

## Voice of Recovery: Quitting Smoking

### Shirley

Shirley has reduced her cigarette smoking over the past two years and improved her breathing. She was smoking two packs of cigarettes a day for about 45 years. Then, she was diagnosed with COPD and emphysema and needed oxygen. She realized it was an addiction and that it was time to do something or die. She couldn't walk without an inhaler. She has reduced her smoking to three hits off six cigarettes a day for about two years. "I'm always doing something with my hands, whether it's cleaning, playing with a toy, or holding a stone in my hand," Shirley said. "It's not easy!" Today, she can close her mouth and breathe, walk up steps, and doesn't have oxygen anymore. Shirley likes to get outside, enjoy the sun, and garden. She has plans to quit completely.



### Mark

Mark thinks about quitting smoking completely every day. He has reduced his smoking for the past two years. He is a cancer survivor. He smoked about three quarters of a pack of cigarettes for about 30 years, but his anxiety keeps him smoking. He smokes about 10 cigarettes a day depending on his anxiety. Doing something positive and keeping busy helps Mark reduce the number of cigarettes he smokes. "I like to fix things with what I have on hand and make them turn out nice," Mark said. "The less I smoke, the more energy I have." His YMCA membership, Silver Sneakers, and his Wellness Nurse also help him cut down on smoking. When Mark quits entirely, he plans to use the lozenge and the patch.



### Tonya

Tonya quit smoking February 1, 2019, after being diagnosed with stage 3 throat cancer. She was smoking about two and a half packs of cigarettes a day. Quitting has been hard for Tonya, but she wants her treatment to work, so she cannot smoke. "Feeding tubes, radiation, and chemo is not a joke," Tonya said. "You would never think this would happen to you." The support of family, friends, and doctors helped her quit. The patches and counseling helped, too. Tonya also stayed away from caffeine and telephone calls, which were triggers for her to smoke. She says smoking is annoying to the public, a dirty habit, gets ashes and burns on her clothing, and is not good for her health. Now she can breathe better, her clothes smell better, and her sleep has improved! Tonya loves to work with people. She likes to socialize and help others.



## Make a Plan to Quit Smoking

If you are ready to quit smoking, you have already made a great decision. Remember, take it one day at a time. Here are some ways to get started and be prepared.



### 1. Make a list of reasons you want to quit

Write down all the reasons why you want to quit smoking for good. This can help you stay on the right track and keep you motivated. Think about the good things that will come from quitting.

### 2. Write down your triggers

Triggers are things that make you want to smoke or the routines you have, like:

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

Making a list of triggers can help you avoid them or be prepared to handle them.

### 3. Make a plan to avoid triggers

- Get rid of cigarettes, lighters, and ash trays from your home, car, or workplace.
- Go places where smoking is not allowed.
- Limit or avoid caffeine (like coffee or soda), and drink water instead so you won't feel jittery.
- Change your routine to keep away from things and places that would make you want to smoke.

### 4. Think of ways to stay busy

Think of other things you can do instead of smoking. Some ideas:

- Go for a walk after you eat.
- Chew gum or hard candy.
- Keep your hands busy.
- Drink a lot of water.
- Practice deep breathing to relax.
- Spend time with non-smokers.

### 5. Ask for help

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.

For more tips and support, go to the [QuitLogix website](#). You can also call 1.800.QUIT.NOW.

## Follow Up With Your Doctor After Leaving the Hospital

Going to a follow-up appointment is an important step in a successful recovery journey. It is most beneficial to see your doctor within seven days after you leave the hospital. Follow-up appointments help you to maintain and improve your health. You can work with your doctor to continue your treatment and talk about how you are doing on your recovery journey. Your doctor can help you make a plan for treatment. If you are taking any medicines, you can talk to your doctor about them, and any side effects. This appointment is also a great time to discuss any questions or concerns you have with your doctor.

For your appointment, keep a list of all your appointment information as well as a list of your medicines. This can help you to prepare for your appointment and keep all the appointment details organized.

## Leaving the Hospital Checklist



Do you have your discharge and crisis plans? Ask the doctor or nurse any important questions before you leave.



Know where you are going after you leave and how you will get there.

*I will be staying at:* \_\_\_\_\_



Have a friend or family member available to help you when you get home.



Schedule your follow-up appointment and know how you will get there.



Know what your medicines are, how to take them, when to take them, and why you are taking them. Set reminders to take your medicines.



Write down any side effects you have and share them with your doctor at your next appointment.

### Contact Information

*Primary doctor*

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

*Hospital doctor/nurse*

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

*Friend/family member/  
support system*

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

*Pharmacy*

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

## Healthy Habits to Prevent Childhood Obesity

Obesity means that a child weighs a lot more and has more body fat than they should. Obesity is more than just a child's size. It is a serious health condition that can lead to things like diabetes or heart disease. As a parent or caretaker, you can help your child get into healthier habits, so they can grow up to be healthy adults.

### Physical Activity

Children need physical activity to grow up healthy and strong. Being active can also help children feel better. Physical activity is linked to better sleep, better mood, and better grades.

Some ideas for your child to get exercise throughout the day:

- Walking or riding a bike to and from school.
- Being active during recess and gym class.
- Playing a sport.
- Doing an after-school activity, like swimming or karate.
- Going outdoors and playing with friends.
- Taking a walk before or after dinner.
- Having a family dance party.



Physical activity is one part of a healthy lifestyle. The food you eat every day matters, too.

### Healthy Food Choices

Many foods have a lot more salt and sugar in them than you might realize. Your child can get in the habit of eating healthier if they have healthier food choices at home.

Some tips for healthier eating:

- Vegetables are always a healthy choice. Make sure vegetables are fresh or frozen, without added fat or sauces. Add them to your dinner for a healthier meal.
- Fresh fruit makes a great snack. But keep in mind that fruit juice or fruits canned in syrup have a lot of unhealthy added sugar.
- Whole-grain bread and brown rice are more nutritious than white bread or white rice.
- Chicken, turkey, and extra lean ground beef are good types of meat and are better than fried chicken, chicken nuggets, or fried hamburgers, for example.
- Drinking a lot of water is a great habit for your health. 100% fruit juice is OK sometimes, but try to stay away from soda or sweetened iced tea most of the time.

Remember, small changes every day can make a difference. Try one healthy option at a time. Find activities and foods that work with your family's lifestyle.

Find more physical activity tips for children at <https://health.gov/MoveYourWay/Get-Kids-Active/>.

Check out <https://www.choosemyplate.gov/> for more information about healthy eating.

## Access Standards

We believe that members should not wait long for behavioral health appointments. So, we work hard to make sure you get treatment without much wait time. In a life-threatening emergency, you should get an appointment right away. If it is not a life-threatening emergency, you should get an appointment within:

- **1 hour** for an emergency that is not life-threatening
- **24 hours** for urgent needs
- **7 calendar days** for routine behavioral health needs

It is important to us that you get appointments within these timeframes.

If you have any problems getting an appointment soon enough to meet your needs, please call the Community Care toll-free customer service number for your county listed on [page 14](#).

We also want to make sure that you have a quick response when you call us. We measure how quickly we answer the phone and if members are hanging up before their call is answered. Please let us know if you ever have a problem getting your phone calls answered.

Remember, you can get care and treatment at a number of places. There are many options within the Community Care network. Choose from the following providers:

- Individual practitioners, including individual therapists.
  - Talk to your primary care physician (PCP) to find out if his/her practice offers on-site mental health services.
- Traditional larger licensed clinics.
- Group practices—small and large.

### Early Intervention Services

For children under the age of three, families can get early intervention services if the parent or doctor thinks the child may have a developmental delay. Early intervention services are free to all children in Pennsylvania.

For children ages 3-5 years, families can contact their local school district. Schools have information about early childhood education services that prepare young children to enter kindergarten. This includes early intervention and Head Start programs.

### Find a Provider Online

If you need help finding a provider near you, view the [Provider Directory](#) online. You may also call us toll-free.

Customer service representatives are available 24 hours a day, seven days a week. Locate the toll-free customer service number for your county listed on [page 14](#).

## 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 to 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 <https://members.ccbh.com/privacy-practices>

## 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 Care 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

County	Customer Service	County	Customer Service
Adams	1.866.738.9849	McKean	1.866.878.6046
Allegheny	1.800.553.7499	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	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		
Luzerne	1.866.668.4696	TTY	1.877.877.3580
Lycoming	1.855.520.9787	En español	1.866.229.3187

## 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 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](#).

<b>County</b>	<b>Satisfaction Team</b>	<b>County</b>	<b>Satisfaction Team</b>
Adams	717.843.6973	Luzerne	570.342.7762
Allegheny	412.348.0126	Lycoming	814.695.0665
Berks	610.775.3000	McKean	1.866.773.0302
Blair	814.201.2047	Mifflin	717.320.3733
Bradford	570.265.0620	Monroe	610.337.3794
Cameron	1.866.773.0302	Montour	570.416.0718
Carbon	610.337.3794	Northumberland	570.648.8545
Centre	717.320.3733	Pike	610.337.3794
Chester	1.800.734.5665	Potter	1.866.773.0302
Clarion	1.866.773.0302	Schuylkill	570.628.0155
Clearfield	1.866.773.0302	Snyder	570.416.0718
Clinton	814.695.0665	Sullivan	570.265.0620
Columbia	570.416.0718	Susquehanna	570.342.7762
Elk	1.866.773.0302	Tioga	1.877.315.6855
Erie	814.452.4462	Union	570.416.0718
Forest	1.866.773.0302	Warren	1.866.773.0302
Huntingdon	717.320.3733	Wayne	1.877.315.6855
Jefferson	1.866.773.0302	Wyoming	570.342.7762
Juniata	717.320.3733	York	717.843.6973
Lackawanna	570.342.7762		