’s supportive with my emotional aspect—very friendly and understanding,” Janel says.

Her peer specialist encouraged her to go to the Recovery Center (a peer-staffed recovery program) once a week. He also assisted her in getting transportation. Janel feels good going to the Recovery Center because they look at her strengths.

Janel takes care of her recovery by continuing to see her doctor and her peer specialist. She also practices journaling to stay well. She is working on some goals with her peer specialist and meeting some goals on her own. In the future, Janel would like to work part-time. When she is feeling well, she laughs, talks, and smiles more. She works on being more confident every day.

Janel says the turning point that moved her forward into recovery was listening to her doctor and getting therapy. Now, she listens to others about their depression, journals, and spends time with friends and family as important parts of her recovery. She recommends having a good support system. Her landlord and case worker are part of her support system now.

“I was referred to a peer specialist through therapy. I’m getting good results. I get the support I need for wellness,” says Janel. Janel’s Personal Medicine (things you do to be well) is listening to music, taking a walk alone or with a friend, and coloring in adult coloring books. These things make Janel happy and help her relax.

Janel’s Personal Medicine is listening to music, coloring in adult coloring books, and watching TV and movies.



Understanding Your Child's Medicine

Caring for a child is a big responsibility. There will be many times when your child needs your help. One example is help with medicine. You can get the best care for your child by taking an active role and learning about your child's medicine.

Medicine can be very helpful. It is often one part of a good treatment plan. But before giving any medicine to a child, there are things you should know:

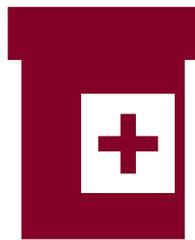
- The name of the medicine.
- What is the purpose of the medicine? How long does my child have to take it?
- What are the common side effects?
- How often should it be given?
- What should I do if we miss a dose or if my child has a side effect?
- Are there any other medicines to avoid while on this medicine?
- How often will the doctor need to see my child?
- Are there any tests (blood tests or heart tests) needed while on this medicine?

If you don't know the answers, the doctor will be able to help. Some children may need to be on more than one medicine. It may be hard to remember to give the medicine on time. Try to set a schedule for giving your child medicine every day.

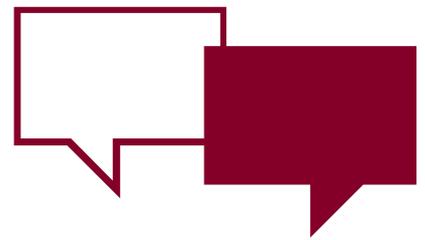
Your child may see more than one doctor. It is important for all doctors to know what medicines your child is taking. Review the list with your doctor and update it after each visit. Please talk to the doctor if you have questions about any of your child's medicines.



Try to set a schedule for giving your child medicine every day.



Medicine can be helpful and often part of treatment.



Talk to the doctor if you have questions about medication.

Health, Money and Domestic Abuse

An informational article from the Department of Human Services.

Domestic abuse can cause health problems for victims. With health problems a victim may need money to pay for a doctor. That person may need money for medicine or to travel to a health clinic. Abusers sometimes may deny money or resources to take care of health problems or to take care of children.

People with health problems from abuse may need care right away. A person may also live with health problems from abuse for a long time. These may include:

- Broken bones or teeth
- Bruises or bleeding
- Stab or gun wound
- Head injury
- Anxiety or depression
- Eating disorder
- Stomach or heart problems
- Drug or alcohol use
- Unplanned pregnancy
- Sexually transmitted infection

An abuser may keep a person from working so they may not be able to get health insurance. An abuser may also get a person fired from a job and this may lead to bad credit. A victim with out a job may feel trapped and unable to move into a safe home. All of this means an abused person may need money or health care but cannot get it. Not allowing a person one or all of these things is abuse:

- Doctor
- Medicine
- Money
- Job
- A safe home
- Good credit
- Education

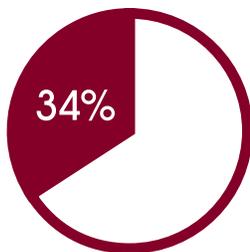
The Affordable Care Act says that a victim of domestic abuse must not be denied health insurance. The Allstate Foundation has online learning tools to help people who are survivors of abuse and for those in need of money or job search skills.

To find the domestic abuse program nearest you, visit <http://pcadv.org> and click on *Find Help* or use the *Find Help* map on the home page.

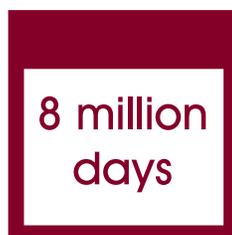
For more information on the Affordable Care Act, visit <https://www.healthcare.gov/get-coverage/>

To find the Allstate Foundation online learning tool, visit <http://www.clicktoempower.org>

To reach the National Domestic Violence Hotline, call 1.800.799.SAFE (7233). For TTY 1.800.787.3224.



Percentage of people injured by intimate partners who received medical care.



Total number of paid work days lost each year by victims of domestic violence.



The cost of domestic violence exceeds \$8.3 billion every year.

Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Available Documents

Privacy Statement

Your member materials include a Privacy Statement. That statement offers details about your rights. Those rights regard the privacy of protected health information (PHI). We protect PHI for our members. We also do that for people who used to be members and people who want to become members.

Notice of Privacy Practices

The document you are reading is a Notice of Privacy Practices. We give this to you so that you know how we may use or disclose PHI. By law, we must protect your health information. We must also send you this notice. You have rights related to PHI. This notice describes those rights.

We also have rights. One of those rights is to change our privacy practices. We can also change our notice. If we make a material change to our practices, we will do this:

- Notify you about the change.
- Post the new notice on our website.
- Provide you with a copy electronically or through the mail.

We may apply revised practices to existing and new PHI.

Words to Know

We will use these terms:

- Protected Health Information
- Health information
- Information
- PHI

Those words refer to information that we collect, create, maintain, or transmit about you. It may identify you. It may relate to past, present, or future health and mental health services. It may also describe payments for such services.

How We Use and Disclose Your Protected Health Information

We collect, use, and disclose your information to administer our health plans and provide services to our members. We have the right to use or disclose your information for payment, treatment and health care operations. We have listed out some examples. You may want to see the full lists. (45 C.F.R. § 164.501). We will not use or disclose any of your genetic information for any of these functions.

Payment

- Collecting premiums due to us
- Determining your coverage
- Processing service claims
- Coordinating benefits
- Determining medical necessity
- Issuing an explanation of your benefits
- Pre-authorizing services
- Determining whether a service is covered

Health Care Operations

- Credentialing health care providers
- Peer review
- Business management
- Accreditation and licensing
- Utilization review
- Quality improvement
- Enrollment
- Underwriting
- Reinsurance
- Compliance
- Auditing
- Rating
- Other functions relating to your plan

Treatment

- Disease management
- Wellness programs
- Health coverage eligibility
- Payment for health services
- Payments due from members

Other Uses and Disclosures

Some activities do not fit the above lists. Examples include:

Business Associates. We have business partners. We call them business associates. Business associates must protect your PHI. They use your information only as spelled out in our contract with them.

Other Covered Entities. We may use or disclose your information to health care providers to help them treat you or to receive payment. We may also disclose your information to other covered entities to help them with their health care operations.

Plan Sponsors. Your coverage may be through an employer or other group. If so, we may share your PHI with them. This may include information about who is enrolled with us. It may include notices of who is no longer enrolled. We may also disclose other PHI to the group for administrative use. This only happens if the group agrees to restrict use and disclosure. We may share the names of the members who have completed wellness program requirements to help provide rewards or incentives.

Required by Law. We may disclose your information to any Federal or State agency to show our compliance with HIPAA. If an agency asks, we must share your records with them. The U.S. Department of Health and Human Services is one agency that may ask for our records.

Public Health. We may share PHI with a county health department. This would happen if they ask for data regarding a serious illness.

Abuse or Neglect. We may share your PHI with government authorities. Those authorities include social services or protective services. By law, we must provide information to them.

Health Oversight. We may share your PHI for legally permitted activities. These activities include:

- Licensure
- Government audits
- Fraud and abuse investigation
- Accreditation

Legal Proceedings. We may disclose your information in response to a court order, subpoena, or search order.

Law Enforcement. We may share limited PHI with the police and other law enforcement agencies. It would be used to help locate a missing person, report a crime, or other similar reasons.

Coroners and Funeral Directors. We may share PHI with a coroner or medical examiner. It would be used to identify someone who died, determine a cause of death, or as required by law. We may also share information with a funeral director for burial purposes.

For Purposes of Organ Donation. We share PHI to meet a member's wishes for organ donation.

Research. We may use or disclose your PHI for research. The research would be related to the study of diseases or disabilities. This would happen only if the study meets privacy law requirements.

Serious Threat to Health or Safety. We may share your PHI to avoid a serious threat to you, another person, or the public. Your information would be given to health agencies, the police, or other law enforcement agencies. We may also share PHI if there is an emergency or natural disaster.

Specialized Government Functions. We may share your PHI if there is a national crisis. We may also do this to help protect the President of the United States and other officials. Our disclosure would result from a government request.

Workers' Compensation. We may share PHI relevant to job-related injuries or illnesses. That would only happen for workers' compensation coverage under state law.

Correctional Institutes or Law Enforcement Officials. If you are in jail or in law enforcement custody, we may share your PHI. This would happen only if it is needed to:

- Provide you with health care.
- Protect your health and safety.
- Protect the health and safety of others.
- Keep the facility you are in safe.

Data Breach. We may use your contact information to provide notices required by law. These notices can include unauthorized acquisition, access, or disclosure of your PHI. We may provide this notification directly to you. Or, we may give it to the employer or group that sponsors your health coverage.

Authorized Use

Except as described in this notice, we will use or disclose your PHI only if you authorize us to do so in writing. Psychotherapy notes, health plan marketing, and sale of your information are some situations that would require your authorization. If you authorize us to share your PHI, we cannot guarantee that the person receiving the PHI will not disclose it. You may revoke your authorization at any time, unless we have already acted on it.

Required Disclosures

We are required to share your PHI:

- To you or someone who has the legal right to act on your behalf (your personal representative). This is done in order to administer your rights as described in our notice.
- To the Secretary of the Department of Health and Human Services, if necessary, to ensure that your privacy is protected.

Individual Rights

You should be especially aware of several important rights. They are shown in the list below. All health plans and providers involved in your care must honor these rights. You must write to us to use these rights. The written notice must be signed by you. Or, it can be signed by your representative. We have forms to help you use the rights listed below. They are on our website. You can also call the Member Services Department. A representative will mail a form to you. The rights are described below.

Restrictions

You have the right to ask us to restrict how we use or disclose your information for payment, treatment, and health care operations. We do not have to approve your request. However, we consider all reasonable requests. We have the right to end restrictions we have approved. We will notify you if we approve a restriction then reverse that approval. You have the right to end—orally or in writing—any restriction by contacting our Compliance Office.

Confidential Communications

You have the right to ask us to send you information in a confidential way. You may want information in a different way than is typical. You may want information sent to a different address. If our standard approach could cause harm, we will consider reasonable requests to take a different approach.

Copies of Your Information

You have a right to ask to review or copy your records. We do not have medical records. We do have the following:

- Claims for payment from health care providers
- Enrollment data
- Member Services logs of your calls
- Medical review to approve services
- Complaints or grievances you filed

Records can be on paper or in electronic form. Electronic records can be sent to you through a computer. Records can be sent to you or your representative. There may be fees. We may deny your request for records. That usually does not happen. If it does happen, you can ask to have the denial reviewed.

Amending Information

You have the right to ask to change information in your records. This happens when something is wrong or incomplete. You have to tell us why you are asking for a change. We may deny your request. If so, you can put a statement in your file. The statement will show why you disagree with our denial.

Accounting of Disclosures

You have the right to ask us to tell you about how we disclosed your PHI. When you ask, tell us the time period you want to review. We will not go back more than six years. Your right does not include disclosures related to:

- Payment
- Treatment
- Health care operations
- Information you requested

Copies of This Notice

You can ask for a copy of this notice. If you already have an electronic copy, you can ask for a paper copy. You can also find the notice on our website. It is located here: <http://www.ccbh.com/privacy>

Using Your Rights

Contact us. We will answer any questions about using your rights.

Privacy Practices
Community Care Behavioral Health Organization
339 Sixth Avenue, Suite 1300
Pittsburgh, PA 15222

Filing a Complaint

If you believe your privacy rights have been violated, you may file a complaint with us. Send it to the above address. You may also notify the Secretary of the U.S. Department of Health and Human Services. We will not take any action against you for filing a complaint.

Effective Date

Originally issued in April 14, 2003, this Notice is revised and effective as of September 23, 2013

Know Your Rights

As a member of Community Care, you have the right to:

- A. Receive information about Community Care, its services, its providers, and the member rights and responsibilities.
- B. Receive proper treatment regardless of your race, color, religion, lifestyle, sexual orientation, handicap or disabilities, national origin, ancestry, age, gender, political belief, union membership, or income.
- C. Be treated in a considerate and respectful manner with recognition of your dignity.
- D. Receive services where your privacy is protected.
- E. An open discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- F. Choose any provider from the Community Care provider list. You are free to change providers if you are unhappy.
- G. Have your information kept private and confidential.
- H. Know the name and qualifications of any provider who is caring for you.
- I. Voice complaints or grievances about Community Care or the care you receive and to see how Community Care responds to member complaints and grievances.
- J. A fair process that is easy to follow.

You also have the right to:

- A. Make recommendations about Community Care's member rights and responsibilities.
- B. Receive a copy of the information that Community Care uses when we decide what care you should receive.
- C. Know about the services you are receiving, why you are receiving them, and what to expect.
- D. Know everything you need to know so you can make decisions about your care.
- E. Work with providers or interpreters who understand you and your community.
- F. Get information about Community Care that is clear and easy to understand.
- G. Tell us if you are unhappy about any decision made by us or one of our providers.
- H. Know about the qualifications of Community Care providers and staff.
- I. Receive information about options to your treatment.
- J. Receive this information in a way that is easy to understand.
- K. Play a part in the decisions about your care.
- L. Refuse treatment.
- M. Not be restrained (tied down or locked in) or left alone as a way for someone giving you treatment to bully you, or punish you, or as a way for that person to take a break.
- N. Ask for a copy of your medical record. You have the right to correct information inside your record.
- O. Know your rights and not be treated differently because you do.
- P. A second opinion about your treatment or care.
- Q. Ask and learn more about "Advance Directives."

Know Your Responsibilities

It is important for you to:

- A. Give Community Care and your provider the information needed to provide your care.
- B. Tell your provider everything you know about your physical and mental health. Also, tell this person what medicines you are taking, including over-the-counter (store bought) medicine(s).
- C. Tell your family doctor or primary care physician (PCP) about any behavioral health treatment that you are receiving.
- D. Carry your ACCESS, Physical Health Plan, and Community Care ID cards with you.
- E. Go to a Community Care participating hospital in an emergency, if possible. Call us within 24 hours if you have been seen for an emergency at a hospital that is not in our provider network.
- F. Keep your appointments. Call ahead to cancel if you must.
- G. Understand your health problems and work together with your provider on an agreed-upon treatment plan.
- H. Follow the treatment plan you have agreed upon with your provider.
- I. Tell your provider if you want to stop or change treatment.
- J. Tell your provider and Community Care right away:
 - About any other insurance you have.
 - If your Medicaid status changes.
 - If you move.

Ask Us For Information

You have the right to ask for a copy of the following information:

- A. The names, addresses, and phone numbers of providers of service:
 - Who speak other languages.
 - Who are not accepting new patients.
- B. Any reasons why you could not choose a provider of service. For example, Community Care will not provide referral information for treatment services that are not generally recognized by doctors.
- C. Your member rights and responsibilities.
- D. Information about grievances and fair hearing procedures.
- E. The benefits available to you, in detail.
- F. How to learn about additional benefits from the State of Pennsylvania.
- G. The steps that you (or a provider) need to take for you to receive services.
- H. The steps that must be taken to use a provider of service who is not in the Community Care network.
- I. The emergency information available to you, including:
 - What is an emergency.
 - The steps for getting emergency service, including calling 911.
 - The names, addresses, and phone numbers of emergency providers of service.
 - That emergency services do not require approval.
 - That any hospital can be used when there is an emergency.
 - How emergency transportation is provided.

Information Online

Community Care would like you to know about our website (www.ccbh.com). There are many helpful items to read there. You can view and/or download information on the following topics:

- Our Quality Improvement Program including goals, processes, and outcomes as related to care and service.
- Our Case Management Program and how you or your caregiver may refer to the Program.
- How to contact staff if you have questions about utilization management issues (the services you are receiving) through our toll-free number.
- The availability of language assistance and TDD/TTY services for hearing impaired members to discuss utilization management issues.
- Community Care's policy prohibiting financial incentives for staff who make decisions about your care.
- The availability of an independent external appeals process for decisions made by us about your care.
- Community Care's member rights and responsibilities.
- Benefits and services included in, and excluded from, coverage.
- Copayments and other charges for which you are responsible.
- Limits on benefits that apply to services obtained outside Community Care's network or service area.
- The availability of language assistance to help you with information about benefits and access to medical service.
- How you may submit a claim for covered services, if applicable.
- How to obtain information about practitioners and their professional qualifications.
- How to get inpatient and outpatient services, partial hospitalizations, and other behavioral health care services.
- How to get subspecialty care.
- How to get care after normal office hours.
- How to get emergency care, including our policy on when to directly access emergency care or use 911 services.
- How to get care and coverage when you are out of our service area.
- How to voice a complaint.
- How to appeal a decision that adversely affects coverage, benefits, or your relationship with Community Care.
- Our notice of privacy practices and confidentiality policies including what a "routine consent" is and how it lets us use and disclose information about you:
 - How we use authorizations and your right to approve the release of personal health information not covered by the "routine consent".
 - How you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information.
 - Our commitment to protect your privacy in all settings and our policy on sharing personal health information with plan sponsors and employers.

There is other information about Community Care and our services on the website that is useful to know. Our provider directory lets you select a clinician or facility that best meets your needs. You can search for a provider by location and name.

Our website also contains interesting tools to help you identify possible behavioral health issues. We have screening tools for:

- Alcohol use with depression.
- Anxiety with ADHD.

These tools may help you understand if you should seek care or treatment. Paper copies of the screening tools are available upon request.

Our website also has tools to help you manage an existing condition. We want you to be healthy and encourage you to use these tools. We have tools for:

- Improving sleep.
- Quitting smoking.
- Maintaining a healthy weight.
- Wellness.

These tools are designed to help you manage and improve a condition. They are interactive and provide you with information to support healthy behaviors. We encourage you to use the tools regularly. These tools are available in paper copies or over the telephone upon request.

If you would like more information about these items, please call your county’s Community Care Member Services. The most recent information about Community Care and our services is always available on our website.

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 member service line for your county, go to our [Contact Us page](#).

County	Satisfaction Team	County	Satisfaction Team	County	Satisfaction Team
Adams	717.843.6973	Elk	1.866.773.0302	Northumberland	1.800.479.2626
Allegheny	412.281.7333	Erie	814.452.4462	Pike	610.337.3794
Berks	610.775.3000	Forest	1.866.773.0302	Potter	1.866.773.0302
Blair	814.695.0665	Huntingdon	1.877.270.1642	Schuylkill	570.628.0155
Bradford	570.265.0620	Jefferson	1.866.773.0302	Snyder	570.416.0718
Cameron	1.866.773.0302	Juniata	1.877.270.1642	Sullivan	570.265.0620
Carbon	610.337.3794	Lackawanna	570.342.7762	Susquehanna	570.342.7762
Centre	1.877.270.1642	Luzerne	570.342.7762	Tioga	1.877.315.6855
Chester	1.800.734.5665	Lycoming	814.695.0665	Union	570.416.0718
Clarion	1.866.773.0302	McKean	1.866.773.0302	Warren	1.866.773.0302
Clearfield	1.866.773.0302	Mifflin	1.877.270.1642	Wayne	1.877.315.6855
Clinton	814.695.0665	Monroe	610.337.3794	Wyoming	570.342.7762
Columbia	570.416.0718	Montour	570.416.0718	York	717.843.6973