

## CFST DATA

### **Lehigh County:**

35 adults, 44 parents/guardians, & 1 child/adolescent = 79 total surveyed.

23 of 23 questions scored  $\geq 90\%$       22 of 23 scored  $\geq 94\%$

3 questions scored 100%:

11. The service providers help me locate services that I need from alternative sources such as "consumer-run" or "advocacy agencies".

16. If I have used the complaint or grievance process, the process was easy to navigate?

18. I am pleased with the physical environment where I receive services.

No questions scored below the 85% threshold.

### **Northampton County:**

37 adults, 18 parents/guardians, & 0 child/adolescent = 55 total surveyed.

22 of 23 questions scored  $\geq 93\%$

12 questions scored 100%:

4. Adults: Have you ever been referred for Community Treatment Team services? If so, were you comfortable with the process?

5. In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

6. When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

7. I have received enough information to make educated choices regarding my treatment.

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.

11. The service providers help me locate services that I need from alternative sources such as "consumer-run" or "advocacy agencies".

12. The service providers offer dignity, respect, and a sense of hope during my treatment.

14. My service providers are focused on my individual process of recovery?

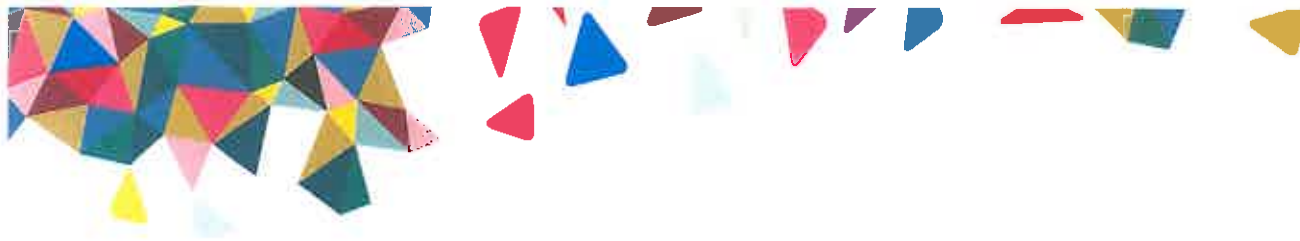
16. If I have used the complaint or grievance process, the process was easy to navigate?

18. I am pleased with the physical environment where I receive services.

21. Adults: I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent: I/my child is treated with respect during their treatment.

No questions scored below the 85% threshold:



# Your source for information: www.MagellanoPA.com

Visit the Magellan Behavioral Health of Pennsylvania website,  
[www.MagellanoPA.com](http://www.MagellanoPA.com)

## What's in it for you?

It's easier than ever to:

- Find a provider near you
- Check out your benefits
- Get the latest news from Magellan
- Take free courses online
- Go local...see what's happening in YOUR county
  - Local events
  - Community resources
  - County information
- Visit our large online Health and Wellness Library
- View our Member Newsletters

And much more!



*Take a tour. Visit us at*  
[www.MagellanoPA.com](http://www.MagellanoPA.com)

Pennsylvania HealthChoices

# Member Newsletter

## The facts about drug abuse

**Abuse of drugs, including tobacco and alcohol, keeps people from having the best lives they can. Substance abuse hurts people who take drugs and the people around them. Substance abuse hurts the body and the brain, sometimes forever.**

Abuse of drugs kills more than half a million Americans each year. It can hurt people at any age, from any background, rich or poor.

Drug abuse can cause many problems:

- Fighting and violence.
- Money problems.
- Trouble at school.
- Trouble at work.
- Trouble in relationships.
- Child abuse and neglect.
- Driving accidents.
- Arrests and jail.

Everyday life can feel out of control.

The good news: treatment works. It helps people recover from addiction. But the best protection from the dangers of drugs is to not start in the first place.

## Focus: Two dangerous drugs of abuse

**Heroin**—People overdose on heroin because they can't tell how strong it is until they take it. You can die from a heroin overdose.

It is easy to get addicted to heroin. Even if you get treatment, it's hard to stay away from the drug. People who stop using heroin can still feel strong cravings. Medicines can help people recover from heroin addiction, as well as therapy and self-help groups.

**Painkillers**—These drugs come in pill form. They are legal and helpful when a doctor orders them. They reduce pain from surgery or injuries. But people sometimes take them without a doctor's order (prescription).

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Drugs of abuse and addiction

A drug is a chemical that changes how your body and mind work. People use some drugs to get high and change how they feel. These are drugs of abuse. They may be illegal drugs like marijuana, cocaine, meth or heroin. Or they may be legal for adults, like alcohol and tobacco. Medicines that treat illness and pain can also be drugs of abuse. People abuse drugs for many reasons:

- They want to feel good.
- They want to stop feeling bad.
- They want to do well in school or at work.

### Addiction

When you can't stop taking a drug even if you want to, it's called addiction. The urge is too strong to control—even if you know the drug is causing harm. Addiction is a disease. People from all backgrounds get addictions. It can happen at any age. But it usually starts when a person is young.

People don't plan to get addicted. They believe they can control how often they take a drug. But drugs change the brain. Drug users start to need the drug just to feel normal. That is addiction. And it can take over a person's life.

## Upcoming events by county

### Bucks

**Nov. 19:** *Opiates and Youth—A Comprehensive View*, 8 a.m. – 5 p.m., Ivyland. Registration required. Go to [www.MagellanofPA.com](http://www.MagellanofPA.com), Upcoming Events. Call Elaine Bailiff at 215-504-3908 for details.

### Delaware

**Oct. 1 – Nov. 21:** *Annual Thanksgiving food drive*, various locations. Contact Julie Brown: 215-504-3919.

**Oct. 2 – Nov. 20:** *Parent Empowerment through Advocacy & Knowledge*, 11:30 a.m. – 2 p.m., Springfield. Registration required. Contact Marylou Shirey: 267-507-3796 or [mshirey@mhasp.org](mailto:mshirey@mhasp.org).

**Oct. 29:** *Children's Psychiatric Emergency Training*, 8 a.m. – 4 p.m., Morton. Contact Shannon Thomas: 610-713-2365.

**Nov. 13:** *11th Annual Regional Suicide Prevention Symposium*, 8:45 a.m. – 4:30 p.m., Springfield. Contact Ellen Chung: 610-416-4001 or [Ellen\\_chung@elwyn.org](mailto:Ellen_chung@elwyn.org).

**Dec. 10:** *Multisystems Training*, 8 a.m. – 4 p.m., Morton. Contact Shannon Thomas: 610-713-2365.

### Montgomery

**Fall training series:** *Creating Increased Connections*, OIM Southeast Training Center, King of Prussia. Contact Peggy Maccolini: 484-674-7698 or [peggy.maccolini@rhd.org](mailto:peggy.maccolini@rhd.org).

### Drugs of abuse - painkillers, continued

Drug dealers sell them just like they sell heroin or cocaine. Teens often abuse them, along with tobacco, alcohol and marijuana.

Oxycodone is one painkiller people abuse. Sometimes it goes by the brand names OxyContin® or Percocet®. Another is hydrocodone. One of its brand names is Vicodin®.

Painkiller abuse can be as dangerous as heroin or cocaine abuse. And it can lead to heroin addiction. Taking just one large dose of a painkiller could cause serious breathing problems and death. These drugs are not safe to use with alcohol or medicines that slow breathing. In 2011, these drugs led to 17,000 deaths in the U.S.

## Treatment for drug abuse

Treatment helps people stop using drugs. It helps people fight the urges to use drugs again. And it helps them regain control in their lives. Treatment can include:

- Talk therapy.
- Self-help/support groups.
- Medicine.
- All of these things.

Getting the drug out of a person's system is just the first step. Treatment needs to work with all areas of life—relationships, work, how a person has fun and how a person deals with problems.

People who get treatment and stick with it can stop using drugs. They may need support for a long time.

Drug problems and mental health problems

More than half of people who have drug problems also have a mental health problem. Drug abuse and mental health problems can affect the same parts of the brain. Someone with both problems may need treatment for both to get better.

Getting help

To find local providers and services:

- Call Magellan in your county. See page 4.
- Go to [www.findtreatment.samhsa.gov](http://www.findtreatment.samhsa.gov)
- Call 1-800-662-HELP (4357)

Other resources

Get the facts about substance abuse: [www.easyread.drugabuse.gov](http://www.easyread.drugabuse.gov)

*Tips for talking to kids and teens:*

[www.drugfree.org](http://www.drugfree.org)  
[www.theantidrug.com](http://www.theantidrug.com)  
[www.stopalcoholabuse.gov](http://www.stopalcoholabuse.gov)  
[www.drugabuse.gov](http://www.drugabuse.gov)

*Websites for kids and teens:*

<http://teens.drugabuse.gov>  
[www.abovetheinfluence.com](http://www.abovetheinfluence.com)  
[www.toosmarttostart.samhsa.gov](http://www.toosmarttostart.samhsa.gov)

# Domestic abuse & protection orders

Domestic abuse can cause immediate and lifelong health problems. To protect their health and safety, people who are abused can get a Protection From Abuse order (PFA). A PFA order can be part of a bigger plan to be safe from abuse. It is a free court order that can help to protect an abuse victim for up to three years. It makes it illegal for an abuser to contact a victim or their children. An abuser may also have to return items that belong to the victim such as keys, or clothes and toys.

A PFA order does not offer protection against a stranger or friend. A victim of abuse may file for a PFA order against a person they have been or are married to or dating.

PFA orders may cover:

- Spouses
- Persons who have lived as spouses
- Domestic partners
- Same-sex couples
- Parents
- Children who live with parent or caregiver
- Persons related by blood or marriage

A PFA order can be obtained at the local courthouse. To help prepare for the order victims may seek the help of a domestic abuse program. Some abusers will not follow the order. A victim can call the police if an abuser does not obey the order. Police can and should arrest an abuser and charge that person for breaking the order. A victim with a PFA order should keep a copy of the order on them and at home and work.

More information about PFA orders and what to expect when applying for one can be found on the PCADV website:  
[www.pcadv.org/Learn-More/Domestic-Violence-Topics/Protection-From-Abuse/](http://www.pcadv.org/Learn-More/Domestic-Violence-Topics/Protection-From-Abuse/)

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

To reach the National Domestic Violence Hotline call 1-800-799-SAFE. For TTY 1-800-787-3224.

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

## Upcoming MY LIFE meetings by county

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

- **Bucks:** Oct. 16, Nov. 13, Dec. 11, 5:30 – 7:30 p.m.  
Contact Emily Ferris:  
215-504-3960.
- **Delaware:** Oct. 14, Nov. 11, Dec. 9, 5:30 to 7:30 p.m.  
Contact Shawn Carroll:  
215-504-3934.
- **Lehigh/Northampton:** Oct. 17, Nov. 14, Dec. 12, 5 – 7 p.m.  
Contact Michele Davis:  
610-814-8006.
- **Montgomery:** Oct. 15, Nov. 12, Dec. 10, 5:30 – 7:30 p.m.  
Contact Timothy Connors:  
215-504-3961.

## What are youth saying about MY LIFE?

Go to the *Pennsylvania Report to the Community* at [www.magellanofpa.com/report/transition-aged-youth.aspx](http://www.magellanofpa.com/report/transition-aged-youth.aspx)

## November is Lung Cancer Awareness Month.

Go to [www.lung.org](http://www.lung.org). Ready to quit smoking? Call 1-800-QUITNOW (1-800-784-8669). Join the Great American Smokeout, Nov. 20. Go to [www.cancer.org](http://www.cancer.org). Health plans may help with costs to quit.

## How to report fraud, waste and abuse of the system:

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

Corporate Compliance Hotline:  
1-800-915-2108

## 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: 215-345-2273
- Lenape Valley Adult Mobile Crisis: 215-785-9765
- Penn Foundation, Sellersville: 215-257-6551  
(crisis services 7 a.m. – 11 p.m. daily)
- 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
- 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)  
Peer Support Talk Line: 1-855-715-8255
- Access Child/Adolescent Mobile Crisis Services:  
1-888-HELP-414 or 1-888-435-7414  
Teen Talk Line: 1-866-825-5856 (talk) or  
1-215-703-8411 (text)
- 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

## PA HealthChoices managed care physical health care plan contact information

<b>Bucks, Delaware &amp; Montgomery Counties</b>	<b>Member Lines</b>	<b>For TTY Users</b>	<b>Special Needs Unit</b>	<b>Website</b>
Keystone First	1-800-521-6860	1-800-684-5505	1-800-521-6860	<a href="http://www.keystonefirstpa.com">www.keystonefirstpa.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>	<b>Member Lines</b>	<b>For TTY Users</b>	<b>Special Needs Unit</b>	<b>Website</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)