

Voice of Recovery: A Warm Handoff to a Brighter Future



Christopher, a Certified Peer Specialist (CPS), facilitated a warm handoff (WHO) by taking a person to a nearby medical center, where she was connected to substance use disorder (SUD) services.

Christopher works with people who, like himself, are also in recovery from mental health concerns. A CPS is a person with lived experience of recovery from mental illness and/or SUD. A CPS will share their experience of recovering and listen to someone's hopes and dreams and support them in achieving their goals.

The WHO intervention is designed to help people in crisis and transfer them to effective treatments. It aims to keep people in ongoing treatment. Thousands of individuals meet with a peer or case manager following a crisis—often a near-fatal drug overdose. The peer will refer the individual to effective treatment.

Christopher took this individual who needed substance use treatment to the local medical center. In this instance, the individual stayed overnight and then received a WHO to a rehabilitation service, where she got the necessary help. Christopher says, "The benefits of a WHO are being able to go to the hospital right away, versus waiting for an appointment."

As a CPS, Christopher says he sees a successful future as long as he stays clean and sober. Now, he's happy and grateful. Tools that he uses for his recovery and wellness include: 12 step support groups, going to the gym, spiritual guidance, a positive support system, and his job. Christopher says his personal medicine (things you do to be well) is service work, talking with people as equals, volunteering, and sponsorship. His definition of recovery is a life-changing event that improves your quality of life (a miracle).

Christopher says, "Recovery is the wave of our future!"

Who Is Community Care?

Community Care Behavioral Health Organization (Community Care) is the insurance company that manages behavioral health care for Medical Assistance (MA, also known as Medicaid) recipients for 43 of Pennsylvania's counties. We work to improve the health and well-being of our members and their communities through the delivery of effective and accessible behavioral health services.

Our Commitment to Social and Racial Justice and Sexual Orientation and Gender Identity and Expression (SOGIE) Resources

Community Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Community Care does not exclude people or treat them differently because of race, color, national origin, ethnicity, age, disability, actual or perceived sexual orientation, gender identity, or gender expression or sex. We work with our members and communities to champion the worth and dignity of everyone.

At Community Care, we value and respect all members and we want to ensure that we are addressing whole-person health. Community Care is committed to ensuring a safe and welcoming environment for all members. To further this effort, Community Care employees will not assume gender and will use names and pronouns in accordance with member choice.

Community Care will enhance our communication and documentation to be inclusive with all members. Community Care staff will utilize the screening questions during interactions with members and document member responses.

Join the conversation on our Facebook page:
facebook.com/communitycarebehavioralhealth.

RxWell: A Digital Health and Wellness App

Community Care is proud to now offer a **FREE** wellness app called RxWell®! This app is designed for use with smartphones and tablets. RxWell helps you to manage and improve your physical and emotional health. It combines content to build skills with health coaching support provided by care managers here at Community Care. You can choose from eight programs and learn new tools that can help in just a few minutes per day. You can also access a free library of in-the-moment relief practices that you can use anytime, day or night. Coaching is confidential and judgment-free. Coaches can help with guiding you through the app, developing a plan, and setting goals. The app and support from your health coach are totally free!

- **Choose from 8 programs:** Stress, Depression, Anxiety, Better Sleep, Physical Activity, Healthy Eating, Weight, and Tobacco Cessation.
- **To get started:** Download the free RxWell app from the App Store or Google Play™.
- Scan the QR codes here for direct access. **Use Access Code: CCBHWell.**



You also can visit members.ccbh.com/health-topics/resources/rxwell.

Mental Health Information and Resources for Members

Community Care would like to remind members of all the helpful mental health information and resources available on our website. Once in the member section of the Community Care website, click on the “Health Topics” icon. Related mental health information and resources can be found under each subject.

SUBJECT	TOPICS DISCUSSED	RESOURCES (BOOKLETS, TOOLKITS, WEBLINKS, FORMS)
Mental Health Conditions	<ul style="list-style-type: none"> • Anxiety • Bipolar disorder • Co-occurring disorders • Depression • PTSD • Schizophrenia • Case management services • Behavioral health services available 	<ul style="list-style-type: none"> • Dealing with depression booklet • What is mental health? Visit Mentalhealth.gov to learn more. • Recovery/Crisis plan form • Advance directives booklet
Substance Use Disorders	<ul style="list-style-type: none"> • Medication-assisted treatment for opioid use disorder • Alcohol use disorder • Tobacco use • Narcan • How to access Narcan • Heroin and prescription opioids • Withdrawal management • Recovery support services 	<p>Toolkits for members and families to learn more about:</p> <ul style="list-style-type: none"> • Pregnancy and substance use disorder. • Opioid use disorder. • Opioid overdose prevention. • Alcohol use disorder. <p>Weblinks to:</p> <ul style="list-style-type: none"> • Alcoholics Anonymous. • Substance use disorders and resources • Overdose Free PA.
Child and Youth	<ul style="list-style-type: none"> • ADHD • Autism spectrum disorder • Free adaptive equipment for children with disabilities • Finding help for your child - services available 	<ul style="list-style-type: none"> • Doctor visit checklist for families (printable form) • ADHD booklet for parents • Mental health medicine for children and youth

Medicine	<ul style="list-style-type: none"> • Antipsychotic medications • Medications for opioid use disorder • Medical marijuana • Medicine for tobacco cessation • Discharge management plans and your medicine 	<ul style="list-style-type: none"> • Self-care booklet for using medicines well • Doctor visit checklist (printable form) • Behavioral health medication list by drug class
Recovery and Wellness	<ul style="list-style-type: none"> • Quitting tobacco • Mental health services for military members • Recovery stories and videos • Decision support centers • CommonGround 	<ul style="list-style-type: none"> • PA Free Quitline • Overweight and Obesity resources • Self-management program for fitness and health • Handbook for military service personnel and their families • Resources for youth and young adults • Link to COMPASS - an online tool to apply for health and human service programs

Health topics also includes information on suicide prevention, COVID-19 resources, covered and noncovered services under Quality Care, and online tools. One online tool is the Academy + Library, which is free for Community Care members. It was created for people in recovery, by people in recovery. It has courses on recovery, along with videos, worksheets, educational articles, and many other wellness tools.

Please visit members.ccbh.com/health-topics to learn more about the topics and resources above.

DID YOU KNOW? **Facts about Autism Spectrum Disorder (ASD)**

- Autism currently affects 1 in 44 children in the U.S. and is 4-5 times more common in males.
- The characteristics of autism vary across individuals.
- Autism affects a person’s communication and behavioral and social skills.
- Autism is a neurodevelopmental disorder, but there is no one known cause of autism.

Services for ASD

- Applied behavior analysis (ABA) is effective for behavior change and learning new skills and is best provided in a member’s natural environments, such as home, school, and community locations.
- ABA can be helpful for individuals with or without autism.

- Intensive behavioral health services (IBHS) is a common way to receive ABA services.
- IBHS providers can be licensed specifically to provide ABA services to members with ASD.
- Community Care has a network of IBHS providers to provide ABA services for members.
- IBHS can provide ABA in group or individual sessions in a variety of locations.
- ABA providers work with family members, teachers, and other natural supports to create effective ways to help individuals with autism learn and grow.

Resources for ASD

- Community Care has a Director of Autism and Intellectual and Developmental Disabilities Services - Teri Stanley stanleytm@ccbh.com.
- Community Care partners with county networks to address the needs of our members with autism.
- Community Care has a toll-free Autism Support Line that you can call for more information about autism services: 1-866-415-1708.
- Community Care's website has information about autism for our members: [Autism Spectrum Disorder: HealthChoices Members - Community Care \(ccbh.com\)](https://www.ccbh.com/autism-spectrum-disorder).
- Community Care is currently working on a document of best practices for ABA service delivery.
- The Bureau of Autism Services has many resources on autism. Autism Services, Education, Resources and Training (ASERT) is the statewide funded training program for autism. [PAAutism.org](https://www.paautism.org) – [PAAutism.org, an ASERT Autism Resource Guide](https://www.paautism.org).

Medications for Opioid Use Disorder and Racial and Ethnic Inequalities

An opioid use disorder (OUD) is a continued problematic pattern of opioid use that leads to:

- Significant craving to use opioids.
- Needing to take opioids in larger amounts.
- Spending a great deal of time in activities to obtain and use the opioid despite negative consequences. These consequences could include neglecting or giving up on work, family, school, and social obligations.

Inequalities in Overdose Deaths

Different populations experience more overdose deaths than others. In the U.S. between 2019 and 2020, overdose deaths increased for both Black people and American Indian and Alaska Native (AI/AN) people, according to CDC data. There are inequalities in access to treatment between white people and Black, Indigenous, and people of color (BIPOC).

Medication for OUD Treatment

Medication is the most effective way to treat an OUD, but many people do not have access to treatment in the first place.

Help is available. Please contact Community Care at [1-800-553-7499](tel:1-800-553-7499).

There are things that can be done to address these inequalities and lower the risk of a fatal overdose for everyone, including:

- Access to [medication for OUD treatment](#).
- More availability to get [naloxone \(Narcan®\)](#).
- Access to [recovery support services](#) and other treatments.
- Access to [telehealth services](#).

Community Care has a lot of information and resources on opioid use disorders, treatment, overdose prevention, and more.

- [CCARE Anti-Stigma Campaign](#)
- [Health Topics - Opioids](#)
- [Health Topics - Overdose Prevention](#)

Quitting Tobacco

Did you know that every year the world celebrates “World No Tobacco Day?” This year’s theme is how tobacco contributes to food insecurity.

Increasing the farming production of tobacco not only destroys, degrades, and depletes the soil’s fertility, but it replaces the opportunity to use the land to grow nutritious crops. The alternative must be to support and finance farmers in a way that will be rewarding to grow food crops that will feed many low- and middle-income families.



Have you considered reducing or quitting tobacco use?

Use the STAR method to get started:

Set a quit date.

Tell your family, friends, and co-workers you plan to quit.

Anticipate and plan for challenges you will face while quitting.

Remove cigarettes and other tobacco products from your home, car, and workplace.

1. Set a Quit Date

When choosing a date to quit tobacco, the sooner, the better. Many smokers choose a date within two weeks. Think about your quit date and stick to it. This way you can think about your decision and have enough time to prepare.

2. Telling Family, Friends, and Co-Workers

Tell your family and friends that you are quitting. Let them know what they can do to support you. Be clear about what you want and do not want from them. Texting or calling someone to tell them you are quitting and asking how they can help is one way to start.

3. Anticipate Challenges

Challenges will pop up, like triggers that make you want to smoke or routines you are used to, like:

- Smoking first thing in the morning.
- Smoking after eating.
- Being around other smokers.
- Feeling stressed, bored, or tired.

It may be unpleasant at first, but small changes every day can make a big difference. When you know your triggers, you can find ways to deal with them.

4. Remove Tobacco Products

- Get rid of cigarettes, lighters, and ash trays from your home, car, or workplace.
- Go places where smoking is not allowed.
- Do your best to stay away from things and places that would make you want to smoke.

Quitting Tobacco Resources

- Talk with your doctor or other health care professional.
- PA Free Quitline: [PA - About the Quitline Programs \(quitlogix.org\)](http://quitlogix.org) (7848 669).
- Smokefree.gov: Get resources to make a personalized plan, set a quit date, manage stress, and more.
- Members.ccbh.com: tobacco articles.

Community Care Focuses on Eliminating Stigma Related to SUD

Community Care is focusing on reaching out to members with a Substance Use Disorder (SUD) to get help, while eliminating stigma related to SUD. Members and their loved ones have access to an array of SUD treatment options; we have developed two initiatives available at members.ccbh.com/health-topics/resources/ccare-anti-stigma-campaign:

- 1. Medication-assisted Treatment (MAT) Member and Provider Toolkits for Opioid (OUD)/ Alcohol Use Disorder (AUD)** (full and shorter versions, including Spanish versions) offer information about life-saving medications for OUD and AUD.
- 2. Community Care's Anti-stigma Resources and Education, "CCARE Campaign"** aims to reduce stigma and encourage members to get treatment for an SUD.

How to Deal With Stigma

Do not believe it

Do not
hide away

Connect with
others

You are not your illness

It is not personal

Get the treatment that you need

Community Care Customer Service Numbers

County	Customer Service	County	Customer Service
Adams	1-866-738-9849	Lycoming	1-855-520-9787
Allegheny	1-800-553-7499	McKean	1-866-878-6046
Bedford	1-866-483-2908	Mifflin	1-866-878-6046
Berks	1-866-292-7886	Monroe	1-866-473-5862
Blair	1-855-520-9715	Montour	1-866-878-6046
Bradford	1-866-878-6046	Northumberland	1-866-878-6046
Cameron	1-866-878-6046	Pike	1-866-473-5862
Carbon	1-866-473-5862	Potter	1-866-878-6046
Centre	1-866-878-6046	Schuylkill	1-866-878-6046
Chester	1-866-622-4228	Snyder	1-866-878-6046
Clarion	1-866-878-6046	Somerset	1-866-483-2908
Clearfield	1-866-878-6046	Sullivan	1-866-878-6046
Clinton	1-855-520-9787	Susquehanna	1-866-668-4696
Columbia	1-866-878-6046	Tioga	1-866-878-6046
Delaware	1-833-577-2682	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
Greene	1-866-878-6046	York	1-866-542-0299
Huntingdon	1-866-878-6046	TTY (Dial 711) Request:	1-833-545-9191
Jefferson	1-866-878-6046	En español	1-866-229-3187
Juniata	1-866-878-6046		
Lackawanna	1-866-668-4696		
Luzerne	1-866-668-4696		

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, 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.

Protection of Race/Ethnicity, Language, Gender Identity, and Sexual Orientation Data

Community Care uses race/ethnicity, language, gender identity, and sexual orientation data to assess health care disparities, design appropriate intervention programs, and provide patient-centered clinical care.

Community Care does not use member's race/ethnicity, language, gender identity, and sexual orientation data for underwriting; denial of services, coverage, and benefits. Community Care does not disclose individual member's race/ethnicity, language, gender identity, and sexual orientation data to unauthorized users.

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.

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 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 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 Building.
Washington, DC 20201
- Emailing a completed Health Information Privacy Complaint Form to OCRComplaint@hhs.gov; or
- Visiting the complaint portal at 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 Jan. 1, 2018.

Information Online

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

- 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.

Results of the 2022 Annual Member Satisfaction Survey

Sharing Your Thoughts with Us. Every year, Community Care works with a survey company called Symphony Performance Health (SPH) to send out surveys to thousands of randomly selected members and families. We want to know our members' thoughts about the services they have received. The survey is confidential and anonymous—that means we do not know who returns them. For the 2022 survey, members and families had high satisfaction with:

- Telehealth.
- Race/Ethnicity and language needs being met.
- Providers acknowledging and respecting special needs (both individual and physical).
- Awareness and involvement in counseling or treatment.

An area that had a low satisfaction rate was:

- Getting treatment when needed or wanted.

We Are Listening! In the comment section of the survey, some members and families told us that there are not enough providers in their area, and that there are long wait times to be seen because there are not enough staff. There were also comments about negative experiences and providers lacking knowledge or investment in members' and families' treatment.

What Are We Doing to Help? We know how important it is for members and families to be satisfied and receive the high-quality care they want and need. Some ways that we are going to address these concerns are:

- Making our application easier for new providers, and approving more providers to become part of the Community Care network, when possible.
- A Learning Community with providers to help them address compassion, fatigue/burnout, relationships, and communication so they can better treat members and families.
- Continuing to work with providers to keep their workforce stable and make sure they have the staff to meet member's needs.

You and Your Family Are Important! Your voice is important. It helps us to know what is working well, what is not working well, and where we can intervene to make things better. If you received a survey in the early months of 2023, thank you for completing it. Community Care will receive these results at the end of June 2023 and will share them with our membership.

Please note: If you live in Susquehanna, Lycoming, Lackawanna, or Luzerne Counties in the northeast, a different company called Advocacy Alliance conducts the satisfaction survey.

Thank you for being a Community Care member. If you would like help in finding behavioral health services or other supports, you can call Community Care toll-free at **1-888-553-7499** or find more information at ccbh.com.

Community Care Customer Service Numbers

County	Customer Service	County	Customer Service
Adams	1-866-738-9849	Lycoming	1-855-520-9787
Allegheny	1-800-553-7499	McKean	1-866-878-6046
Bedford	1-866-483-2908	Mifflin	1-866-878-6046
Berks	1-866-292-7886	Monroe	1-866-473-5862
Blair	1-855-520-9715	Montour	1-866-878-6046
Bradford	1-866-878-6046	Northumberland	1-866-878-6046
Cameron	1-866-878-6046	Pike	1-866-473-5862
Carbon	1-866-473-5862	Potter	1-866-878-6046
Centre	1-866-878-6046	Schuylkill	1-866-878-6046
Chester	1-866-622-4228	Snyder	1-866-878-6046
Clarion	1-866-878-6046	Somerset	1-866-483-2908
Clearfield	1-866-878-6046	Sullivan	1-866-878-6046
Clinton	1-855-520-9787	Susquehanna	1-866-668-4696
Columbia	1-866-878-6046	Tioga	1-866-878-6046
Delaware	1-833-577-2682	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
Greene	1-866-878-6046	York	1-866-542-0299
Huntingdon	1-866-878-6046	TTY (Dial 711) Request:	1-833-545-9191
Jefferson	1-866-878-6046	En español	1-866-229-3187
Juniata	1-866-878-6046		
Lackawanna	1-866-668-4696		
Luzerne	1-866-668-4696		

Community Care Behavioral Health Organization is a proud part of the UPMC Insurance Services Division, which also includes UPMC Health Plan, Workpartners®, and UPMC for You (Medical Assistance).

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