

# foundations

member newsletter | volume 5, issue 2 | june 2017

## Voice of Recovery: Sally

“I can’t really say I have felt much stigma when I have disclosed to someone that I have a behavioral health condition,” said Sally, an active member of a recovery program. She added, “I disclose when it becomes a natural part of a conversation.”

Stigma is when someone judges you because of a personal condition. Unlike Sally’s experience, most people with a mental health condition experience stigma. It is considered a major obstacle for people looking for treatment. It can make people feel embarrassed and lonely.

Sally said, “By keeping your condition a secret, you may lend it the power of fear and/or shame. If you disclose, that power is no longer over you holding you back.” She added, “If someone won’t accept you because you have a mental illness, do you really want to spend time with them?”

Sally has a diagnosis of bipolar disorder. She spent many years coping with her illness. Over 15 years ago she had a string of hospitalizations that caused her to start using services in the community mental health system. She began using services from multiple county programs. By using the full range of services available, she got the help she needed to get well. Over time she was able to return to full-time employment.

“It’s important for all of us to understand that mental illness is a condition. It is what we have, but not who we are. It is not a character flaw. Talking about your illness can break down barriers,” Sally said. “I am not ashamed that I have a mental illness. If you can change the way your brain is working (with the help of services, medications, and lifestyle changes), then your mind becomes straight. If your mind is straight, you can live a better life.”

Sally’s Personal Medicine is sitting outside on summer nights and watching the stars. It is spending time with her cat, getting exercise, and listening to music. Personal Medicine is what you “do” to be well, not the medicine you take. She also enjoys her work. She eats a healthy diet, is spiritual, stays connected with her family and friends, and makes sure she gets enough sleep. Sally also works very hard to keep her medical appointments. She said, “Remembering to do all the things to be well and stay well is quite a juggling act.”

For Sally, recovery is a process of self-discovery. It is learning to deal with your conditions and accepting them. It is living a full and meaningful life. Sally wants to continue to grow, learn, and give and receive in life. She looks forward to spending more time with her grandson and enjoying being out in nature.



Sally’s Personal Medicine is sitting outside on summer nights and watching the stars.



# 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.



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

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.

# Medication Adherence

## What is medication adherence?

Medication adherence means taking the right amount of your medicine at the right time as prescribed by a health care professional. A health care professional could be a doctor, a physician assistant, a nurse practitioner, or another medical professional who has prescribed you medicine. Taking medicines correctly, and as prescribed, is essential for you after a hospital stay.

## Why is medication adherence important?

Medication adherence is an important part of a successful recovery journey. By taking the right amount of your medicine at the correct time, you are following the treatment plan that you and your health care professional developed for you. You are also taking positive steps in your recovery. Medication adherence can be key to maintaining your health and treatment.

It is essential to know how much of a medicine you should take as well as when you should take it. You also need to know how often to take a medicine, and if you need to eat and drink before or after you take it. Knowing this information can help you to take your medicine in a safe and consistent way that is best for your health and recovery.

If you are prescribed several medicines, you will want to discuss the best way to take your medicines with your health care professional. Your health care professional can make sure your medicines are safe to take together, and when would be the best time to take each one. The health care professional can also let you know about any possible side effects, as well as review why you are taking different medicines and how they will help.

Refilling medicines can also be a key part of medication adherence. If your prescription calls for you to refill your medicine, it is important you do so at the appropriate time. By refilling your medicine at the proper time, you are continuing to take your medicine in a consistent way. You should review your prescription with the health care professional to make sure you are refilling it at the correct time.

If you have questions about your medicine, please talk to your doctor or other health care professional. It is important to have conversations with your doctor or other health care professional if you have questions or concerns. They can help you to understand more about your medicine, and how it will benefit you. By having these discussions, you are able to take a more active role in your recovery and wellness.

## Tips to Adhere to Your Medication



Write down all your medications



Stick to a schedule



Set a routine



Build in reminders



Report any side effects



Talk to your doctor

# Naloxone (Narcan®) for Opioid Overdose

Naloxone (Narcan®) is a safe and effective medicine used to treat opioid overdose. Examples of opioids include prescription medicines such as codeine, fentanyl, morphine, OxyContin®, and Vicodin®. Heroin is also an opioid.

An opioid overdose can kill someone by causing breathing to slow down or stop. It can be very hard to wake the person. Naloxone can reverse these effects. After receiving naloxone, the person's breathing should improve. It should become easier to wake them. Sometimes another dose is needed if a person is still unresponsive.

Naloxone can be given as a nasal spray or by injecting into a muscle. It can be administered by hospital staff, paramedics, and police officers. It can also be administered by a family member or friend to a person during an opioid overdose.

A health care professional can write a prescription for naloxone for persons using heroin or other opioids. Family members or friends of persons using opioids can also get a prescription for naloxone from their health care professional to have on hand in case it is needed. Your health care professional or pharmacist can tell you how to get naloxone. If a person is unable to get a prescription from a health care professional, a prescription for naloxone is available [here](#). It can be printed and taken to a pharmacy to be filled.

Your health care professional or pharmacist can give you more information on how to give naloxone during an overdose. The following websites also have information on opioid overdose and naloxone:

[https://store.samhsa.gov/shin/content/SMA13-4742/Toolkit\\_Patients.pdf](https://store.samhsa.gov/shin/content/SMA13-4742/Toolkit_Patients.pdf)

<https://www.overdosefreepa.pitt.edu/>



Signs of an opioid overdose, which is a life-threatening emergency, include:

- Extremely pale skin and/or clammy skin
- Limp body
- Blue fingernails or lips
- Vomiting or gurgling noises
- Cannot be awakened from sleep or unable to speak
- Breathing is very slow or stopped
- Heartbeat is very slow or stopped.

## Centers of Excellence Can Help You Get Treatment for an Opioid Use Disorder

If you or someone in your family has an opioid use disorder—an addiction to opioids (drugs such as prescription pain pills or heroin)—Centers of Excellence can help you get treatment. There are about 50 Centers of Excellence throughout Pennsylvania. These Centers make up a system of different kinds of health care providers and facilities, like hospitals and rehabilitation programs.

Centers of Excellence treat the “whole person,” not just the addiction. They treat other physical or behavioral health conditions that you might have, too. They make sure that you stay in treatment, get follow-up care, and have support in your community.

One of the ways Centers treat an opioid use disorder is through medication-assisted treatment (MAT). MAT uses medicine and counseling to help you manage your addiction so you can recover. The best type of medicine for treatment is different for each person. These medicines help to ease cravings and withdrawal symptoms, and prevent relapse. When used properly, medicine is safe to take and will not lead to a new addiction. Find out more about MAT in “Facts for Families and Friends” [online](#).

### How Can I Get Help at a Center of Excellence?

You do not have to physically go to one of the Centers of Excellence locations to get treatment. You might go to your primary care doctor first to get help. With your consent, someone at the doctor’s office can contact the Center of Excellence team to let them know you are looking for treatment. Then, a professional from the team will come to you, assess you, and make a treatment plan. The team coordinates your care and finds health care providers who can treat you. They also help you with community resources, like employment services and housing support. The Centers of Excellence team meets with you to develop a recovery plan to meet your personal treatment needs.

All of the Centers of Excellence in Pennsylvania are listed on the Department of Human Services [website](#).

If you need help for an opioid use disorder or if you have any questions about Centers of Excellence, [call Community Care](#).

Centers of Excellence coordinate care for people with Medicaid.



Treatment is team-based and whole-person focused with the goal of integrating behavioral health and primary care.

# Drugs, Alcohol and Teen Dating Abuse

An informational article from the Pennsylvania Department of Human Services.

Teens may feel peer pressure to drink alcohol or try drugs. Some teens take alcohol or drugs to cope with emotional pain. Emotional pain may be caused by one or more traumatic events. Data<sup>1</sup> says that boys who report dating abuse are more likely to use marijuana or be antisocial. Girls who report dating abuse are more likely to:

- Smoke
- Have suicidal thoughts
- Be depressed
- Binge drink

Teens also may be coerced into using drugs or alcohol by an abusive partner to:

- Control them through drug or alcohol addiction
- Make them do things they would not normally agree to
- Keep them from reporting the abuse

A teen may feel afraid to report abuse if they were high or drunk. This may be because the teen is afraid of getting into trouble. They may feel ashamed or at fault. They may be afraid the person who did it will plan revenge. A local domestic abuse advocate can talk about ways to stay safer if more abuse is a risk.

No one deserves to be abused. It does not matter if they use drugs or alcohol. It does not matter what they say or do. It does not matter if they change their mind about what they agree to do. Drugs and alcohol do not make a person abuse their partner. Blaming abuse on drugs or alcohol is an excuse. There are people who can help teens who have been abused even if they were drunk or high at the time.

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

To reach the National Dating Abuse hotline, call 1.866.331.9474 or text *loveis* to 22522. Or visit the websites:

<http://www.loveisrespect.org/>

<http://www.thatsnotcool.com/>

## Types of Abuse



### Physical

This occurs when a partner is pinched, hit, shoved, slapped, punched, or kicked



### Emotional

This means threatening a partner or harming his or her sense of self-worth.



### Sexual

This is forcing a partner to engage in a sex act when he or she does not or cannot consent.



### Stalking

This refers to a pattern of harassing or threatening tactics that are unwanted and cause fear in the victim.

1. Exner-Cortens, DeInera, John Eckenrode, and Emily Rothman. "Longitudinal Associations Between Teen Dating Violence and Adverse Health Outcomes." *Pediatrics*. Abstract. Jan. 2013. <http://pediatrics.aappublications.org/content/early/2012/12/05/peds.2012-1029>

<https://www.cdc.gov/violenceprevention/pdf/teen-dating-violence-factsheet-a.pdf>

# 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 Community Care 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](http://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