

# foundations

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## Voice of Recovery: Floyd

Floyd's therapist gave him advice and support to help him to return to work after living through mental health challenges that prevented him from working. His therapist convinced him to apply for SSDI (Social Security Disability Insurance), Medicare, and Medical Assistance. Floyd later took the training to become a CPS (Certified Peer Specialist). His therapist helped him get a job at the agency where he was being treated. After he started working, Floyd still collected SSDI while also eligible for MAWD (Medical Assistance for Workers with Disabilities).

"I certainly felt better about myself working, because I felt that I wasn't only living off of the government," says Floyd. "One of the biggest challenges I faced was believing in myself again and I still struggle with that today."

Since SSDI was Floyd's major source of income, it was hard balancing how much he could earn and not decrease his SSDI. Even when Floyd calculated the hours he could work and still receive SSDI the way SSA (Social Security Administration) explained it to him, he almost got to a point where he would lose his SSDI. He relied on help from his supervisor and the Social Security office to achieve the correct balance of hours. He advises people to work closely with a CPS, a counselor, and the SSA office for help with benefits.

Floyd feels grateful that his therapist was so helpful in his recovery. Floyd's definition of recovery is being able to function in everyday life without feeling as if he has no control. He realizes this is a constant battle.

Floyd is confident, happy, balanced, awake, and alive, and ready for anything that may come his way. His personal medicine (what he does to be well) includes a lot of praying and relying on peers. And his dream for the future is to live a good, happy life with his wife and family and helping other people do the same.

## Recovery Work Incentives (RWI) Project

Are you interested in working and have Social Security Disability benefits?

If so, special rules called Work Incentives can help you start or return to work. These rules help you to have more money and health insurance. Working Works!

Community Care has created a series of fact sheets and tip sheets to help you:

1. Know the Basics
2. Ask the Experts
3. Choose What to Do
4. Use the Work Incentives

Visit <https://members.ccbh.com/health-topics/recovery-work-incentives> for more information.

## COVID-19 Information and Resources

Community Care's member website has information about the coronavirus at [members.ccbh.com/covid-19-information](https://members.ccbh.com/covid-19-information). This has been a challenging time, especially for those who have a behavioral health condition. The COVID-19 page has many great resources organized by topic, including:

- For Families
- Resources in Spanish
- Mental Health
- Substance Use Disorders
- Suicide Prevention
- Telehealth
- Youth and Young Adults



Your health and well-being are important to us, and we want to make sure you have the information you need. The coronavirus situation is constantly changing. We will continue to update our website and work with providers to continue your care.

## Crisis Provider Updates

As of February 1, 2020, Center for Community Resources (CCR) is the Crisis Services provider for HealthChoices members in Bedford/Somerset, Centre, Huntingdon/Mifflin/Juniata, and Schuylkill Counties. The phone number to reach Crisis Services remains the same.

If you or someone you know is experiencing a mental health crisis, dial your county crisis number immediately.

- Bedford/Somerset Crisis: 1.866.611.6467
- Centre County Crisis: 1.800.643.5432
- Juniata Valley Crisis (Huntingdon/Mifflin/Juniata): 1.800.929.9583
- Schuylkill County Crisis: 1.877.993.4357



## Attending Your Appointments After Mental Health Hospitalization

Seeing your therapist, mental health worker, or psychiatrist after you leave a hospital helps you stay on the road to recovery. Seeing someone within the first week after discharge is best and seeing someone within a month is strongly recommended.

Certain factors may influence the likelihood of you attending a follow-up appointment. Community Care reminds members they have the right to make requests about their follow-up appointments.



### A follow-up appointment can be easy

If you need help making an appointment, hospital staff can schedule the appointment before you leave the hospital. Be sure to let staff know convenient days and times for you.



Tell the hospital staff if you want to see a provider of a certain gender, age, race, ethnicity, or religious affiliation. This follow-up appointment can be with someone you relate to and who meets your needs.



### Make a plan

Before you leave the hospital make a plan on how you will get to your appointment with hospital staff. If you have trouble getting to your appointment, contact the Medical Assistance Transportation Program (MATP) at 1.888.547.6287 to learn about options through the Pennsylvania Department of Human Services.



## Recovery Library

The Recovery Library on Community Care's website has additional resources to help you attend your follow-up appointment. This library is free to all members and may be accessed on [members.ccbh.com/health-topics/resources/recovery-library](https://members.ccbh.com/health-topics/resources/recovery-library).



## Community Care is Here for You 24/7

Community Care expects providers to make every attempt to meet your identified preferences in making follow-up appointments. Please notify Community Care if you feel these preferences have not been met by calling your county's customer service number listed on [page 15](#).

Customer Service can help you:

- Find providers that meet your needs and schedule appointments.
- Connect you with your Care Manager.
- Assist with transportation options.
- Support you if you have a complaint to report.



\*Hospitalization refers to mental health hospitalization

## eCigarettes and Vaping: Frequently Asked Questions

### What are e-cigarettes?

E-cigarettes are electronic cigarettes. They use a battery to heat up a liquid, which turns into an aerosol or vapor for smoking or “vaping.” Most e-cigarettes contain nicotine, flavorings, and other chemicals. They are very popular and may look like regular cigarettes, cigars, smoking pipes, pens, or USB flash drives. Larger e-cigarettes look like small tanks. Some other names are e-cigs, e-hookahs, vapes, vape pens, mods, tank systems, and shishas.

### Who is using e-cigarettes?

- Youth are more likely to use e-cigarettes than adults. In 2019, over 5 million middle and high school students used e-cigarettes over a 30-day period.
- The flavors make e-cigarettes very appealing to children.
- Youth who use e-cigarettes may be more likely to use regular cigarettes and other tobacco products in the future.
- Most e-cigarette users who are middle age and older are either current or former regular cigarette smokers.

### What are the health harms?

- The liquid and vapor from e-cigarettes contain harmful chemicals that can cause cancer and lung disease.
- Nicotine is very addictive and can harm brain development.
- E-cigarette batteries can explode, causing burns or fires.
- Secondhand vapor from e-cigarettes is harmful to the lungs.
- Vaping is harmful for pregnant women and their unborn babies. Smoking can cause low birth, premature births, and still-born deliveries.
- There have been over 1,000 cases and 11 deaths due to lung injury from e-cigarette use in the last year.
- E-cigarette liquid can be toxic. Children and adults have been poisoned after swallowing it or spilling it on their skin. Young children can be killed by less than half of a teaspoon of the liquid. Nicotine poisoning can cause sweating, dizziness, vomiting, and fast heart rate. If exposed to e-cigarette liquid, call the local poison center: 800.222.1222.

### Recommendations for Parents:

- The best way to protect your children is never to smoke or vape in places children spend time.
- Talk to your children about the dangers of e-cigarettes.
- Remember, youth can hide e-cigarettes in hoodies and backpacks.
- If you use e-cigarettes, always keep them and liquid nicotine out of reach of children.
- Talk with your doctor about how you can quit tobacco products.

### Can using e-cigarettes help me quit smoking?

- E-cigarettes are NOT approved as a quit smoking aid by the Food and Drug Administration (FDA).
- There is no evidence that e-cigarettes work as a tool to quit smoking.
- The majority of smokers who use e-cigarettes to quit smoking become dual users of regular and electronic cigarettes.
- E-cigarettes are NOT recommended by the American Lung or the American Heart Association.
- Treatments proven to help smokers quit include counseling, nicotine patches, gum, and lozenges, and the prescription medicines bupropion (Zyban®) and varenicline (Chantix®).
- Your doctor can help you make a plan to quit. The [PA Free Quitline website](#) has information to help you quit smoking. If you want to talk to someone about quitting, call 1.800.QUIT.NOW.

## Intimate Partner Violence and COVID-19

There has been an increased concern for those affected by intimate partner violence (IPV) during the pandemic. IPV is another name for domestic violence. It includes sexual violence, physical violence, stalking, and emotional abuse from an intimate partner. Anyone, no matter your gender, age, race, or economic status, can experience IPV. It happens when one person in the relationship shows patterns of abusive behavior to gain power or control over his or her partner.

The pandemic has been a stressful time for most people, and stress is a factor in abusive relationships. Stay-at-home orders have helped slow the spread of the virus, but home can be a dangerous place for people experiencing IPV and their children. Financial strain during this time can also add to the risk of experiencing violence. Also, a new living situation during the pandemic could mean harm by someone who is not an intimate partner – like a family member or friend staying in the same space.

### How To Get Help for Yourself or Someone You Know

If you are experiencing IPV or know someone who is, there are ways to get help. If you are in a life-threatening situation, please call 911. Other resources include:

- **Domestic Violence Crisis and Prevention–Department of Human Services:** [www.dhs.pa.gov/Services/Assistance/Pages/Domestic-Violence.aspx](http://www.dhs.pa.gov/Services/Assistance/Pages/Domestic-Violence.aspx)
- **National Domestic Violence Hotline:** [www.thehotline.org](http://www.thehotline.org). Online chat is available 24/7.
  - Call 1.800.799.7233 or text LOVEIS to 1.866.331.9474
- **National Human Trafficking Hotline:** <https://humantraffickinghotline.org/>. Live chat option available.
  - Call 1.888.373.7888 (TTY: 711) or text 233733
- **National Suicide Prevention Lifeline:** [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)
  - Call 1.800.273.8255 or chat online
- **PA 211:** For any help you need, dial 211 or text your zip code to 898-211 to talk with a resource specialist for free. Visit [www.pa211.org](http://www.pa211.org)
- **Pennsylvania Coalition Against Domestic Violence:** Find Help: [www.pcadv.org/find-help](http://www.pcadv.org/find-help)
- **Pennsylvania Coalition Against Rape:** <https://pcar.org/>
  - Hotline: 1.888.772.7227
  - Find your local rape crisis center: <https://pcar.org/help-pa/locations>
- **Resources from the National Coalition Against Domestic Violence:** help for victims and survivors of abuse, children, teens, women of color, LGBTQ, and more: [ncadv.org/resources](http://ncadv.org/resources)
- **RUSafe App:** a free app that can help you find the help you need. By answering a few questions about your relationship, the app helps you understand your risk for violence and connects you with nearby emergency shelters and domestic violence hotlines. Search “RUSafe” in the app store on your smartphone.
- **Trans Lifeline’s Peer Support Warm Line:** [www.translifeline.org](http://www.translifeline.org) (1.877.565.8860)

For more help or resources during COVID-19, visit [members.ccbh.com/covid-19-information](http://members.ccbh.com/covid-19-information).

## 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.

## 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 prospective, current, and former members.

#### Notice of Privacy Practices

This document is Community Care's Notice of Privacy Practices ("Notice"). We give this to you so that you know how we may use or disclose PHI. By law, we must protect your health information and provide you with a copy of this notice. You have rights related to PHI. This Notice describes those rights.

#### Changes to this Notice of Privacy Practices

We reserve the right to change our privacy practices and this Notice. If we make a material change to our practices, we will:

- Notify you about the change.
- Post the new Notice on our website.
- Provide you with a copy of this Notice 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 (PHI)
- Health information
- Information

These words refer to information that we collect, create, maintain, or transmit about you. This information may, on its own or when used with other information, identify you. It may relate to past, present, or future health status or condition and mental health services. It may also describe payments for such services.

### How We Use and Disclose Your Protected Health Information (PHI)

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 below a few examples of how we may use or disclose your information for each of these purposes. 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
- Payments for health services
- Determining medical necessity
- Issuing an explanation of your benefits
- Pre-authorizing services
- Determining whether a service is covered
- Health coverage eligibility

## 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
- Coordinating member benefits, care and case management
- Providing for continuity of member benefits, care and case management
- Planning member benefits, care and case management
- Referrals and consultations

## Other Uses and Disclosures

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

**Business Associates.** We have business partners that we call business associates. Business associates perform functions for us that may require them to use or access your PHI. We have contracts with business associates that require them protect your PHI. They may 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, receive payment, or 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 or state health department. For example, this could happen if a health department would 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. For example, it could 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. However, please understand that any action already taken based upon your authorization cannot be reversed and your revocation will not affect those actions.

## 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 listed below. All health plans and providers involved in your care must honor these rights. You must write to us to use these rights (see the section of this Notice called "Using your rights" below). 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. You can call the Customer Service Department. A representative will mail a form to you. Your 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 Privacy 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 many times we have disclosed your PHI, who we shared it with and why. 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 paper copy of this Notice, even if you already have an electronic copy. We will promptly provide you with a paper copy. You can also find the Notice online at [www.ccbh.com/privacy](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 Office for Civil Rights by:

- Mailing a completed Health Information Privacy Complaint Form (available at <https://www.hhs.gov/hipaa/filing-a-complaint/complaint-process/index.html>) to:  
U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F HHH Bldg.  
Washington, DC 20201;
- Emailing a completed Health Information Privacy Complaint Form to [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov); or
- Visiting the complaint portal at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

We will not take any action against you for filing a complaint.

## Effective Date

Originally issued on April 14, 2003, this Notice is revised and effective as of January 1, 2018.

## 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 Customer Service. The most recent information about Community Care and our services is always available on [our website](#).

## Community Care Customer Service Numbers

<b>County</b>	<b>Customer Service</b>	<b>County</b>	<b>Customer Service</b>
Adams	1.866.738.9849	McKean	1.866.878.6046
Allegheny	1.800.553.7499	Mifflin	1.866.878.6046
Bedford	1.866.483.2908	Monroe	1.866.473.5862
Berks	1.866.292.7886	Montour	1.866.878.6046
Blair	1.855.520.9715	Northumberland	1.866.878.6046
Bradford	1.866.878.6046	Pike	1.866.473.5862
Cameron	1.866.878.6046	Potter	1.866.878.6046
Carbon	1.866.473.5862	Schuylkill	1.866.878.6046
Centre	1.866.878.6046	Snyder	1.866.878.6046
Chester	1.866.622.4228	Somerset	1.866.483.2908
Clarion	1.866.878.6046	Sullivan	1.866.878.6046
Clearfield	1.866.878.6046	Susquehanna	1.866.668.4696
Clinton	1.855.520.9787	Tioga	1.866.878.6046
Columbia	1.866.878.6046	Union	1.866.878.6046
Elk	1.866.878.6046	Warren	1.866.878.6046
Erie	1.855.224.1777	Wayne	1.866.878.6046
Forest	1.866.878.6046	Wyoming	1.866.668.4696
Huntingdon	1.866.878.6046	York	1.866.542.0299
Jefferson	1.866.878.6046		
Juniata	1.866.878.6046		
Lackawanna	1.866.668.4696	TTY (Dial 711) Request:	1.833.545.9191
Luzerne	1.866.668.4696	En español	1.866.229.3187
Lycoming	1.855.520.9787		

## 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, refer to the table on [page 14](#).

County	Satisfaction Team
Adams	717.843.6973
Allegheny	412.348.0126
Bedford	1.888.474.5006
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

County	Satisfaction Team
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
Somerset	1.888.474.5006
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