

Family Navigation Guide

A guide for families and caregivers
of children and adolescents with
behavioral health concerns

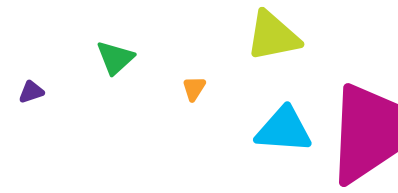
Cambria County | 2019

Magellan
HEALTHCARE®

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This guide was developed through a collaborative effort of Magellan Behavioral Health of Pennsylvania (Magellan) and Behavioral Health of Cambria County (BHoCC).

Dear Caregiver,

Having concerns about your child's development can be stressful. So can being told that your child has a problem. It can be hard to know what to do.

This guide can help you and your family at this time. It covers:

- Options for support.
- How to pay for treatment.
- How to start treatment.
- Local resources that may help.

We are here for you. Call us if you need help.
It is toll-free. We are here 24 hours a day.
Seven days a week.

Cambria County: 1-800-424-0485

We have TTY lines for members with hearing loss.
Call us toll-free at:

PA Relay: 711

We can help if you do not speak English. Call us at 1-800-424-0485. The member services associate or care manager will get a translator for you.

We look forward to supporting you!

Thank you,

Magellan Behavioral Health
of Pennsylvania, Inc.

Seeing the signs and seeking assistance

Child development

Being a caregiver can be hard. So can having concerns about your child's development. Experts point to milestones children should reach. One example is walking. Another is learning their name. You may be worried if your child is not doing these things. Or maybe your child is behind others the same age. Here are signs that could cause concern:

- Lack of response to his or her name by age one.
- Delays in speech.
- Lack of interest in things.
- Lack of interest in playing with others.
- Lack of emotion.
- Does not understand simple instructions.
- Has trouble with what is real and what is not.
- Loses skills he or she once had.
- Reacts strongly to sight or sounds. Or smells or touch.

Below are some signs that could indicate a mental health concern in older children and adolescents:

- Loss of enjoyment and interest in activities.
- Nervousness.
- Irritability.
- Lack of energy and tiredness.
- Difficulty concentrating or making decisions.
- Changes in sleep or appetite.

- Frequent unexplained medical complaints, such as headache, stomach pains, and muscle aches and pains.
- Obsessive or compulsive behaviors.
- Social isolation or withdrawal.
- Lack of motivation.

The first steps

You know your child best. You should act on any concerns. Talk to your child’s doctor. There may be others who care for your child. They could be family or friends. Or daycare staff and teachers. They may have concerns you should share too. Your child’s doctor should screen your child for delays in development. This should be done at every visit. You should ask for more help if there might be a delay or concern.

The chart below shows some of your options for support:

<p>Primary care physician/pediatrician <i>Funded through your physical health plan.</i></p>		
<p>Early intervention (EI) <i>Up to age 3.</i> <i>Funded by your county.</i> <i>No referral needed.</i></p>	<p>Intermediate unit <i>Ages 3 and up.</i> <i>Funded by your school district.</i> <i>No referral needed.</i></p>	
<p>Developmental pediatrician <i>Doctors for growth and development.</i> <i>Funded through your physical health plan.</i></p>	<p>Neurologist <i>Doctors who work with the brain and nerves.</i> <i>Funded through your physical health plan.</i></p>	<p>Psychiatrist/psychologist <i>Doctors who work with the mind and behaviors.</i> <i>Funded through your behavioral health plan or under mental health benefit.</i></p>

You may need a referral to see a specialist. You may not be able to see one right away. Call your local early intervention (EI) program at the information below to get help sooner. This is for children up to age 3. There is an intermediate unit for those ages 3 to 5. You do not need a referral. This process will not provide a diagnosis. It will tell you if your child can get other services. These are services to improve your child’s growth. There is no cost to your family.




If your child is under the age of 3, call your county’s BH/ID/EI program for an evaluation: Cambria County: 814-535-8531

If your child is 3 years of age or older, call your local intermediate unit for an evaluation: Cambria County: Appalachian Intermediate Unit 8 at 814-940-0223

Teachers or others may ask about your child’s behavior when your child is school age. They may have concerns too. The school may suggest an evaluation. This would be done by the school psychologist. Or by an outside professional.

Evaluations can be done at any time. They can be most helpful when you first have concerns.

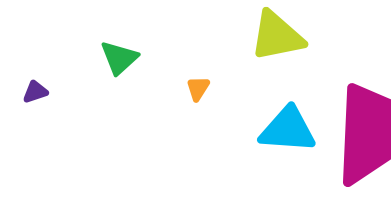
EVALUATIONS CAN HELP TO:

-  Identify what could be causing your concerns.
-  Identify how you can help your child.
-  Obtain benefits and services for your child.

The support system for children with developmental needs can be confusing. It is okay to ask for help. Talk to the professionals you meet with. Family or friends who have gone through this can help too.

If you have any questions about the evaluation process, please contact Member Services at 1-800-424-0485.

Funding for supportive services



Types of insurance coverage

Specialists may suggest that your child needs mental health services. To get these services you need a way to pay for them. Health insurance provides medical benefits. They are covered under your physical health plan. Mental health benefits are covered under your behavioral health plan.

Your coverage depends on your insurance plan.

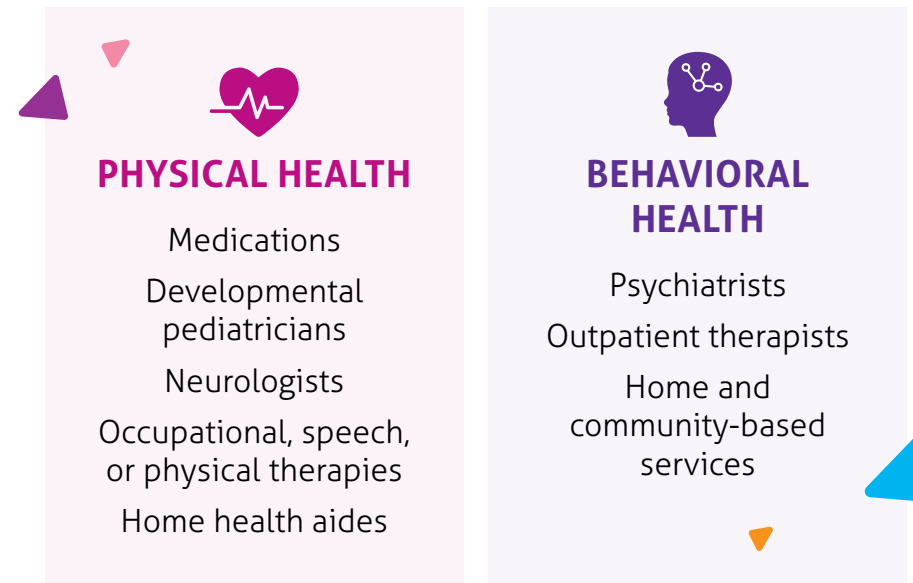
Types of insurance include:

- Private insurance**
- Coverage through you or your spouse's employer or offered through the Affordable Care Act.
 - Benefits and coverage vary depending on plan.
 - May be referred to as your "primary plan" since coverage for services should be sought through this plan first.

- Private pay**
- You pay the provider directly.
 - Provider may not take insurance or may not work with your specific insurance.
 - You cannot be reimbursed if you choose to privately pay for services.

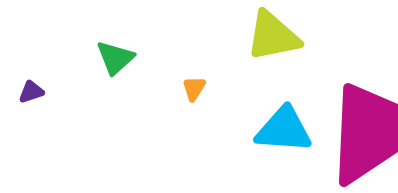
- Medical Assistance (MA)**
- Funded by the state of Pennsylvania.
 - Offers services not offered by private insurance.
 - Coverage is typically based on income, but you can qualify regardless of income if your child has a disability.
 - Can also help with payment for services not fully covered by private or primary plans.

Medical Assistance (MA) covers both physical and mental health needs. But they are separate plans. Each covers different services. The image below shows the types of services covered under each plan.



Your physical health plan has a Special Needs Unit (SNU). This can help with physical health issues. These may affect your child's behavioral health. Contact your physical health plan to get connected to the SNU. Ask to speak with a Special Needs Coordinator. Contact information can be found in the additional resources section of this guide on page 12.

Applying for Medical Assistance



You can get MA if your child has a behavioral health concern. Your income does not matter. MA covers many services your child may need. Here is how to apply:

1 Contact your local County Assistance Office (CAO)

- Apply by telephone at the Cambria CAO - 1-877-315-0389.
- Apply online at www.compass.state.pa.us or download the application.
- Apply by paper application. Inform the CAO by writing on the application that you are applying for a child with disabilities.

2 Submit the documentation

- Complete the application including parental income.
- Include a copy of your child's social security card.
- Include a copy of your child's birth certificate.
- Include a copy of written documentation of diagnosis from the doctor or recent medical documentation.

3 Obtain notification

- Eligibility notice should be sent within 30 days - the timeframe can be shortened to 5 days if there is an "urgent medical need," which would need to be noted by your treatment provider.

- You will receive your child's MA card.
- You can receive a HealthChoices handbook by contacting Magellan's Member Services or you can visit www.MagellanofPA.com to view an electronic version.
- If you are denied MA, you have the right to appeal the decision.

Contact your local County Assistance Office if you have questions.

Cambria County Assistance Toll Free: 1-877-315-0389
625 Main Street Phone: 814-533-2491
Johnstown, PA 15901 Fax: 814-533-2214

More information on how to apply for MA can be found at:
<http://www.dhs.pa.gov/citizens/healthcaremedicalassistance>

Locating supports and services

Magellan is a managed care company. We work with Cambria County. We provide behavioral health services to those who are eligible for Medical Assistance (MA). Your child can get these services until the age of 21. When they turn 21, there are other services they can get. These are through the adult system. Your child's provider can help with this.

The different levels of care are:

- Outpatient therapy
- Summer therapeutic activities program/ therapeutic afterschool program
- Behavioral health rehabilitation services/ early intervention behavioral health rehabilitation services
- Family-based services
- Partial hospital program
- Residential treatment facility
- Psychiatric inpatient hospitalization

Behavioral health services

Outpatient therapy.

This includes individual, family and group therapy. This is done in an office. Sessions use a range of techniques. They are once per week.

Summer therapeutic activities program (STAP) and therapeutic after-school program (TASP).

These offer group activities to children with autism and other behavioral health challenges. They focus on communication skills. They also focus on solving problems. Caregivers must take part.

Behavioral health rehabilitation services (BHRS).

This combines services and supports. They are provided in all settings. The goal is to help caregivers. It teaches them new skills. The first step to get this service is to have a Functional Behavioral Assessment (FBA). The FBA is for all children. It helps find the cause of the behavior. It needs to be suggested by a specialist. It will affect any future treatments for your child.

Early intervention behavioral health rehabilitation services (EI BHRS).

This provides early treatment for children ages 2-5. This includes social and play groups. It also includes support groups. It is like BHRS. The first step to start is the FBA. This must be suggested by a specialist.

Family-based services (FBS).

This combines individual and family therapy. It includes crisis support. It also includes case management. It is for children who are at risk for out-of-home placement. Or children who just left a placement. The family is the focus. It is most often short term. It is offered 24 hours a day and seven days a week.

Partial hospital program (PHP).

This is for children who need more help than they can get in the community. PHP is five days a week. It lasts for up to six hours per day. It consists of individual, group and family therapy.

Residential treatment facility (RTF).

This is for children with severe mental health symptoms. They cannot be helped at home or in the community. The RTF uses individual and group therapy. The family is key. It involves 24-hour care. It needs to be recommended by a specialist. It should be used after other efforts have failed.

Psychiatric inpatient hospitalization.

This provides 24-hour treatment. This is in a hospital setting. It is for those who pose a danger to themselves or to others. It is meant to be short term. The goal is to lessen symptoms. This allows the child to return home.

Most of these services focus on the needs of the child. But the caregiver is key.

WE ARE HERE TO HELP YOU. If you need help you can:



Refer to your member handbook



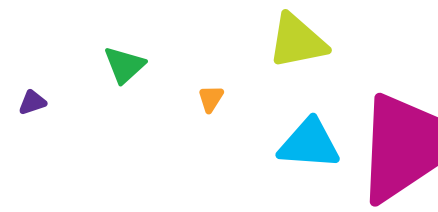
Visit MagellanofPA.com



Call Magellan's Member Services for Cambria County: 1-800-424-0485

The services in this guide are the ones used most with children who have behavioral health concerns. It does not include all our services for children. A primary insurance plan may cover some of these. You should contact that plan first. You can get services from us if you do not have primary insurance. Or if the service is not covered.

Additional resources



Cambria County

- Behavioral Health of Cambria County (BHoCC) – www.bhocc.org, 814-534-4436
- Cambria County Human Services Department – <https://www.cambriacountypa.gov/human-services.aspx> 814-472-1600
- Cambria County Behavioral Health/Intellectual Disabilities and Early Intervention Program – <https://www.cambriacountypa.gov/behavioral-health.aspx> 814-535-8531

Community resources

- Goodwill (814-536-3536), www.gogoodwill.org
- Home Nursing Agency (1-800-445-6262)
- MY LIFE Youth Group for youth ages 13-23 (814-961-0700)
- The ARC of Cambria County (814-535-1511)

Early intervention

- Beginnings, Inc. (814-539-1919)
- Cambria County BH/ID/EI (814-535-8531)

Special needs unit

- Aetna Better Health (1-866-903-0748)
- Gateway (1-800-392-1147)
- United Healthcare Community Plan (1-800-414-9025)
- UPMC for You (1-800-286-4242)

State resources

- ASERT (Autism Services, Education, Resources, and Training) – www.paaautism.org
- Autism and Act 62 – www.dhs.pa.gov/citizens/paaautisminsuranceact62
- Bureau of Autism Services – www.dhs.pa.gov/citizens/autismservices
- Department of Human Services (DHS) – www.dhs.pa.gov
- Disability Rights Pennsylvania – www.disabilityrightspa.org
- Easter Seals – www.easterseals.com/wcpenna, (412-281-7244)
- Education Law Center – www.elc-pa.org
- Mental Health Association of Pennsylvania (MHAPA) – www.mhapa.org
- MH/ID Program Administrators Association of Pennsylvania – www.mhmrpa.org
- Pennsylvania Health Law Project – www.phlp.org
- Pennsylvania Office of Intellectual Disabilities – www.dhs.pa.gov/citizens/intellectualdisabilitiesservices
- Parent to Parent of Pennsylvania – www.parenttoparent.org, (800-986-4550)

Other resources

- American Academy of Child and Adolescent Psychiatry – www.aacap.org
- American Foundation for Suicide Prevention – www.afsp.org
- Autism Link – www.autismspeaks.org
- Mental Health America – www.mentalhealthamerica.net/go/information/get-info/youth-and-families
- National Suicide Prevention Lifeline – www.suicidepreventionlifeline.org
- Parent Education & Advocacy Leadership Center (PEAL) – www.pealcenter.org

Insurance and coverage

- Autism and Act 62: www.PAAutismInsurance.org
- Magellan website: www.magellanofpa.com

Advocacy and legal

- Pennsylvania Health Law Project: www.phlp.org
- Education Law Center: www.elc-pa.org
- Disability Rights Pennsylvania: www.disabilityrightspa.org

Language support

- Magellan can provide someone who speaks any language. This would be an interpreter. Your provider can help you with this service. There is no cost.
- Call the Bureau of Fee-for-Service Programs at 1-866-872-8969 if you have problems. Choose the language you need. Leave a detailed message. Or email MA-Interpreter@pa.gov.
- You can also contact your Special Needs Unit (SNU) with your physical health plan for help.

