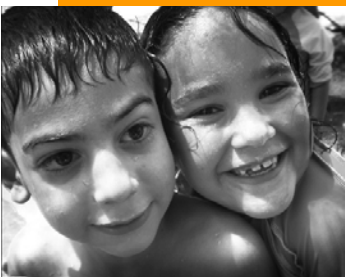


# CHESTER COUNTY



## WHERE TO GO FOR HELP

A Guide to Outpatient Behavioral Health Services for  
**Chester County's Children and Adolescents**  
Enrolled in Medical Assistance and CHIP

A PUBLICATION OF:

**Public Citizens for Children & Youth**



## INTRODUCTION

***As many as 20% of all children and adolescents have behavioral health concerns, according to the U.S. Department of Health and Human Services.***

It is often difficult for families to recognize that their child may be struggling with a behavioral health concern. During these times families have a lot of questions and don't know where to turn. Realizing that your child needs behavioral health treatment can be overwhelming and, at times confusing, but help is available.

This resource guide was created to help parents, guidance counselors, health care providers and others who care for children, in Chester County. We hope it will help you make sense of the behavioral health system for children insured through Medical Assistance (MA) or the Children's Health Insurance Program (CHIP), and link you to the services you and your child need.

The good news is that children's behavioral health problems can be successfully recognized and treated. Studies indicate that children and adolescents do improve with the right treatment.

***The good news is that children's behavioral health problems can be successfully recognized and treated. Studies indicate that children and adolescents do improve with the right treatment.***

There are behavioral health agencies in Chester County that specialize in programs for children and adolescents, and who serve children enrolled in Medical Assistance or CHIP. Look on the **yellow pages** for a list and map of these places.

For those children enrolled in Medical Assistance, they are provided "all medically necessary" health services— this includes behavioral health treatment. Children insured through Medical Assistance can get this treatment for free. Often, children with a behavioral health disability can receive Medical Assistance; for help applying for this special category of Medical Assistance, contact Public Citizens for Children and Youth (PCCY) at 215-563-5848 x17. The Maternal and Child Health Consortium of Chester County (610- 344-5370) also provides hands-on assistance with completing health insurance applications.

The Children's Health Insurance Program (CHIP) and most private insurance companies cover behavioral health, but the services that are available vary by the child's plan. The behavioral health benefit for children insured through CHIP or private insurance is usually more limited than what is offered by Medical Assistance. Parents should call their child's insurance company for more details.

Even without insurance, help is available. (See the **yellow pages** for more information about services available to uninsurable children).

## **HOW DO I KNOW IF MY CHILD NEEDS BEHAVIORAL HEALTH SERVICES?**

It can be hard to know if your child needs behavioral health services. Behaviors like temper tantrums, nightmares, crying or fighting at home or at school, can be normal parts of childhood development. These problems come and go as kids grow up. In some cases, however, these behaviors last a long time. This may be a sign that your child is in distress and requires an assessment to determine if treatment is necessary.

***Here are some of the warning signs that might mean your child needs an assessment:***

- If you see changes in your child's behavior or if he/she seems increasingly upset, angry or cranky much of the time.
- If your child appears unhappy or depressed for long periods of time.
- If there has been a big change in your child's life and he or she continues to have trouble adjusting for a long period of time.
- If your child is not eating or sleeping as well as he or she normally does.
- If your child is increasingly worried or scared, or often says he or she doesn't feel well.
- If your child stops being interested in his or her friends.
- If your child has difficulty keeping up in school or can't seem to concentrate.
- If your child is not interested in doing things he or she used to enjoy.
- If you notice changes in your child's eating, sleeping or going to the bathroom (such as wetting him or herself after being toilet trained).
- If your child suddenly starts playing in very sexual ways, and/or
- If your child is fighting a lot with others.

## WHAT DO I DO IF I THINK MY CHILD IS EXPERIENCING A BEHAVIORAL HEALTH PROBLEM?

You are the expert on your child's typical behavior patterns; trust your instincts and contact a professional if you think something is wrong.

***If you believe your child has a behavioral health problem, begin by calmly talking about your concerns with him/her. Ask questions like, "how do you feel" - and take time to listen.***

If you believe your child has a behavioral health problem, begin by calmly talking about your concerns with him/her. Ask questions like, "how do you feel" - and take time to listen. If your child continues having difficulty and speaking with the child has failed to make changes, it may be time to seek help from a behavioral health provider or other health care professional.

You can do this by contacting your child's health insurance plan (the phone number is usually on the back of your child's health insurance card) or a behavioral health treatment center (see the **yellow pages** for a list of agencies in your area).

## WHAT IS OUTPATIENT TREATMENT?

Outpatient treatment means that your child gets services in the community while continuing to live at home. This is the most common form of behavioral health care for children and adolescents.

Outpatient treatment usually occurs at a behavioral health provider's office. Treatment is based on a comprehensive evaluation of your child and family's needs. This assessment occurs within the first few appointments, and it is used to create your child's treatment plan. Outpatient treatment can include:

- one-on-one counseling with a therapist
- group therapy with a therapist and multiple children
- family counseling
- psychiatric evaluations
- psychological evaluation or testing
- bio-psycho-social assessments
- medication management
- drug and alcohol counseling



For children enrolled in Medical Assistance, community-based services are also available and can occur in your child's home or school. These services can include:

- targeted case management, including intensive case management and resource coordination
- wraparound (also known as Behavioral Health Rehabilitation Services or BHRS)
- family based mental health services
- summer therapeutic activity programs
- residential treatment facilities
- therapeutic foster care

And specialized in home family treatment such as:

- multisystemic therapy and
- functional family therapy

Call Community Care Behavioral Health (1-866-229-3187) or your child's behavioral health provider about how to access these community-based services.



Community Care está preparado para ayudarlo a usted y a su familia por teléfono (1-866-229-3187) las 24 horas al día, los 7 días a la semana.

## HOW DO I ACCESS BEHAVIORAL HEALTH TREATMENT FOR MY CHILD?

**1. Get your child health insurance.** You can call Public Citizens for Children and Youth (PCCY) at 215-563-5848 x17, for help with insuring your child. If you speak a language other than English, PCCY can still help, by connecting you to an interpreter with "Language Line." The Maternal and Child Health Consortium of Chester County (610- 344-5370) also provides hands-on assistance with completing health insurance applications.

If you have already applied for health insurance for your child, and he or she has been denied, and is not eligible, look at the list on the **yellow pages** for providers who accept uninsured children.

***Remember – most Pennsylvania children, regardless of income, are now eligible for the Children's Health Insurance Program (CHIP).***

- 2. Contact a behavioral health provider near you to schedule services for your child.** See the **yellow pages** of this brochure for a map and list of behavioral health facilities. Be prepared to schedule a first appointment with the clinic when you call. Make sure you know when you and your child can make it to an appointment. At times agencies may ask you to leave your name and phone number so someone can return your call. **\*When making an appointment always make sure that the agency still accepts your child's insurance.**

*For children enrolled in Medical Assistance, the behavioral health insurer for Chester County is Community Care Behavioral Health (1-866-622-4228). Ask them for a list of providers who accept your child's insurance. For children insured through Medical Assistance, you can also call the Chester County Department of Mental Health/Mental Retardation at (610) 344-6265, for more information about children's public behavioral health services available in your area.*

*For children insured through CHIP, see page 12 for a list of behavioral health insurance plan phone numbers.*

- 3. You can contact more than one agency to access services for your child.** If you need help finding a behavioral health agency or individual provider in your neighborhood, call your child's health insurance company.

For children insured through Community Care Behavioral Health the number to call is 1-866-622-4228. For a list of other behavioral health insurance company phone numbers see page 12.

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*If your child has a doctor he/she sees regularly, try asking that doctor for a suggestion. Other people who might have ideas for identifying behavioral health providers are staff at your child's school like the school nurse or counselor.*

## **HOW LONG WILL MY CHILD WAIT TO ACCESS OUTPATIENT SERVICES?**

Behavioral health agencies that accept Medical Assistance are required to offer intake appointments within 1 hour if it is an emergency, within 24 hours if it is urgent and within 7 days for a routine assessment. However, at the printing of this resource guide, some centers had a delay for a first appointment. If an agency you call has a delay, don't be discouraged. Your child might be able to be seen more quickly at another agency.

If your child is insured through Medical Assistance and you experience a delay in scheduling your child's intake appointment, please report this to Community Care Behavioral Health (1-866-622-4228) immediately. They will assist you in accessing an intake appointment within the required timeframe.

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You can call around to different agencies in your area to see which can give you an appointment first. The map on the **yellow pages** shows where many outpatient providers are located.

For children who are insured through CHIP or a private insurance company, the allowable wait times vary among agencies.

## **WHAT WILL HAPPEN AT MY CHILD'S FIRST APPOINTMENT?**

Your child's first appointment is usually called an intake. At an intake appointment, a therapist or other trained behavioral health professional will perform an assessment, or evaluation, and talk with you and/or your child to find out about the difficulties your child is experiencing. The behavioral health professional may ask you about how your child deals with social situations, how he/she has been acting and about his/her physical health. At the end of the intake assessment, your child, you and the behavioral health professional will determine next steps such as a psychiatric

evaluation, outpatient therapy or community-based services such as those discussed on page 5. You may have specific information about your child's behavior at school or day care. If you have this type of documentation please bring it with you to help inform the intake worker.

## **QUESTIONS YOU MAY WANT TO ASK YOUR CHILD'S BEHAVIORAL HEALTH PROFESSIONAL:**

- How long have you been providing children's behavioral health services?
- Will you see my child alone or will the family be involved in therapy?
- Will my child be evaluated for further behavioral health difficulties?
- How often will my child have to come to therapy sessions?
- How long will they last?
- Will my child's therapy sessions be scheduled at a good time for me so that I don't have to miss work?

## **HOW LONG WILL MY CHILD BE IN THERAPY?**

Sometimes just a few treatment sessions with a therapist will be enough. Often, continuing therapy (10-12 sessions or more) may be the most helpful for your child. The length of therapy is based on many factors: the type of behavioral health problem your child is experiencing, the goals of the therapy and how easy it is for your child and the family to make changes.

## **WHAT RESOURCES ARE AVAILABLE FOR DRUG AND ALCOHOL TREATMENT FOR CHILDREN AND ADOLESCENTS?**

There are a number of agencies in the area that specialize in drug and alcohol treatment for children and adolescents. These agencies offer a variety of services, including individual, group and family counseling to help young people and their families deal with substance abuse issues. See the **yellow pages** for a list of agencies in Chester County that offer substance abuse counseling to children and adolescents.



## WHAT IF MY CHILD NEEDS MEDICATION?

Some children are treated with medications for their mental health diagnoses, but most are not. If your child's behavioral health professional recommends medications, your child will be referred to see a psychiatrist. Psychiatrists are medical doctors trained to assess behavioral, emotional and mental health issues, and recommend medication as necessary. Only doctors can prescribe medications for your child. Your behavioral health professional should help you find a psychiatrist for your child or you can contact your insurance company. If you experience a delay in scheduling an appointment with a psychiatrist, speak with your child's behavioral health professional or insurance company to see if they can help get your child seen more quickly. For children enrolled in Medical Assistance, contact Community Care Behavioral Health (1-866-622-4228), immediately and they will assist you in accessing an appointment within the required timeframe.

Community Care está preparado para ayudarlo a usted y a su familia por teléfono (1-866-229-3187) las 24 horas al día, los 7 días a la semana.

## DO I NEED TO GIVE PERMISSION FOR MY CHILD TO SEE A THERAPIST?

If a child is under age 14, permission from his or her parent or guardian is needed to start behavioral health treatment. If teenagers are age 14 or older, and are insured through Medical Assistance or CHIP, they do not need parental permission to get treatment.

For drug and alcohol assessment, children and adolescents of any age do not need their family's permission to get substance abuse treatment. However, parents and other caregivers should always try to be engaged with their teen's treatment, as this is one of the most effective ways toward recovery. As a last resort, children under the age of 18, can be legally compelled to obtain treatment because of Act 53 of 1997. Contact the Chester County Drug and Alcohol Department at (610)344-6620, for more information on this Act.

If your teen doesn't want help, don't be discouraged. Try asking another trusted adult, friend, counselor, or teacher to talk with your child and encourage him or her to get help. You can also talk to a behavioral health professional at one of the facilities listed on the **yellow pages** for ideas on how to help your child accept treatment.

## WHAT IF I AM UNHAPPY WITH MY CHILD'S BEHAVIORAL HEALTH PROFESSIONAL?



You can always ask to change your child's therapist within an agency or switch agencies. It is also important to try to talk with your child's therapist about your concerns because sometimes difficult issues come up in therapy.

If there is a more serious problem, you should first file a complaint with the behavioral health provider. If your problem is not resolved, you should then file a complaint with your child's behavioral health insurance company. Call your child's behavioral health insurance com-

pany for more information on their complaints process.

If you would like assistance and support with the complaint or grievance process, you can call the Family Mentors at Child and Family Focus at (610) 783-1788. If you need additional help filing a complaint, contact Public Citizens for Children and Youth at (215) 563-5848 x17.

## WHAT SHOULD I DO IN AN EMERGENCY?

**If the emergency is life threatening, call 911.**

If your child is having a non-life-threatening behavioral health emergency, you can call Valley Creek Crisis Center, which provides 24-hour crisis counseling and mobile crisis outreach services in the county. You can also go directly to Valley Creek Crisis Center, but please try to call first so that Valley Creek Crisis Center can make sure to have staff available for you when you arrive. Valley Creek Crisis Center is located at 469 Creamery Way in Exton and the telephone number there is (610) 918-2100 or (877) 918-2100. Crisis counselors can assess your child's situation and recommend the most appropriate next steps, such as inpatient hospital treatment at a behavioral health center like Devereux Children's Behavioral Health Center in Malvern, or for outpatient treatment at a community behavioral health agency. A psychiatrist is also available on a limited basis.

# Locations of Behavioral Health Centers



*Where to Find  
Behavioral Health Centers*





# WHERE TO GO FOR HELP

No	Name	Location	Phone/Website	Insurance	Services
<b>Outpatient/Community-Based Services in Chester County</b>					
1	Associates of Springfield Psychological	709 E. Gay St. West Chester, 19380	(610) 544-2110 <a href="http://www.springfieldpsychological.com">www.springfieldpsychological.com</a>	CHIP	<b>Counseling:</b> I, F
2	Child Guidance Resource Center (Core Provider)	744 E. Lincoln Hwy. Suite 420 Coatesville, 19320	(610) 383-5635 <a href="http://www.cgrc.org">www.cgrc.org</a>	Medical Assistance CHIP	<b>Counseling:</b> I, F <b>CB, P</b>
3	Community Services of Devereux (Core Provider)	1041 W. Bridge St. Phoenixville, 19460	(610) 933-8110 <a href="http://csd.devereuxbeneto.org">http://csd.devereuxbeneto.org</a>	Medical Assistance	<b>Counseling:</b> I, F <b>CB, P</b>
4	Creative Health Services, Inc. (satellite office) (Core Provider)	1 Mennonite Church Rd. Spring City, 19475	(610) 326-9250 <a href="http://www.creativehs.org">www.creativehs.org</a>	Medical Assistance Sliding scale fee	<b>Counseling:</b> I, F <b>CB, P</b>
5	Delaware County Professional Services	701 E. Baltimore Pike C-1 Kennett Square, 19348	(610) 892-3800 <a href="http://www.dcpsonline.com">www.dcpsonline.com</a>	CHIP	<b>Counseling:</b> I, F, G
6	Delaware County Professional Services	780 E. Market St. Suite 230 West Chester, 19382	(610) 892-3800 <a href="http://www.dcpsonline.com">www.dcpsonline.com</a>	CHIP	<b>Counseling:</b> I, F, G
7	Family Service of Chester County	310 N. Matlack St. West Chester, 19380	(610) 696-4900 <a href="http://www.familyservice.us">www.familyservice.us</a>	Medical Assistance Sliding scale fee	<b>Counseling:</b> F
8	Family Service of Chester County- Oxford Neighborhood Services Center	35 N. Third St. Oxford, 19363	(610) 696-4900 <a href="http://www.familyservice.us">www.familyservice.us</a>	Medical Assistance Sliding scale fee	<b>Counseling:</b> F
9	Family Service of Chester County- Phoenixville Office	2140 Kimberton Rd. Kimberton, 19442	(610) 696-4900 <a href="http://www.familyservice.us">www.familyservice.us</a>	Medical Assistance Sliding scale fee	<b>Counseling:</b> F
10	Family Service of Chester County - Coatesville Center for Community Health	1001 E. Lincoln Hwy. Coatesville, 19320	(610) 696-4900 <a href="http://www.familyservice.us">www.familyservice.us</a>	Medical Assistance Sliding scale fee	<b>Counseling:</b> F
11	Family Service of Chester County- The Center	106 W. State St. Kennett Square, 19348	(610) 696-4900 <a href="http://www.familyservice.us">www.familyservice.us</a>	Medical Assistance Sliding scale fee	<b>Counseling:</b> F
12	Holcomb Behavioral Health Systems (Core Provider)	835 Springdale Dr. Suite 100 Exton, 19341	(610) 363-1488 <a href="http://www.holcombprevention.org">www.holcombprevention.org</a>	Medical Assistance CHIP Sliding scale fee	<b>Counseling:</b> I, F <b>P</b>
13	Holcomb Behavioral Health Systems (Core Provider)	920 E. Baltimore Pike Kennett Square, 19348	(610) 388-7400 <a href="http://www.holcombprevention.org">www.holcombprevention.org</a>	Medical Assistance CHIP Sliding scale fee	<b>Counseling:</b> I, F <b>CB, P</b>
14	Human Services, Inc. (Core Provider)	744 E. Lincoln Hwy. Suite 410 Coatesville, 19320	(610) 380-9982	Medical Assistance Sliding scale fee	<b>Counseling:</b> I, F <b>CB, P</b>
15	Human Services, Inc. (Core Provider)	410 Boot Rd. Downingtown, 19335	(610) 873-1010	Medical Assistance Sliding scale fee	<b>Counseling:</b> I, F <b>CB, P</b>
16	Human Services, Inc. (Core Provider)	35 N. 3rd Street Oxford, 19363	(610) 869-8557	Medical Assistance Sliding scale fee	<b>Counseling:</b> I, F <b>CB, P</b>
17	Life Counseling Services	1440 Russell Rd., Lower Level Paoli, 19301	(800) 882-2799 <a href="http://www.life-counseling.org">www.life-counseling.org</a>	CHIP	<b>Counseling:</b> I, F, G <b>P</b>

No	Name	Location	Phone/Website	Insurance	Services
<b>Drug &amp; Alcohol Counseling in Chester County</b>					
18	Center for Addictive Diseases	479 Thomas Jones Way Suite 800 Exton, 19341	(610) 648-1130 www.mainlinehealth.org	Medical Assistance	<b>Counseling:</b> I, G
19	Gaudenzia, Inc.	110 Westtown Rd. Suite 115 West Chester, 19382	(610) 429-1414 www.gaudenzia.org	Medical Assistance Sliding scale fee	<b>Counseling:</b> I, F, G
20	Gaudenzia, Inc.	31 S. 10th Ave. Suite 6 Coatesville, 19320	(610) 383-9600 www.gaudenzia.org	Medical Assistance	<b>Counseling:</b> I, F, G
<b>Specialized Services in Chester County</b>					
21	American Day Treatment Center	479 Thomas Jones Way Suite 800 Exton, 19341	610-560-8200 www.mainlinehealth.org	Medical Assistance	<b>IOP Counseling:</b> I, F, G <b>P (ages 14+ only)</b>
22	Chester County Intermediate Unit	455 Boot Rd. Downingtown, 19335	(484) 237-5296 www.cciu.org	Medical Assistance	<b>EI, W</b>
23	TW Ponessa	390 Waterloo Blvd., Suite 120 Exton, 19341	(610) 363-5500 www.twponessa.com	Medical Assistance	<b>W</b>
24	The Network for Behavior Change	1850 E Lincoln Hwy. Coatesville, 19320	(610) 383-1432 www.ibr-pa.org	Free	<b>W</b>
<b>Berks County Agencies that accept Chester County Medical Assistance</b>					
25	CONCERN Professional Services for Children/Youth	One W. Main St. Fleetwood, 19522	(610) 944-0445 www.concem4kids.org	Medical Assistance Sliding scale fee	<b>Counseling:</b> I, F, G <b>P</b>
26	CONCERN Professional Services for Children/Youth	1120-B Hobart Ave. Wyomissing, 19610	(610) 944-0445 www.concem4kids.org	Medical Assistance Sliding scale fee	<b>Counseling:</b> I, F, G <b>P</b>
27	Creative Health Services, Inc.	321 N. Furnace St. Suite 40 Birdsboro, 19508	(610) 404-8825 www.creativehs.org	Medical Assistance Sliding scale fee	<b>Counseling:</b> I, F <b>CB, P</b>
28	Creative Health Services, Inc.	5th & Montgomery Ave. Boyertown Professional Center, Suite 208 Boyertown, 19512	(610) 369-7271 www.creativehs.org	Medical Assistance	<b>Counseling:</b> I <b>CB, D&amp;A, P</b>
29	Behavioral Health Services-The Reading Hospital and Medical Center	6th Ave. & Spruce St. Building K West Reading, 19611	(610) 988-8070 www.readinghospital.org	Medical Assistance	<b>Counseling:</b> I, F, G <b>P</b>
<b>Bucks County Agencies that accept Chester County Medical Assistance</b>					
30	Bethanna	1030 Second Street Pike Southampton, 18966	(215) 355-6500 www.bethanna.org	Medical Assistance	<b>Counseling:</b> I, F, G <b>P, W</b>
31	Lenape Valley Foundation	500 North West St. Doylestown, 18901	(215) 345-5300 www.lenapevf.org	Medical Assistance	<b>Counseling:</b> I, F <b>CB, P</b>
32	Lifepath	2 Life Mark Dr. Sellersville, 18960	(215) 257-0471 www.lifepath.org	Medical Assistance	<b>DD MH/MR Counseling:</b> I <b>CB, P</b>
33	Maternal Child Consortium	800 Clarmont Ave. Bensalem, 19020	(267) 525-7000	Medical Assistance Sliding scale fee	<b>Counseling:</b> I, F <b>P, Play</b>

No	Name	Location	Phone/Website	Insurance	Services
<b>Delaware County Agencies that accept Chester County Medical Assistance</b>					
34	Building Bridges	36 & 42 E. Front St. Media, 19063	(610) 566-4011 www.buildingbridges media.com	(Depends on Practitioner) Medical Assistance CHIP Sliding scale fee	<b>Counseling:</b> I, F, G <b>P, Play</b>
35	Center for Addictive Diseases	401 Pilgrim Lane Suite 100 Drexel Hill, 19026	(610) 645-6543 www.mainlinehealth .org	Medical Assistance	<b>Counseling:</b> I, G
36	Child Guidance Resource Center	2000 Old West Chester Pike Havertown, 19083	(484) 454-8700 www.cgrc.org	Medical Assistance CHIP	<b>Counseling:</b> I, F <b>CB, P</b>
37	Holcomb Behavioral Health Systems	225 S. 69th St. Upper Darby, 19082	(610) 352-8943 www.holcomb prevention.org	Medical Assistance Sliding scale fee	<b>Counseling:</b> I, F, G <b>D&amp;A, P, W</b>
38	Northeast Treatment Center (NET)	1260 Woodland Ave., Suite 100 Springfield, 19064	(610) 328-7196 www.net-centers.org	Medical Assistance	<b>Counseling:</b> I, F <b>P</b>
39	Presbyterian Children's Village	452 South Roberts Rd. Rosemont, 19010	(610) 525-5400 www.pcv.org	Medical Assistance	<b>Counseling:</b> I, F, G <b>CB</b>
40	Renfrew Center	320 King of Prussia Rd. 2nd Fl. Radnor, 19087	(610) 527-9360 www.renfrewcenter.com	Medical Assistance Sliding scale fee	<b>Eating Disorders</b> <b>Counseling:</b> I, F, G
<b>Montgomery County Agencies that accept Chester County Medical Assistance</b>					
41	Central Montgomery MH/MR (BSU)	1201 DeKalb St. Norristown, 19401	(610) 272-9270 www.centralmhmr.org	Medical Assistance	<b>Counseling:</b> I, F <b>P</b>
42	Creative Health Services, Inc. (main office) (BSU)	11 Robinson St. Pottstown, 19464	(610) 326-9250 www.creativehs.org	Medical Assistance	<b>Counseling:</b> I <b>CM, D&amp;A, P</b>
43	Milestones Community Health Care, Inc.-Deaf Services Center	614 North Easton Rd. Glenside, 19038	(215) 884-9770 www.salisb.com	Medical Assistance	<b>DC</b> <b>Counseling:</b> I, F, G <b>P, W</b>
44	Northwestern Human Services of Montgomery County	400 N. Broad St. Lansdale, 19446	(215) 631-7827 www.nhsonline.org	Medical Assistance	<b>CB</b> <b>D&amp;A:</b> I
45	Lower Merion Counseling Services	850 W. Lancaster Ave. 2nd Fl. Bryn Mawr, 19010	(610) 520-1510	Medical Assistance	<b>Counseling:</b> I, F <b>P</b>
<b>Philadelphia Agencies that accept Chester County Medical Assistance</b>					
46	Elwyn, Inc. Child Welfare Division	4040 Market St. Philadelphia, 19104	(215) 895-5663 www.elwyn.org	Medical Assistance	<b>Counseling:</b> I, F, G
47	Joseph J. Peters	100 S. Broad Street, 17th Floor Philadelphia, 19110	(215) 701-1560 www.jjp.org	Medical Assistance	<b>SAV&amp;O</b> <b>Counseling:</b> I, G <b>P</b>

### Counseling Services Codes

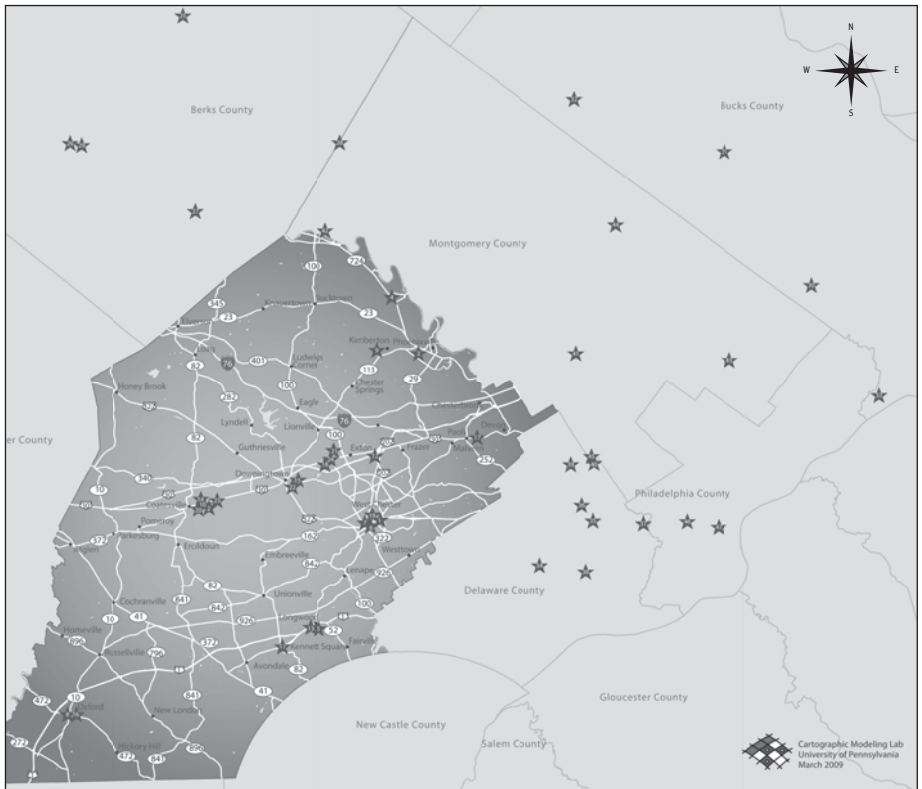
I - Individual • F - Family • G - Group • D&A - Drug and Alcohol • SAV&O - Sexual Abuse Victims & Offenders  
DC - Deaf Community • IOP - Intensive Outpatient

### Other Services Codes

P - Psychiatric • W - Wraparound • ICM - Intensive Case Management • Play - PlayTherapy  
CB - Community Based • FB - Family Based • CM - Case Management • EI - Early Intervention



# Locations of Behavioral Health Centers



- Key -

**Outpatient/Community-Based Services in Chester County**

- 1 Associates of Springfield Psychological
- 2 Child Guidance Resource Center (Core Provider)
- 3 Community Services of Devereux (Core Provider)
- 4 Creative Health Services, Inc. (Satellite Office) (Core Provider)
- 5 Delaware County Professional Services
- 6 Delaware County Professional Services
- 7 Family Service of Chester County
- 8 Family Service of Chester Co. - Oxford Neighborhood Services Center
- 9 Family Service of Chester County - Phoenixville Office
- 10 Family Service of Chester County - Coatesville Center for Community Health
- 11 Family Service of Chester County - The Center
- 12 Holcomb Behavioral Health Systems
- 13 Holcomb Behavioral Health Systems (Core Provider)
- 14 Human Services, Inc. (Core Provider)
- 15 Human Services, Inc. (Core Provider)
- 16 Human Services, Inc. (Core Provider)
- 17 Life Counseling Services

**Drug and Alcohol Counseling in Chester County**

- 18 Center for Addictive Diseases
- 19 Gaudenzia, Inc.
- 20 Gaudenzia, Inc.

**Specialized Services in Chester County**

- 21 American Day Treatment Center
- 22 Chester County Intermediate Unit
- 23 TW Ponessa
- 24 The Network for Behavior Change

**Berks Co. Agencies that Accept Chester Co. Medical Assistance**

- 25 CONCERN Professional Services for Children/Youth
- 26 CONCERN Professional Services for Children/Youth
- 27 Creative Health Services, Inc.
- 28 Creative Health Services, Inc.
- 29 Behavioral Health Services-The Reading Hospital and Medical Center

**Bucks Co. Agencies that Accept Chester Co. Medical Assistance**

- 30 Bethanna
- 31 Lenape Valley Foundation
- 32 Lifepath
- 33 Maternal Child Consortium

**Delaware Co. Agencies that Accept Chester Co. Medical Assistance**


- 34 Building Bridges
- 35 Center for Addictive Diseases
- 36 Child Guidance Resource Center
- 37 Holcomb Behavioral Health Systems
- 38 Northeast Treatment Center (NET)
- 39 Presbyterian Children's Village
- 40 Renfrew Center

**Montgomery Co. Agencies that Accept Chester Co. Medical Assistance**

- 41 Central Montgomery MH/MR (BSU)
- 42 Creative Health Services, Inc. (main office) (BSU)
- 43 Milestones Community Health Care, Inc.-Deaf Services Center
- 44 Northwestern Human Services of Montgomery County
- 45 Lower Merion Counseling Services

**Philadelphia Agencies that Accept Chester Co. Medical Assistance**

- 46 Elwyn, Inc. Child Welfare Division
- 47 Joseph J. Peters



**If you have a young child  
with a behavioral health  
concern and you need help  
getting insurance or finding treatment,  
call PCCY at (215) 563-5848 x17.**

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

*Because things change so quickly and agencies may move or change phone numbers, if you try to contact an agency and find out that the information in this guide is outdated, please give us a call so that we can make the necessary corrections.*

*(215) 563-5848 x35*



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

If you believe your child age 14 or older is a danger to him or herself or others, and he/she is unwilling to get treatment, you or another witness to your child's dangerous behaviors can call the Valley Creek Crisis Center (610-918-2100; 877-918-2100) for assistance. They can send out a mobile crisis team to your location and help you determine what your child needs. If necessary, they can help you through the process of applying for a "302" or involuntary evaluation. If the "302" petition is filed and approved, this means that your child will be required to have an involuntary psychiatric evaluation. These services are available to those who may be uninsured.

If your child is evaluated and the psychiatrist determines that he/she needs inpatient hospitalization for psychiatric treatment and stabilization, this means that the child can be admitted to a psychiatric hospital. However, if your child does not need inpatient treatment, he/she will be discharged with after-care suggestions like follow-up with the child's behavioral health professional.

Another option for a non-life-threatening emergency is to call Contact Greater Philadelphia, a Hotline at which volunteers are trained in crisis intervention and active listening. The number for Chester County is (610) 649-5250 or (610) 649-8102.



## HOW DO I PAY FOR CARE FOR MY CHILD?

### **Medical Assistance:**

Children who have Medical Assistance (MA) can get "all medically necessary" behavioral health services free of charge, based on the diagnosis. In Chester County, behavioral health services for children and adults insured through Medical Assistance are provided by a managed care provider called Community Care Behavioral Health (CCBH). You can call CCBH at (1-866-622-4228). They can direct you to a behavioral health agency where you can get help.

Community Care está preparado para ayudarlo a usted y a su familia por teléfono (1-866-229-3187) las 24 horas al día, los 7 días a la semana.

**CHIP:**

Most children with private insurance or CHIP in Chester County have commercial Magellan as their behavioral health provider, but there may be exceptions. The best way to find your child's behavioral health plan is to look on the back of his/her insurance card where the behavioral health insurance company is usually listed. If you cannot find your child's card, listed below are many health insurance companies that serve Chester County children and the phone numbers for their behavioral health insurance plan. You can call these numbers to request a list of behavioral health providers and services for which your child is eligible.



The CHIP insurance companies in this region are Aetna, AmeriChoice and Keystone Health Plan East (which is through Independence Blue Cross' Caring Foundation).

**Aetna: 1(800) 755-2422**

**AmeriChoice (through Magellan): 1(888) 207-2911**

**Keystone Health Plan East: 1(800) 688-1911**

**Private Insurance:**

If you have private insurance in Southeastern Pennsylvania, you probably use one of the companies below. Here is a list with their most direct phone numbers for behavioral health services:

**Aetna: 1(800) 424-1580**

**Cigna: 1(800) 926-2273**

**Independence Blue Cross (Personal Choice): (215) 569-8189 (enrollment)**

**Oxford: 1(800) 201-6991**

**TRICARE (Health Net): 1 (877) TRICARE, (1-877-874-2273)**

**United Health Care: 1(800) 562-2532**



## CAN MY CHILD GET SERVICES EVEN WITHOUT HEALTH INSURANCE?

Children who do not have insurance can get treatment at one of the Core Providers, which are community-based behavioral health centers. These centers will treat any county resident. They provide free or very low cost (depending on your income) behavioral health treatment to all residents who are not eligible for insurance. See the map on the **yellow pages** for a listing of these and other centers that accept uninsured children in Chester County.

Remember - most children in Chester County can get health insurance. If your child does not have health insurance, you can call PCCY's confidential Child Health Watch hotline at 215-563-5848 x17, to apply for insurance over the phone. You can also go to your neighborhood County Assistance Office (welfare office) and apply in person. The Chester County Assistance phone number is 610-466-1000 and it is located at 100 James Buchanan Drive, Thorndale, PA 19372. If you have Internet access you can apply for health insurance on COMPASS at [www.compass.state.pa.us](http://www.compass.state.pa.us)

### **WHAT IF MY CHILD IS UNINSURABLE?**

*Even if your child is uninsurable because of immigration status, Core Providers must treat your child. These services will either be free or very low cost (depending on your income). See the map on the **yellow pages** for a listing of these Core Providers.*

*If your child is uninsurable, and is experiencing an emergency medical condition, your child may be eligible for Emergency Medical Assistance (EMA). EMA is available to people who, besides their immigration status, would be eligible for insurance through Medical Assistance. Please contact the Pennsylvania Health Law Project at (800)274-3258, for more information and assistance regarding EMA.*

## WHAT IF MY CHILD NEEDS HELP GETTING TO THERAPY?

All children insured through Medical Assistance can get help with transportation to health appointments. In order to get this service you must have an ACCESS card (a yellow card with blue print, issued by the Pennsylvania Department of Public Welfare), which you receive when you enroll in Medical Assistance. Through the Medical Assistance

Transportation Program (MATP), you can receive free transportation or be reimbursed for travel expenses to approved medical facilities and treatments.

For more information or to apply for the transportation program, call ROVER Community Transportation at 610-594-3911 or 1-877-873-8415, and tell the person who answers the phone that you want to apply for the Medical Assistance Transportation Program. To receive transportation you have to complete Section I of the Medical Assistance Transportation Program Application and have your physician complete and sign Section II.

Besides MATP, there are a couple of other transportation options for getting to a medical appointment. Paratransit service is available in a limited area of the county through the Surrey Club, a volunteer organization providing low-cost transportation. Call (610) 993-9493, for eligibility and scheduling information. The Chester County Intermediate Unit provides transportation for students who are pregnant or are parents and have children younger than three years old. Eligible students must be enrolled in the Young Parents Program by referrals from their school district. Enrolled individuals can arrange for medical-related transportation with 48-hour advance notice. Contact your school district for more information.

## GLOSSARY OF COMMONLY USED WORDS

<b>Behavioral Health</b>	This word is used to mean both mental health and drug and alcohol services.
<b>Core Providers</b>	Core Providers are the county contracted, community behavioral health centers in Chester County that offer help with applying for Medical Assistance (MA), and provide services to children enrolled in MA and children not eligible for insurance.
<b>Community-Based Services</b>	This term refers to expanded services available to children insured through Medical Assistance, such as wraparound, case management and therapeutic summer camps.
<b>Diagnosis</b>	A diagnosis is the name given to your child's behavioral health condition. It will help determine what type of treatment he or she will require. Such terms as depression or anxiety are considered a 'diagnosis'.
<b>Evaluations</b>	An evaluation is an examination by a behavioral health professional or medical doctor to determine a diagnosis, what behavioral health problems your child is experiencing and which services are most appropriate.
<b>Medical Assistance (MA)</b>	If you have AmeriChoice, Health Partners or Keystone Mercy insurance and/or an ACCESS card, you have Medical Assistance.



## CLASSES / SUPPORT GROUPS / RESOURCES

*(Inclusion in this guide does not signify an endorsement by PCCY)*

### PARENTING CLASSES

*The following agencies offer parenting classes for parents with children of all ages that cover a wide range of issues including: early child development, tantrums, understanding adolescents, limit setting and discipline, etc.*

#### **Maternal and Child Health Consortium of Chester County (MCHC)**

(610) 344-5370

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

MCHC provides the county's only Spanish-language prenatal education program, called Comenzando Bien (Healthy Beginning). The classes meet weekly for 2 hours over a 6-week period and conclude with a tour of a local hospital's maternity unit. Comenzando Bien is facilitated by a bilingual, bi-cultural nurse who has worked in hospitals in Mexico and the United States. MCHC also offers a very similar program to English speakers.

#### **Pennsylvania Family Support Alliance**

1(800) 448-4906

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

This organization can help connect parents to parenting classes statewide. Simply tell them your county and they can find a number of classes in your area.

#### **YWCA Chester County**

(610) 692-3737

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

123 North Church Street, West Chester, PA 19380

The YWCA offers a variety of classes and workshops for women and children, including a single mother's support group and a workshop for mothers transitioning into parenting.



### PARENT SUPPORT GROUPS

*The following is a list of groups and organizations that can support families who have children with developmental, behavioral and/or social-emotional health needs.*

#### **Area Residents Caring and Helping (ARCH)**

Gwenn Mascioli, [gwennmascioli@verizon.net](mailto:gwennmascioli@verizon.net)

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

ARCH provides information and support for families and works closely with the Tredyffrin/Easttown School District Administration to provide student services and resources in the fight against substance abuse. ARCH has a free listserv that families can join, and holds monthly meetings that are open to the public.

### **Child & Family Focus, Inc.**

(610) 783-1788 x238

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

Among other services, Child & Family Focus, Inc. offers a county funded Family Outreach Program to Chester County families whose children have emotional or behavioral disorders and are involved in any of the child-serving systems. A family mentor helps the family toward self-empowerment to obtain the necessary services for the child; assists the family in working to keep the child safely and productively in the home, school and community or assists the family in transition when a child must go to an out-of-home placement.

### **Children & Adults with Attention-Deficit/Hyperactivity Disorder (CHADD)**

(610) 429-4060 (Chester County CHADD)

[www.chadd.net](http://www.chadd.net)

CHADD is the nation's leading non-profit organization serving individuals with AD/HD and their families. Chapters offer support for individuals, parents, teachers, professionals, and others through support group meetings and events.

### **NAMI of Chester County**

(610) 293-1422

[chester.nami.org/](http://chester.nami.org/)

This chapter is part of the National Alliance for the Mentally Ill, which is an advocacy organization dedicated to improving the lives of families affected by severe mental illness.

### **Parent to Parent of Pennsylvania**

1 (888) 727-2706

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

Parent to Parent is a statewide parent peer support network for parents and caregivers who are caring for children with behavioral health concerns, physical or developmental disabilities, special health care needs, foster care/adoption and educational issues.

## **PARENT RESOURCES**

### **Arc of Chester County**

900 Lawrence Drive, West Chester, PA 19380

(610) 696-8090

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

Arc is an advocacy organization that supports families who have family members with intellectual and related disabilities. Specifically related to children, Arc assists families in navigating the special education system and connects families to peers, supports and recreational activities for their children.

### **The Center for Autism**

3905 Ford Road, Suite 6, Philadelphia, PA 19131

(215) 878-3400

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

The Center provides information and services for families with a child on the autism spectrum. Some of what the Center offers includes Specialized Autism Services (SAS), evaluation services, professional consultation and family support services.

**Chester County C/FST (Healthchoices)**

930 East Lancaster Ave., Exton, PA 19341  
(610) 594-9740

CST is a team of mental health consumers and family members of consumers who are assessing the quality of mental health care in Chester County. They meet with consumers, providers, Community Care Behavioral Health Organization (CCBH) and the Chester County Department of Mental Health/Mental Retardation to share information and make recommendations for improvements.

**Parent Education Network (PEN)**

1 (800) 522-5827  
www.parentednet.org

PEN is part of a national system of Parent Training and Information Centers (PTIs), and is made up of professionals and parents of children representing a range of disabilities and ages. PEN provides technical assistance, information, skill development trainings, workshops and referral services to parents to help children reach their full potential in educational, vocational and community settings.

**RecCare, Inc.**

(215) 886-0880  
www.reccare.com

RecCare provides direct care services to individuals with various social, emotional and developmental challenges, chronic conditions or special needs. RecCare also has staff development classes, presentations, and pre-service/in-service trainings available to agencies, providers, caregivers and health and human services workers. The focus of RecCare is to assist clients in their discovery of the use of constructive leisure time and to broaden or develop recreational skills.

**Southeastern Pennsylvania Autism Resource Center (SPARC)**

(610) 430-5678  
www.wcupa.edu/SPARC

At SPARC, services are available for families with children, adolescents and young adults from 2 to approximately 25 years of age who are diagnosed with an Autism Spectrum Disorder (ASD). Families can receive diagnostic services, behavioral therapeutic services, feeding evaluations and treatment, consultative services and peer mentoring through SPARC. All therapeutic services are fee for service.



## HELPFUL INTERNET SITES

### **Chester County Department of Mental Health/Mental Retardation**

[dsf.chesco.org/mhmr/site/default.asp](http://dsf.chesco.org/mhmr/site/default.asp)

This link will take you directly to the page where you can connect to the offices of Mental Health and Mental Retardation and to the Early Intervention program.

### **Chester County Intermediate Unit**

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

This website offers information about Chester County's Intermediate Unit services and programs.

### **Community Care Behavioral Health**

[www.ccbh.com](http://www.ccbh.com)

Community Care Behavioral Health (CCBH) is the contracted behavioral health insurance organization for Medical Assistance clients in Chester County. CCBH, along with parents, county officials and others, has created a Chester County Autism Handbook. For a copy of the handbook please call the Community Care Chester County Customer Service line at 1-866-622-4228.

CCBH has also created an Autism Support Line for families and caregivers. The Autism Support Line can be reached at 1-866-415-1708 and is available to all CCBH members who have questions about accessing services for children with Autism.

### **COMPASS**

[www.humanservices.state.pa.us/compass](http://www.humanservices.state.pa.us/compass)

You can find your way to health and social services in Pennsylvania, in a variety of languages.

### **Disability Rights Network of Pennsylvania (DRN)**

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

DRN strives to advance and protect the civil rights of adults and children with disabilities. DRN works with people with disabilities and their families to ensure their rights to live in their communities with the services they need, to receive a full and inclusive education, to live free of discrimination, abuse and neglect, and to have control and self-determination over their services.

### **Division for Early Childhood- The Council for Exceptional Children**

[www.dec-sped.org](http://www.dec-sped.org)

The Council advocates for families with special needs children birth to eight years of age.

### **Education Law Center**

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

The Education Law Center is a non-profit legal advocacy and educational organization, dedicated to ensuring that all of Pennsylvania's children have access to a quality public education.

### **Mental Health Association of Southeastern Pennsylvania (MHASP)**

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

MHASP is a citizens' organization that supports education and advocacy programs for children and families with mental illness.

### **National Child Traumatic Stress Network**

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

The mission of the National Child Traumatic Stress Network is to raise the standard of care and improve access to services for traumatized children, their families and communities throughout the United States.

### **Pennsylvania Health Law Project (PHLP)**

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

PHLP provides free legal services and advocacy to Pennsylvanians having trouble accessing publicly funded health care coverage or services.

### **Pennsylvania Yellow Pages for Kids**

[www.yellowpagesforkids.com](http://www.yellowpagesforkids.com)

Find professionals in the fields of education, healthcare, law and advocacy for children with disabilities, on the Yellow Pages for Kids for your state. You will also find special education schools, learning centers, treatment programs, parent groups, respite care, community centers, grassroots organizations, and government programs here.

### **Public Citizens for Children and Youth**

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

PCCY is an advocacy group dedicated to improving the lives of children in Southeastern Pennsylvania. PCCY's Child Healthwatch hotline is a phone line to call for help with applying for Medical Assistance or CHIP, and for help locating health care whether or not your child has health insurance.



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***The Pew Charitable Foundation  
and  
The William Penn Foundation***

**FOR MORE INFORMATION CONTACT:**



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