

Voice of Recovery: Deborah

Recovery taught Deborah to live one day at a time. She said, “Being in recovery from my substance use addiction has allowed me to know who I am. It has allowed me to accept myself as a person. I had to learn to know who I was. I had to find how to forgive myself.”

Deborah is now an addictions specialist at a substance use disorder clinic. She has been sober for 20 years. Her journey with drug addiction began when she was in her late teens. She went in and out of treatment. Deborah got sober when she was 45. Then she went to school to learn about drugs and addiction. She says her education helped her decide being clean and sober was right for her. She never lost faith during her journey and is still spiritually connected today.

Deborah believes recovery means healing from within or from the inside out. It also means being OK with who you are. Some of the things Deborah does to keep herself well today are praying, writing, encouraging others, and knowing that she is loved and worthy.

Deborah said, “I believe that once you have arrested the disease and you don’t engage it anymore, you don’t have the addictive properties anymore. I don’t go into the (NA) rooms and say ‘I’m an addict’ because I am clean. I speak positive about myself. I say, ‘I’m Deborah, and I’m clean just for today.’”

Deborah believes that person-centered care begins with compassion and encouragement. She knows that persons with lived experience can make a difference!



Some of the things Deborah does to keep herself well today are praying, writing, encouraging others, and knowing that she is loved and worthy.

Discharge Management Plans and Your Medication

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 medications 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.

It is important to make sure you understand any changes to your medication. 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 medications. Medication reconciliation is a review of all medications you were taking before you went to the hospital and a list of all medications and prescriptions given to you at discharge from the hospital. The list that you get when you leave the hospital should include every new medication that has been prescribed *and* every medication that you will continue to take. It might also include a list of medications that you should stop taking. For each medication 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 medications should be included on this list. Medications 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 medication 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.



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

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.
- Maintaining a healthy weight.
- Quitting smoking.
- 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