



# *Montgomery County Community-Based Supports and Services*

*Winter 2012*





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# Introduction

This guide is for children and families in Montgomery County. It contains information about the behavioral health services available in your area. It also contains a list of local organizations that can help you. It is brought to you by Montgomery County and Magellan Behavioral Health of Pennsylvania.

The Montgomery County Office of Behavioral Health and Developmental Disabilities helps make community services available to people living in the county. It plans, funds and monitors services for agencies in the community. These agencies are licensed in Pennsylvania.

This office provides support to:

- Adults with serious mental problems.
- Adults with drug and alcohol problems.

It also supports children who have:

- Social disorders.
- Emotional disorders.
- Behavioral disorders.
- Drug and alcohol disorders.

The Montgomery County Behavioral Health system and Magellan Behavioral Health of Pennsylvania provide a behavioral health care program together. This is for people enrolled in the HealthChoices program. It is for people who need help with:

- Mental health.
- Substance abuse.
- Co-occurring issues.

## Recovery and resiliency

**Recovery** involves having new meaning and purpose in life. This can happen even if you have mental illness. A few examples of recovery “principles” are:

- Hope.
- Empowerment.
- Choice.
- Education.

**Resiliency** is the ability to bounce back from difficult experiences. It is being able to do well even in hard times. People who are resilient:

- Are supportive.
- Are positive.
- Have good problem-solving skills.
- Have good social skills.
- Are involved in their communities.
- Have good self-esteem.
- Use supports to maintain recovery.

*Montgomery County and Magellan* fully support the ideas of recovery and resiliency. The services you receive from your providers should be focused on these ideas.

## How to reach Magellan

You may call Magellan toll-free at 1-877-769-9782 to get services. You may also call with questions or concerns. For TTY users, call Magellan toll-free at 1-877-769-9783.

You can reach Magellan from any phone. They are available 24 hours a day and seven days a week. They can help you get the care you need. Information is also available at [www.MagellanofPA.com](http://www.MagellanofPA.com).

# Access to care

*In an emergency, call the children's crisis hotline at 1-888-HELP-414.*

## Access Services Children's Crisis Support Program

This program has a crisis hotline in Montgomery County for children and adolescents up to 18 years of age. It helps children and families in crisis situations. The program also has resources to help them in the future. Call 1-888-HELP-414. This is available 24 hours a day and seven days a week.

## Pennsylvania State Child and Adolescent Service System Program

This program provides care for children and adolescents with mental health needs. It makes sure the services are based on recovery and resiliency practices. All services in Montgomery County are based on these practices.

Montgomery County and Magellan believe:

- **Services should be based on each child.** Services are based on:
  - The individual child.
  - The child's family and community.
  - What is right for the child's development.
  - The strengths of the child and family to meet the mental health, social and physical needs of the child.
- **Services should be focused on the family.** The family is the main support system for the child. The family participates fully in making decisions. They also take part in treatment planning.

A family may include:

- Biological family.
  - Adoptive and foster parents.
  - Brothers and sisters.
  - Grandparents.
  - Other relatives whom the family feels could be helpful.
- **Services should be based in the community.** Services are delivered in the child's community if possible. This helps the child be a successful part of the community. Community resources include:
    - Behavioral health professionals.
    - Provider agencies.
    - Social, religious and cultural organizations.
    - Other support networks.
  - **Services should include multiple systems.** Services are planned together with all the systems involved in a child's life.
  - **Services should be culturally competent.** Services recognize and respect the factors related to the child's cultural group:
    - Behavior.
    - Ideas.
    - Attitudes.
    - Values.
    - Beliefs.
    - Customs.
    - Language.
    - Rituals.
    - Ceremonies.
    - Practices.
  - Services should not be restrictive or intrusive. Services take place where they are most appropriate and natural for the child and family.

# Getting started: Finding help for a child or youth

## Medical Assistance

- Eligibility for Medical Assistance (MA) is very important for children who have been diagnosed with one of the following.
  - Developmental disabilities.
  - Emotional disorders.
  - Behavioral disorders.
  - Medical conditions.
- MA provides the funding for:
  - Behavioral health services.
  - Medicines.
  - Medical care.
- Children with a disability may apply for MA. Their parent's income is not considered to determine eligibility.
- Many children with a disability can also apply for Supplemental Security Income. This is based on a parent's income.

## How to apply for Medical Assistance

1. *You can ask for an application in one of these ways.*
  - Call the Montgomery County Assistance Office at 610-270-3500.
  - Go there in person to pick it up.  
1931 Hope Street  
Norristown, PA
  - Download and complete the application online at [www.compass.state.pa.us](http://www.compass.state.pa.us).
2. *You may contact your local case management office for help with the application. See the map on page 8 for contact information.*

3. *Be sure to fill out all information on the application. You must also provide copies of:*

- The child's birth certificate.
- The child's social security card.
- Information about the child's disability.

*Please write "PH95" on the application if you are applying based on your child's disability. The income requirement does not apply in this case.*

4. *Return the finished application to the County Assistance Office. Ask for a receipt. You can also ask for a receipt from the post office if you mail it in. A receipt gives you proof that you submitted it if it gets lost.*

5. *The office will contact you for an interview when they have received the application. The interview may be done in person or over the phone. The office will then review your application. You will receive a letter in the mail telling you if your child is eligible and the effective date.*

## Starting treatment

You can start treatment after your child has been approved to receive Medical Assistance. You can do so in one of these ways.

- Contact your local case management office. Your child will be set up with an assessment. The office will also guide you through the system. See map on page 8.
- Contact Magellan at 1-877-769-9782 to find local provider agencies.

- Contact a local community mental health provider directly. This provider will give your child an evaluation if services are needed.

A full list of agencies is available at [www.MagellanofPA.com](http://www.MagellanofPA.com). Or you can ask for a printed list by calling us at 1-877-769-9782. The child may get treatment without permission from a parent if he or she is 14 years or older. The child may set up an appointment directly.

### **Early intervention services**

These services are provided to infants and toddlers from birth to three years of age. They are also provided to families. They help children with developmental delays and at-risk children get to their full potential. Anyone can make a referral by calling 610-277-7176. A coordinator will schedule a first evaluation with the family.

Preschool services are provided by the Montgomery County Intermediate Unit for children three to five years of age. These services are available if there are worries about a child's development. Referrals can be made directly to the office at 610-539-8550.

### **Office of Developmental Disabilities**

This office:

- Serves children, adults and families.
- Makes sure quality services are provided.
- Promotes choice, partnership and community understanding.

The office oversees and develops services for people with intellectual disabilities. You must have the following to be able to get these services:

- An evaluation showing an IQ of 70 or below.
- Proof of having mental retardation.
- Proof of significant functioning in at least two skills areas.
- Mental retardation that happened before the person's 22nd birthday.

Please contact the intake coordinator at 610-278-5666 if you have any questions.

## Service areas

Case management offices are available in different areas of the county. There are five of these providers in Montgomery County.

### 461 – Creative Health Services, Inc.

11 Robinson St.  
Pottstown, PA 19464  
610-326-2767  
Fax: 610-326-6987

### 464 – Abington CM Office

3941 Commerce Avenue  
Willow Grove, PA 19090  
215-830-8966  
Fax: 215-830-8971

### 462 – Penn Foundation

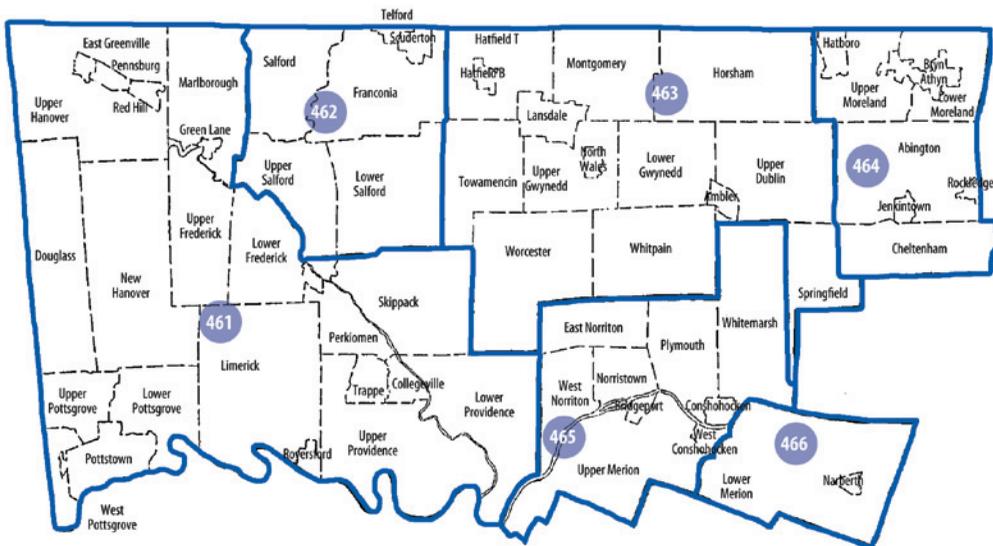
807 Lawn Avenue Sellersville, PA 18960  
215-257-6551  
Fax: 215-257-9347

### 465/466 – Central Montgomery MH/MR Center

1109 Dekalb St.  
Norristown, PA 19401  
610-272-3042  
Fax: 610-272-4922

### 463 – Northwestern Human Services

2506 N. Broad St.  
Colmar, PA 18915  
215-716-9001  
Fax: 215-716-9038



## Service (catchment) area breakdown:

### Creative Health Catchment #461 – 610-326-2767

Arcola	Geryville	Obelisk	Schwenksville
Audubon	Gilbersville	Palm	Skipack
Betzwood	Gratersford	Pennsburg	Spring Mount
Collegeville	Green Lane	Perkiomen Heights	Stowe
Congo	Halway House	Perkiomenville	Sunmeytown
Creamery	Limerick	Pottstown	Trappe
Delphi	Linfield	Rahns	Trooper
Eagleville	Mont Clare	Red Hill	Valley Forge
East Greenville	New Hanover	Royersford	
Evansburg	Niantic	Sanatoga	
Frederick	Oaks	Sassamansville	

### Penn Foundation Catchment #462 – 215-257-6551

Franconia	Mainland	Salfordville	Vernfield
Harleysville	Morwood	Telford	Woxall
Lederach	Salford	Tylersport	

### Northwestern Human Services Catchment #463 – 215-716-9001

Ambler	Enfield	Jarrettown	Penllyn
Bethel Hill	Erdenheim	Kulpsville	Prospectville
Blue Bell	Fairview Village	Lansdale	Spring House
Broad Axe	Flourtown	Line Lexington	Three Runs
Cedars	Fort Washington	Maple Glen	West Point
Center Point	Gwynedd	Montgomeryville	Worchester
Colmar	Gwynedd Valley	North Wales	Wyndmoor
Dresher	Hatfield	Oreland	
Elroy	Horsham	Orville	

### Abington Catchment #464 – 215-830-8966

Abington	Edge Hill	Lynnewood Gardens	Rockledge
Ardsey	Elkins Park	McKinley	Roslyn
Bethayres	Glenside	Meadowbrook	Rydal
Bryn Athyn	Hatboro	Melrose Park	Willow Grove
Cedarbrook	Huntington Valley	North Hills	Wyncote
Cheltenham Hills	Jenkintown	Oak Lane	
Cheltenham Village	LaMott	Ogontz	
Crestmont	Laverock	Philmont	

**Central Montgomery Catchment #465 – 610-272-3042**

Barren Hill  
Bridgeport  
Cedar Heights  
Cold Point  
Conshohocken  
Gulph Mills  
Hughes Park  
Ivy Rock

Jeffersonville  
King of Prussia  
Lafayette Hill  
Miquon  
Norristown  
Penn Square  
Plymouth Meeting  
Port Indian

Port Kennedy  
Spring Mill  
Swedeland  
Swedesburg  
West Conshohocken

**Central Montgomery Catchment #466 – 610-272-3042**

Ardmore  
Bala Cynwyd  
Bally  
Belmont Hills  
Bryn Mawr

Cynwyd  
Gladwyne  
Haverford  
Merion  
Narberth

Penn Wynne  
Rosemont  
Villanova  
Wynnewood

# Family services

## Family Empowerment Satisfaction Team

This team gets information from the families and children who receive behavioral health services in the county. This helps the county improve its services. The county wants to make sure the needs of youth and families are included in these services. Call 267-507-3492 for more information.

## High Fidelity Wraparound Services

The wraparound process is a way to improve the lives of children with complex needs and their families. It is not a program or a type of service. The process is used by communities to support children with complex needs and their families. It helps to develop individualized plans of care. The key characteristics of the process are that the plan is:

- Developed by a family-centered team.
- Individualized based on the strengths and culture of the child and their family.
- Needs—rather than services—driven.

The teams serve families with children and youth who are:

- At risk of being placed outside the home.
- Currently outside the home and working on returning home.

This process helps in case planning with the support of:

- A facilitator.
- A parent support partner.
- A youth support partner.

Contact Child and Family Focus, Inc. at 1-866-240-3010 for more about this program.

## NAMI Montgomery County, PA

This is a part of the National Alliance on Mental Illness (NAMI). NAMI is made up of volunteers. It has about 200,000 members. It improves the lives of people with mental illnesses. It offers many classes for parents and caregivers.

- **NAMI Basics Program.** This is a 6-week course for parents. It is also open to other caregivers of children and adolescents living with mental illness. It is run by trained parents and caregivers. They have gone through similar experiences with their own child. This program provides learning and tips for families. It is offered *free* of charge.
- **NAMI Family-to-Family Education Program.** This is a 12-week course for families and caregivers of individuals with mental illness. It is offered *free* of charge.

This group offers many other services. Call 215-361-7784 for more information. You can also email [NAMI-MontCoPA@verizon.net](mailto:NAMI-MontCoPA@verizon.net). Details can also be found at [www.nami-montco.org](http://www.nami-montco.org).

## **Respite**

This is a placement for a child for a short period of time. The child is placed in a trained foster home for a weekend. It allows a child and family to have a break from each other. It helps to keep the family safe and stable. It is often used to help with a crisis. It can also prevent sending the child to a hospital.

These services provide care in a positive setting for children. These children could have any of the following.

- Mental health concerns.
- Serious emotional problems.
- Behavioral problems.

Montgomery County offers planned and emergency respite. Hourly and overnight options are available through Access Services at 215-540-2150. Contact your local case management office (see map on page 8) to find out more about this service.

## **Parents Involved Network**

This is a group of parents and others interested in children's mental health issues. It links the systems that serve children. It is run by parents. It is state-wide. This helps parents and other family members by providing:

- Support.
- Information.
- Referrals.
- Links to other parents and organizations.

It is run by the Mental Health Association of Southeastern Pennsylvania. They can be reached at 267-507-3490. You can also call the toll-free voicemail at 1-800-688-4226 x550.

# Youth services

## Student Assistance Program

This program identifies students who are at high risk due to problems with:

- Drug or alcohol abuse.
- Depression.
- Other mental health problems.

School staff members are trained to identify these students. They may refer them to community services. These services are available in most school districts in the county. You may use this service by contacting one of the following.

- The program coordinator through the local case management office (see map on page 8).
- The program liaison in your child's school.

## Teen Talk Line

This is a warm line. It is for youth to talk about things with someone their own age. It is operated by Access Services. There are no topics that are off limits. Calls are private. You do not have to give your name. The warm line helps youth never feel alone. It gives them someone always ready to listen. If a youth is experiencing a crisis, they will be connected to the Crisis Hotline for assistance. **Call 866-825-5856 or text 215-703-8411 to talk to someone.**

## Transition-aged youth services

### Young Adult Learning Environment

This program is for young adults between ages 18 and 21. It can be used by men and women who are moving from the children's mental health system to the adult mental health system.

Young men and women in this program learn skills they need to become adults. They will learn skills to live on their own.

Access this service by contacting Magellan at 1-877-769-9782.

### HOPE Academy (Intensive psychiatric rehabilitation for young adults)

This is a program for young adults between ages 18 and 30 with a mental illness. It is based on the belief that people with mental illness do recover. The program helps people to plan long-term goals in the areas of:

- Living.
- Education.
- Working.
- Socialization.

This program includes group and individual meetings. These meetings relate to developing awareness about choices and building skills needed for:

- Success.
- Self-discovery.
- Satisfaction.
- Learning about recovery.

Call 267-477-1070 for more information.

## Transition-Age Case Management

These services provide personal support to young adults as they become adults. These services are for:

- Montgomery County residents between ages 16 and 23.
- Individuals with mental health needs that are moving out of children's services.

These services provide help with getting and coordinating other resources. These can include:

- Medical services.
- Educational services.
- Social services.
- Other services.
- Housing services.

Call 610-272-3042 for more information.

## Trail Guides

This is a one-to-one mentoring program. It is made to guide young adults in their journey toward recovery. It helps them learn to live in their community. Trail guides are adult mentors who help young adults develop and achieve a goal plan. The goal plan:

- Reflects their emotional, social, educational and life goals.
- Gives hope for a brighter future.

This program is for:

- People between ages 18 and 26 who live in Montgomery County.
- Individuals who are eligible for Medical Assistance.
- Individuals who have a mental health issue.

Priority will be given to individuals with one or more of the following:

- History of use of mental health crisis services.
- Past treatment in a mental health facility.
- Current or past involvement in a special education program.
- Current or past history of drug and alcohol use.
- Current or past behaviors that are risky. These could include criminal activity, violence or other immoral behaviors.

This program is operated by the Mental Health Association of Southeastern Pennsylvania. Call 267-507-3490 for more information.

## MY LIFE

Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE) is a youth leadership group made up of youth between ages 13 and 23. These youth have experience with the following issues:

- Mental health.
- Juvenile justice.
- Substance abuse.
- Foster care.

It was founded in Arizona in 2008. The group focuses on important issues affecting youth through:

- Regular meetings.
- Special events.
- Presentations.
- Performances.

MY LIFE is helping to improve mental health, substance abuse, foster care and juvenile justice systems. It gives youth the chance to become leaders in their communities. Magellan has partnered with Montgomery County to offer MY LIFE groups.

#### *Who can join MY LIFE?*

MY LIFE groups and activities are open to any youth who:

- Is between the ages of 13 and 23 years old.
- Has experience with mental health, substance abuse and/or foster care-related issues.

MY LIFE welcomes youth with these issues. MY LIFE also welcomes youth who have a family member or friend with them. No application is needed to join this group. Any youth who attends a meeting or an event is considered a member.

#### *Why join MY LIFE?*

MY LIFE is a group where youth can:

- Feel supported.
- Make friends.
- Have fun.
- Show off their talents.
- Learn about topics that are important to them.

MY LIFE gives youth a chance to build:

- Confidence.
- Positive social supports.
- Leadership skills.

MY LIFE helps youth use their experiences to help others. It helps them improve the programs and systems that serve young people.

For more information on MY LIFE, please see [www.Facebook.com/MYLIFEyouth](http://www.Facebook.com/MYLIFEyouth) or [www.MagellanofPA.com](http://www.MagellanofPA.com).

## Treatment services

Visit [www.MagellanofPA.com](http://www.MagellanofPA.com) to find a provider near you.

### **Outpatient Therapy (OP)**

This is usually the first step into mental health services. It includes individual therapy. It also includes family and group therapy. It is delivered in an office. Children and adults of all ages can take part. It can help with mental health or substance abuse.

People can use this for a few sessions. They could also use it for a few years. How long the treatment lasts depends on each person. Sessions usually are once per week for one hour. Providers with master's degrees or doctorates provide the treatment. They use different treatments. These can include the following.

- Cognitive behavioral therapy.
- Play therapy.
- Structural family therapy.
- Many others.

### **Behavioral Health Rehabilitation Services (BHRS)**

These services are delivered in the home and community. They are usually best for children and adolescents whose behaviors are too serious for outpatient therapy. This is focused on behaviors.

Children and adolescents from birth to 21 years old can take part in this. The services need to be ordered by a psychologist or psychiatrist. They also need to be agreed on by a team as the best way to help the child.

Services can happen each day or each week. It depends on the child's individual needs.

This can include up to three possible services:

1. Behavior specialist consultants. These providers have master's degrees or doctorates.
2. Mobile therapists. These providers have master's degrees or doctorates.
3. Therapeutic support staff. These providers have bachelor's degrees.

### **Family-Focused Solution-Based Services (FFSBS)**

These services focus on:

- The child's emotional disturbance.
- Improving the skills of the child's family.

These services specialize in families. The services help to keep the family intact through counseling and skill-building. They also work with other involved systems on unmet family needs. This helps to improve home stability. It helps to prevent placement of the child and adolescent outside of the home.

Children and adolescents from birth to 21 years old can use these services. The services need to be ordered by a psychologist or psychiatrist. They also need to be agreed on by a team as the best way to help the child and family.

These services are usually provided for six to 12 months. Services are based on the needs of each family. Services can happen once or twice per week in the home. They can also include crisis support and case management activities.

This is used for:

- Children whose behaviors and recovery have not been helped by outpatient therapy.
- Children and families for whom BHRS is not a good fit.
- Children and families that don't meet the level of need for family-based services.

Providers with master's degrees or doctorates perform the therapy. Providers with bachelor's degrees provide case management services.

### **Case Management Services (CM)**

These services provide help with getting and coordinating other resources. These can include:

- Medical services.
- Social services.
- Housing services.
- Educational services.
- Other services.

### **Extended Assessment Services (EAS)**

These services give a complete evaluation of your child. It helps to see the child's behaviors. It also helps to provide information for service planning.

This can happen through:

- On-site observation.
- Review of records.
- Interviews with caregivers and other identified supports.

### **Partial Hospital Services (PHP)**

These services provide therapy to:

- Individuals.
- Groups.
- Families.

They help to meet the treatment needs of you and your child. Services are provided several hours per day. They can happen several times per week.

### **Family-Based Services (FBS)**

These services are provided in the home and community. They are used for children who:

- Are up to age 21.
- Are at risk of being placed outside of their homes because of their mental health issues.
- Have recently returned from being placed outside of their homes.

These services combine:

- Individual therapy.
- Family therapy.
- Case management services.
- Crisis support.

These services are provided for up to eight months. They are based on the needs of the family. Sessions can happen twice per week in the home. They can also include crisis support and case management activities.

Providers with master's degrees and bachelor's degrees provide these services.

### **Multi-Systemic Therapy (MST)**

This is a treatment for youth who:

- Are between ages 11 and 18.
- Have a primary mental health issue, such as one of the following.
  - Conduct disorder.
  - Intermittent explosive disorder.
  - Oppositional defiant disorder.
  - Other related issues and behaviors.
- Are involved with the juvenile justice system.
- Are at risk of becoming involved with the juvenile justice system.

This treatment focuses on things in each youth's life that are causing his or her behaviors. The primary goals are to:

- Help families to build a healthier environment. This occurs by using existing child, family, and community resources.
- Decrease current behaviors and other clinical problems.
- Improve family relations, school performance and other areas.
- Reduce placement outside of the home.

Youth and their families use these services for three to six months. Services are provided in the home and community. They usually last between five and nine hours per week. The amount of services depends on the needs of the child and family.

Providers with master's degrees provide individual and family therapy. They also provide crisis support services. The provider must complete the required training program for these services.

# Drug and alcohol services and supports

## *Prevention services*

These services offer educational programs that:

- Help individuals better understand themselves.
- Improve interpersonal skills.
- Offer ways to cope with stress.

They are meant to help the whole community. These services are done together with:

- Schools.
- Media.
- Families.
- Community agencies.
- Groups.

## *Intervention services*

These services are meant to help youth stop using or abusing substances. They provide different ways to cope with problems.

These services last a short time. They are provided by:

- Walk-in.
- Telephone.
- Hotline. This number is 1-800-221-6333.

## *Drug and alcohol case management services*

Case managers do a complete screening of the youth. This includes a clinical and financial evaluation. The screening helps to:

- Find the best level of care for the youth.
- Determine a funding source for the services.
- Find a provider who can best meet the youth's treatment needs.

There are three drug and alcohol case management offices located in Montgomery County. Trained staff at each location find out the needs of each applicant. They help arrange treatment. For information about all services, call one of the offices below:

### *Abington Case Management*

3941 Commerce Avenue  
Willow Grove, PA 19090  
215-830-8966

### *Creative Health Services*

11 Robinson Street  
Pottstown, PA 19464-6439  
610-327-1503

### *Gaudenzia*

55 E. Marshall Street  
Norristown, PA 19401  
610-279-4262

## **Outpatient services**

These services are for youth who are looking for help with their substance abuse or addiction issues. Types of counseling offered are:

- Individual therapy.
- Family therapy.
- Group therapy.

These services are given on a regular basis through appointments that usually last an hour. A therapist and the youth work together to create a treatment plan. The plan is based on an evaluation completed at the beginning of treatment. This service may include medication management by a psychiatrist for a youth with a co-occurring mental health disorder.

## **Intensive outpatient services**

These services are for youth who are looking for help with their substance abuse or addiction issues. Services usually happen three to four days a week. They happen after school hours so they do not get in the way of the youth's education. A therapist and the youth work together to develop a treatment plan. The plan is based on an evaluation completed at the beginning of treatment. This service may include medication management by a psychiatrist for the adolescent with a co-occurring mental health disorder.

## **Self-help websites for addictions**

Search for Alcoholics Anonymous or Narcotics Anonymous meetings in your town at [www.sobrietyonline.org](http://www.sobrietyonline.org)

*Nar-Anon*

[www.nar-anon.org](http://www.nar-anon.org) or <http://nar-anon.org/Nar-Anon/Pennsylvania.html>

*Alcoholics Anonymous*

Southeastern Pennsylvania AA Meetings:  
[www.sepennaa.org](http://www.sepennaa.org) or [www.sepennaa.org/meetings.asp](http://www.sepennaa.org/meetings.asp).

Or, call 215-923-7900

*Al-Anon and Ala-Teen*

Meeting schedules can be found at [www.pa-al-anon.org](http://www.pa-al-anon.org) or [www.pa-al-anon.org/meetings.html](http://www.pa-al-anon.org/meetings.html). Or, call the Al-Anon helpline at 1-888-4AL-ANON (1-888-425-2666)

Monday – Friday, 8 a.m. to 6 p.m. Eastern

*Gamblers Anonymous*

For a listing of Gamblers Anonymous meetings in PA, visit

[www.gamblersanonymous.org](http://www.gamblersanonymous.org)

Toll-free: 1-888-424-3577

*Gam-Anon*

[www.gam-anon.org/meeting.asp](http://www.gam-anon.org/meeting.asp) or

[www.gam-anon.org](http://www.gam-anon.org)

## Other state and local resources

*If you think your child has been hurt by someone, contact the Childline number at 1-800-932-0313 to report suspected abuse.*

### **Clinical Sentinel Hotline**

The Department of Public Welfare operates the hotline during normal business hours.

It is a resource for members needing assistance with filing a complaint or grievance or with questions regarding a denial of services.

Toll-free: 1-800-426-2090

### **Disability Rights Network of Pennsylvania (DRNP) (formerly PP&A)**

DRNP is a statewide, non-profit corporation. It is designated as the federally mandated organization to advance and protect the civil rights of adults and children with disabilities.

1315 Walnut Street, Suite 500  
Philadelphia, PA 19107-4798

Toll-free: 1-800-692-7443

TDD: 1-877-375-7139

Local to Philadelphia and Suburbs:  
215-238-8070

Website: [www.drnpa.org](http://www.drnpa.org)

Email: [drnpa-phila@drnpa.org](mailto:drnpa-phila@drnpa.org) or  
[intake@drnpa.org](mailto:intake@drnpa.org).

### **Harrisburg Office**

1414 N. Cameron Street, 2nd Floor  
Harrisburg, PA 17103

Toll-free: 1-800-692-7443

TDD: 1-877-375-7139

Email: [drnpa-hbg@drnpa.org](mailto:drnpa-hbg@drnpa.org)

### **Education Law Center (ELC)**

Education Law Center is a private, not-for-profit public interest law firm that advocates for the rights of public school students. ELC helps families of school-age youth needing support and information on legal rights concerning accommodations and the special education process.

1315 Walnut Street, 4th Floor, Suite 400  
Philadelphia, PA 19107-4714

215-238-6970

Website: [www.elc-pa.org](http://www.elc-pa.org)

### **Juvenile Law Center**

Juvenile Law Center is a national nonprofit public interest law firm that advances and protects the rights and well-being of youth in the child welfare and justice systems. It uses legal advocacy, publications, projects, public education, and training to ensure those children receive the protection and services they need to become productive adults.

1315 Walnut Street, 4th Floor  
Philadelphia, PA 19107

215-625-0551

Toll-free: 1-800-875-8887

Website: [www.jlc.org](http://www.jlc.org)

### **Legal Aid of Southeastern PA (LASP)**

Serves Bucks, Chester, Delaware and Montgomery Counties

9 a.m. – 1 p.m., Monday – Friday

1-877-429-5994

### **Mental Health Consumer Association of Southeast PA (MHASP)**

MHASP creates opportunities for individuals and family members to effectively respond to the challenges of mental health conditions. They can respond through advocacy, direct support to individuals, training and education, information and referral, and technical assistance.

1211 Chestnut Street, 11th Floor  
Philadelphia, PA 19107  
215-751-1800  
Toll-free: 1-800-688-4226  
Website: [www.mhasp.org](http://www.mhasp.org)

### **Magellan Behavioral Health of Pennsylvania**

1-877-769-9782  
Website: [www.MagellanoofPA.com](http://www.MagellanoofPA.com)

### **Family Mentor and Advocacy Network (formerly PIN)**

700 E Main Street  
Norristown, PA 19401  
267- 507-3490

### **Montgomery County Resources**

Sometimes a child's needs have to be met through outside agencies and support networks. There are many agencies that serve children in Montgomery County. The following is a list of phone numbers to contact the system you are looking for. This is a list of county departments and offices.

#### *Child Welfare*

Office of Children & Youth  
610-278-5800

#### *Education*

Intermediate Unit  
610-539-8500

Or contact your local school district directly.

#### *Office of Behavioral Health and Developmental Disabilities*

610-278-3642

#### *Drug and Alcohol*

610-278-3642

#### *Juvenile Justice*

Juvenile Probation Office  
610-630-2252

#### *Office of Developmental Disabilities*

610-278-3642

Early Intervention (ages 0-3) 610-278-3642

Early Intervention (ages 3-5) 610-539-8550

#### *Public Health*

Health Department  
610-278-5145

A Montgomery County Parent and Infant Resource Guide is available at [www.health.montcopa.org](http://www.health.montcopa.org).

#### *Public Welfare*

Office of Medical Assistance  
610-270-3500

### **National Alliance on Mental Illness (NAMI)**

NAMI is a self-help and advocacy group of consumers and family members working to increase public education and removing the stigma of mental illness. NAMI offers educational programs and support groups for parents of youth, family members and friends of adults facing a mental health issue.

*National Alliance on Mental Illness  
(NAMI) PA*  
2149 N. 2nd Street  
Harrisburg, PA  
717-238-1514  
Toll-free: 1-800-223-0500  
TTY toll-free: 1-800-890-6093  
TTY local: 1-717-238-3593  
Email: nami-pa@nami-pa.org  
Website: www.namipa.org  
Or visit the national website at  
www.nami.org

*National Alliance on Mental Illness  
(NAMI) PA, Main Line*  
Location: Merion Station, PA 19066-1413  
267-251-6240  
Email: coordinator@namipamainline.org  
Website: www.NAMI.org/sites/  
NAMIPAMainLine

*National Alliance on Mental Illness  
(NAMI) of Montgomery County*  
100 W. Main Street, Suite 204  
Lansdale, PA 19446  
215-361-7784  
Fax: 215-361-7786  
Email: nami-montcopa@verizon.net  
Website: www.nami-montcopa.org

**PRO-ACT (Pennsylvania Recovery  
Organization - Achieving Community  
Together)**

This is a regional grassroots recovery support initiative that includes Bucks, Delaware, and Montgomery counties. It works to reduce the stigma of addiction and influence public opinion and policy regarding the value of recovery. Peer support and education programs are offered

*Magellan is not affiliated with any of the organizations provided in this publication. The listing of an organization does not imply Magellan's endorsement of the activities or practices of that organization.*

at each location. PRO-ACT membership consists of recovering individuals, their family members and friends, professionals working in the field, and others with a special interest in and knowledge of recovery who wish to support recovery.  
215-345-6644  
Toll-free: 1-800-221-6333  
Website: www.proact.org  
Email: helpline@bccadd.org or  
info@proact.org

*PRO-ACT's Family Program* is for families who have members suffering from addiction. PRO-ACT volunteer facilitators provide the information and resources needed to deal with addiction and tools to get started on the road to recovery. The program is offered regionally, each month in a three-part series, and requires registration. Call 1-800-221-6333 or register online.

**The ARC of Bucks, Montgomery and Berks Counties**

This is an advocacy and education organization for individuals with developmental delays/disabilities that emphasizes inclusion and assistance in community settings.

Toll-free: 877-4TheArc (877-484-3272)  
Eagleville office: 610-265-4700  
Email: info@marcpa.org  
Website: www.marcpa.org

***Many more resources are available. A Magellan care manager can help you decide who can assist you best based on your individual needs. Please call the toll-free number, 1-877-769-9782.***

# Complaints and Grievances

## Complaints

### What is a complaint?

A complaint is when you tell us you are unhappy with Magellan or your provider. You may also tell us that you do not agree with a decision made by Magellan.

These are some examples of a complaint.

- You are unhappy with the care you are getting.
- You are unhappy that you cannot get the service you want because it is not a covered service.
- You are unhappy that you have not received services that you have been approved to get.

Magellan's providers must provide services:

- Within one hour for emergencies.
- Within 24 hours for urgent situations.
- Within seven days for routine appointments and specialty referrals.

Services must be provided according to the prescribed treatment plan if the plan is approved.

### What should I do if I have a complaint?

To file a complaint, you can do one of these things.

- *Call Magellan at 1-877-769-9782.*
- *Write down your complaint and send it to:*

Magellan Behavioral Health of  
Pennsylvania  
Attention: Customer Comment  
Coordinator  
105 Terry Drive, Suite 103  
Newtown, PA 18940

- *Send in your complaint to Magellan from your computer, over the Internet.*

1. Go to [www.MagellanHealth.com/member](http://www.MagellanHealth.com/member).
2. Click on the link labeled "Help." This is in the upper right corner of the screen.
3. Go to the list labeled "Feedback."
4. Click on the link labeled "Complaints" (or "Compliments").
5. Click on the link labeled "Contact Us."
6. Type your message.
7. Click "Submit."

## Grievances

### What is a grievance?

A grievance is what you file when you do not agree with Magellan's decision that a service that you or your provider asked for is not medically necessary.

You can file a grievance if Magellan does any one of these things:

- Denies a service.
- Approves less than what you asked for.
- Approves a different service from the one that was asked for.

### What should I do if I have a grievance?

Magellan will tell you in a letter if they do not completely approve a service for you. The letter will tell you how to file a first-level grievance. You have 45 days from the date you receive this letter to file a grievance.

To file a grievance, you can do one of these things.

- *Call Magellan at 1-877-769-9782.*
- *Write down your grievance and send it to:*  
Magellan Behavioral Health of  
Pennsylvania  
105 Terry Drive, Suite 103  
Newtown, PA 18940
- *Your provider can file a grievance for you if you give the provider your permission in writing.*

## Help with complaints or grievances

You may call Magellan at the toll-free telephone number below if you need help or have questions about complaints and grievances.

- Montgomery County: 1-877-769-9782.

You can also contact Legal Aid of Southeastern Pennsylvania at 1-877-429-5994 or the Pennsylvania Health Law Project at 1-800-274-3258.





*Montgomery County and Magellan Behavioral Health of Pennsylvania are committed to ensuring the delivery of high-quality behavioral health care to help individuals and families achieve their goals. We partner with providers, members, families and other stakeholders to ensure a system of care based on innovation, clinical excellence and a philosophy of wellness that focuses on discovering personal strengths, building hope and offering choices.*

*Together, we facilitate and accelerate transformation of the behavioral health system, supporting individuals and families on their journey toward recovery, building resilience in their lives and securing a healthier future.*

