

## PENNSYLVANIA HEALTHCHOICES Member Newsletter

### "Psychotropic Medications" for Children: What Parents and Caregivers Need to Know

"Psychotropic medications" are medicines used to treat behavioral health problems. Making the decision to use these medicines for children and youth is complex.

#### *Be part of the decision*

Parents and other caregivers have a key role to play in the treatment of a child or youth living with behavioral health issues. You are part of your child's health care team. You have a say in decisions about your child's treatment. You and your child's practitioner should discuss the outcomes you want. You should make decisions together.

You may be unsure about the need for these medicines. They can be part of successful treatment. But they can have serious side effects. They can be physical and emotional. Take your time to decide. Do not feel pressure to act quickly.

Talk to your child's practitioner. Ask questions. Learn all you can about:

- Your child's treatment plan.
- All treatment options.
- The outcomes you both want.

We can help you:

- Talk to your child's practitioner.
- Ask the right questions.
- Learn about treatment options.
- Make informed decisions.

#### *Questions to ask your child's practitioner*

Be sure to get answers to these questions before your child starts treatment.

1. Are these medications needed? What other options can we consider first?
2. Will my child benefit from therapy?
3. Did my child get a full evaluation from a behavioral health practitioner?
4. Has the medication been tested and approved for children?
5. What are the:
  - Risks?
  - Benefits?
  - Side effects?
6. How will I know my child is making progress? What changes can I expect to see in:
  - A few days?
  - A few weeks?
  - A few months?
7. How often will my child be checked after starting the medications? What happens if we don't see progress?



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8. What warning signs should I look for? When should I call the doctor?
9. Will the treatment be noted in my child's health care records? Will you talk to my child's other health care providers? This includes the pediatrician.
10. Do you know of other medications my child is taking? If so, do you see any risks for combining them?

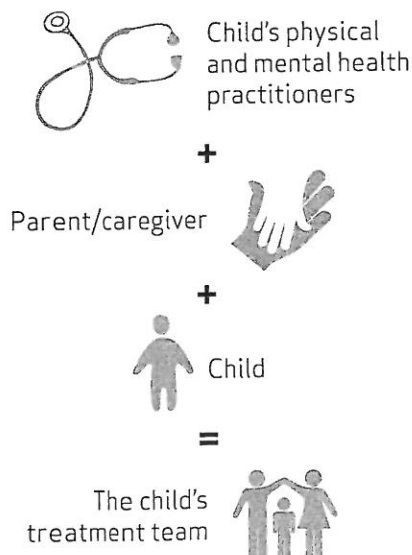
*We can help you and your provider make decisions*

We work with our network of providers to help them check your child's progress. We help them use the right practices when prescribing these medications for children.

Learn more about psychotropic drugs:

- Talk to your practitioner.
- Ask a pharmacist.
- Go to [www.MagellanofPA.com](http://www.MagellanofPA.com). Click on the link in the "Spotlight On" box on the home page.

*The safe use of psychiatric drugs:  
What is your role?*



**HEALTH EVENTS:**

**Tip Sheets Focus on Key Mental Health Topics**

National events raise awareness about mental health issues. We post tip sheets on our website to support events. You can learn more about each topic.

1. Go to our website, [www.MagellanofPA.com](http://www.MagellanofPA.com).
2. Click on Library & Training.
3. Click on Community & Online Resources.

*September tip sheets available*

- **National Suicide Prevention Week.** Suicide can be prevented. Learn how to help someone you care about.
- **National Alcohol and Drug Addiction Recovery Month.** Addiction hurts people and relationships. Learn how to get help for yourself. Or for others.

*Tip sheets coming in October*

- **National Mental Illness Awareness Week, Oct. 6 – 12.** Learn about efforts to improve behavioral health care and prevent stigma.
- **National Bullying Prevention Month.** Learn about the warning signs and what you can do.
- **ADHD Awareness Month.** Learn how you can be part of your child's treatment.

**Upcoming MY LIFE Meetings by County**

Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE) is dedicated to helping improve the lives of youth in Pennsylvania.

Call to confirm meeting dates and locations. Or visit [www.MagellanofPA.com](http://www.MagellanofPA.com). Click on "MYLIFE."

- **Bucks:** Oct. 10, Nov. 14, Dec. 12, 5:30 to 7:30 p.m. Contact Emily Ferris: 215-504-3960.
- **Delaware:** Oct. 8, Nov. 12, Dec. 10, 5:30 to 7:30 p.m. Contact Timothy Connors: 215-504-3961.
- **Lehigh/Northampton:** Contact Jessica Escobar: 610-814-8035.
- **Montgomery:** Oct. 9, Nov. 13, Dec. 11, 5:30-7:30 p.m. Contact Timothy Connors: 215-504-3961.

## Domestic Abuse and How to Get Help

Domestic abuse is a common problem. It occurs when one person uses power and control to harm another person. These people may be married or dating. Abuse can be hitting, kicking, slapping or slamming another person. It can mean keeping a person from medicine or doctors. It can mean controlling their money or where they go. Abuse can also mean calling a person names and playing tricks to confuse them. It can mean controlling what they wear. Children are often abused in homes where there is domestic abuse.

Millions of people experience domestic and dating abuse in this country each year. People may be injured or die from abuse.

A victim also may have:

- Ongoing health problems
- A health care emergency
- No home or job
- Legal problems
- Child safety concerns
- Concern for overall safety

Help is available for domestic violence victims. State domestic violence programs\* offer many safe options for adults and teens who are being abused. Options are there for adults who are being abused.

Domestic abuse programs offer:

- Help for a victim
- Help for a victim's child
- Teen victim help
- Legal services
- Shelter rooms
- 24-hour phone support

Being a victim of abuse is never a victim's fault. There is free and confidential help ready for those who would like to talk about options.

\*The Pennsylvania Coalition Against Domestic Violence (PCADV) has 60 programs in the state that offer safe shelter and other options.

To find the domestic abuse program in Pennsylvania nearest to you, visit <http://pcadv.org> and click on Find Help or use the Find Help map on the homepage.

To reach the National Domestic Violence Hotline, call 1-800-799-SAFE. And for TTY: 1-800-787-3224.

To reach the National Teen Dating Violence Hotline, call 1-866-331-9474. And for TTY: 1-866-331-8453. Or text "loveis" to 77054.

*Para leer este artículo y nuestro boletín informativo en español, visite nuestro sitio web en [www.MagellanoPA.com](http://www.MagellanoPA.com).*

## Coming Events

### *All Counties*

Oct. 9: Arts Festival,  
9:30 a.m. – 2:30 p.m.  
Norristown State Hospital,  
1001 Sterigere Street,  
Norristown.

### *Delaware County*

Oct. 23: Children's  
Emergency Psychiatric  
Training. Delaware County  
Intermediate Unit, Room 172,  
200 Yale Avenue, Morton.  
Contact Shannon Thomas to  
register, 610-713-2365.

Dec. 11: Children's Multi-  
systems Training. Delaware  
County Intermediate Unit,  
Room 172, 200 Yale Avenue,  
Morton. Contact Shannon  
Thomas to register,  
610-713-2365.

### *Lehigh and Northampton Counties*

Sept. 24 – Oct. 25: "A Course  
of Habits," 6:30 – 8 p.m. Café  
The Lodge, 427 E. 4th Street,  
Bethlehem. Call for details  
and costs, 610-419-3318.

Oct. 1: Art contest submission  
deadline, Employment  
Transformation Committee.  
Contact Wendy Heatley for  
details, 610-974-7507.

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## Provider Search Tool Available!

Learn more about your  
providers! It's easier than  
ever to find a provider. Go to  
our website homepage,  
[www.MagellanoPA.com](http://www.MagellanoPA.com).

## Contact and Resource Information

The following phone lines are staffed 24 hours a day, seven days a week, or go to [www.MagellanofPA.com](http://www.MagellanofPA.com).

### Bucks County

Member: 1-877-769-9784

TTY: 1-877-769-9785 (8:30 a.m. – 6 p.m.)

TTY: 1-800-787-1730 (6 p.m. – 8:30 a.m.)

Emergency & Crisis Information:

Lenape Valley Foundation, Bristol:  
215-785-9765

Lenape Valley Foundation,  
Doylestown: 215-345-5327

Penn Foundation, Sellersville:  
215-257-6551

Access Child/Adolescent Mobile Crisis  
Services: 1-877-435-7709

### Delaware County

Member: 1-888-207-2911

TTY: 1-888-207-2910 (8:30 a.m. – 6 p.m.)

TTY: 1-800-787-1730 (6 p.m. – 8:30 a.m.)

Emergency & Crisis Information:

Crisis Connections Team: 855-889-7827

Mental Health: 610-713-2365

Drug & Alcohol: 610-713-2365

Mobile Crisis Team: 1-888-889-7827

Crozer-Chester Medical Center,  
Chester: 610-497-7600

Mercy Fitzgerald Hospital, Darby:  
610-237-4000

### Lehigh County

Member: 1-866-238-2311

TTY: 1-866-238-2313

Emergency & Crisis Information:  
610-782-3127

### Montgomery County

Member: 1-877-769-9782

TTY: 1-877-769-9783 (8:30 a.m. – 6 p.m.)

TTY: 1-800-787-1730 (6 p.m. – 8:30 a.m.)

Emergency & Crisis Information:

Access Adult Mobile Crisis Services:  
1-855-634-HOPE (4673)

Access Child/Adolescent Mobile Crisis  
Services: 1-888-435-7414

Montgomery County Emergency  
Services: 610-279-6100 or  
1-800-452-4189

### Northampton County

Member: 1-866-238-2312

TTY: 1-866-780-3367

Emergency & Crisis Information:  
610-252-9060

## How to Report Fraud, Waste and Abuse of the System

If you think an individual, provider or someone else is committing fraud, waste or abuse of the behavioral health care system, please report it. You may call the following phone numbers to report these situations. You do not have to leave your name when you call.

Special Investigations Unit Hotline: 1-800-755-0850

Corporate Compliance Hotline: 1-800-915-2108

Visit [www.MagellanofPA.com](http://www.MagellanofPA.com) and review your member handbook for examples of fraud, waste and abuse.

## PA HealthChoices Managed Care Physical Health Care Plan Contact Information

	Member Lines	For TTY Users	Special Needs Unit	Website
<b>Bucks, Delaware &amp; Montgomery Counties</b>				
Keystone First	1-800-521-6860	1-800-684-5505	1-800-521-6860	<a href="http://www.keystonefirsttpa.com">www.keystonefirsttpa.com</a>
UnitedHealthcare Community Plan	1-800-414-9025	1-800-654-5984	1-877-844-8844	<a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>
Health Partners	1-800-553-0784	215-849-1579	215-991-4370	<a href="http://www.healthpartners.com">www.healthpartners.com</a>
Aetna Better Health	1-866-638-1232	1-866-638-1232	1-866-638-1232	<a href="http://www.aetnabetterhealth.com">www.aetnabetterhealth.com</a>
CoventryCares	1-866-903-0748	1-800-613-3087	1-866-427-9721	<a href="http://www.mycoventrycares.com">www.mycoventrycares.com</a>
<b>Lehigh &amp; Northampton Counties</b>				
Unison/MedPlus	1-800-414-9025	1-888-616-0021	1-877-844-8844	<a href="http://www.unisonhealthplan.com">www.unisonhealthplan.com</a>
AmeriHealth Caritas Pennsylvania	1-888-991-7200	1-888-987-5704	1-888-991-7200	<a href="http://www.amerihealthcaritaspa.com">www.amerihealthcaritaspa.com</a>
Gateway	1-800-392-1147	1-800-654-5988	1-800-392-1146	<a href="http://www.gatewayhealthplan.com">www.gatewayhealthplan.com</a>
Aetna Better Health	1-866-638-1232	PA Relay 7-1-1	215-282-3589	<a href="http://www.aetnabetterhealth.com">www.aetnabetterhealth.com</a>
UPMC for You	1-888-876-2756	1-800-361-2629	1-877-521-7433	<a href="http://www.upmchealthplan.com">www.upmchealthplan.com</a>

HealthChoices Help Line: 1-800-440-3989 or [www.enrollnow.net](http://www.enrollnow.net); Medicare primary information: [www.benefitscheckup.org](http://www.benefitscheckup.org)

#### 11.20.13 CHA Meeting

1. Magellan QI presented a provider training via webinar re: Adverse Incident reporting on October 15<sup>th</sup>. The Webinar covered the definition of Adverse Incidents, types of reportable incidents and the process for the submission of adverse incidents. The Webinar has been posted to the MagellanofPA web site.
2. Consumer/Family Satisfaction Team 3rd Quarter Report for 2013. (7/1/13-9/30/13)

#### ***Lehigh County Summary:***

92 individuals from Lehigh County were visited, of which 28 were Adults, 61 were Parents/Guardians, and 3 were Child/Adolescents.

21 of 23 questions scored  $\geq 92\%$

3 questions scored 100%:

4. Adults: If you have been referred for CTT were you comfortable with the process?
8. My caregivers respect my culture, beliefs, customs, and the ways that I do things.
9. The service providers use everyday language that I can understand.

No questions scored below the 85% threshold.

Overall, the level of consumer satisfaction remains high. No consumer issue reports were filed through Recovery Partnership's C/FST services during the 3<sup>rd</sup> quarter.

#### ***Northampton County:***

67 individuals from Northampton County were visited, of which 28 adults, 39 parents/guardians. No children/adolescents were surveyed.

23 of 23 questions scored  $>86\%$

6 questions scored 100%:

4. Adults: If you have been referred for CTT were you comfortable with the process?  
P/G: If your child was referred for residential treatment, were you made aware of the CASSP process?
9. The service providers use everyday language that I can understand.
16. If I have used the complaint or grievance process, the process was easy to navigate.
17. It is clear to me that I, not the professionals, am responsible for deciding what services are provided to me.
18. I am pleased with the physical environment where I receive services.
20. My choice of providers was adequate.

No questions scored below the 85% threshold

Overall, the level of consumer satisfaction remains high. No consumer issue reports were filed through Recovery Partnership's C/FST services during the 3<sup>rd</sup> quarter.