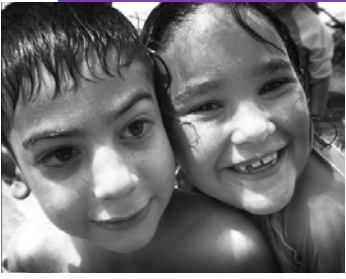


MONTGOMERY COUNTY



WHERE TO GO FOR HELP

A Guide to Outpatient Behavioral Health Services for
Montgomery 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.

As many as 20 percent 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, counselors, health care providers and others who care for children, in Montgomery 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.

There are behavioral health agencies in Montgomery County that specialize in programs for children and adolescents, and who serve children enrolled in Medical Assistance or CHIP. Look on the **purple 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 who

would not otherwise qualify for Medical Assistance, but have 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 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 enrolled in 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 **purple 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.

Your child might need an assessment if you notice some of the following warning signs:

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

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

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.

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 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 **purple 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
- wraparound (also known as Behavioral Health Rehabilitation Services or BHRS)
- family-based therapy
- therapeutic after school programs and summer camps

Call Magellan Behavioral Health, (1-877-769-9782) or your child's behavioral health provider about how to access these community-based services.



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." 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 **purple 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 **purple 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.**

3. You can contact more than one agency to access services for your child. For children enrolled in Medical Assistance's HealthChoices Program, the behavioral health insurer for Montgomery County is Magellan Behavioral Health, (1-877-769-9782). When you call Magellan, the customer service representative will give you providers, addresses, and phone numbers in your area that can best help with your need. For children insured through the HealthChoices Program, you can also call Montgomery County's Office of Behavioral Health (OBH) at (610) 278-3642, for more information about children's county funded 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.

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 delays 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 Magellan Behavioral Health (1-877-769-9782) immediately. They will assist you in accessing an intake appointment within the required timeframe if possible.



You can call around to different agencies in your area to see which can give you an appointment first. The map on the **purple 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.

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 **purple pages** for a list of agencies in Montgomery County that offer substance abuse counseling to children and adolescents.

WHAT IF MY CHILD NEEDS MEDICATION?

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 Magellan Behavioral Health (1-877-769-9782), immediately and they will assist you in accessing an appointment within the required timeframe.

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. However, some behavioral health providers may require adolescents to receive parental permission before providing treatment.

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 according to the provisions of Act 53 of 1997. Contact Montgomery County's Office of Behavioral Health (OBH) at (610) 278-3642, and ask for a Drug and Alcohol Program Representative 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 **purple 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 company for more information on their complaints process.

For those children enrolled in Medical Assistance, besides calling Magellan to file a complaint, calls can be made to Montgomery County's Office of Behavioral Health (OBH) at (610) 278-3642 and ask for a children's program representative.

If you would like assistance and support with the complaint or grievance process, you can call the Parents Involved Network (PIN) at (610) 279-8511 or (800) 688-4226 x550 (*voice mail only*). 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, the first place you should call is Children's Crisis Support Program at 1 (888) 435-7414, which provides 24-hour crisis counseling

and mobile crisis outreach services in Montgomery County. Children's Crisis Support Program will help you determine what services your child may need. The mobile crisis team can go to your home or your child's school (wherever your child is in crisis) and provide crisis management or help formulate a long-term plan, such as inpatient hospitalization followed by outpatient behavioral health services.

If it is determined that your child is experiencing a behavioral health emergency, but it does not warrant hospitalization, Children's Crisis Support can provide a psychiatric evaluation free of charge. If your child does need to be admitted to an inpatient psychiatric facility, like one of the Crisis Response Centers (CRC) below, Children's Crisis Support will help find an available bed at one of these facilities.

There are two Crisis Response Centers for children and adolescents in Montgomery County:

- **Horsham Clinic**, 722 East Butler Pike, Ambler, 19002
Horsham Clinic can be reached at 1 (800) 237-4447 or (215) 643-7800.
- **Brook Glen Behavioral Hospital**
7170 Lafayette Ave., Fort Washington, 19034
Their phone number is (215) 641-5404.

Locations of Behavioral Health Centers



Where to Find Behavioral Health Centers

Note: Montgomery County contracted agencies are in bold and provide services to any Montgomery County resident, whether insured or uninsured.





WHERE TO GO FOR HELP

No	Name	Location	Phone/Website	Insurance	Services
Outpatient/Community-Based Services in Montgomery County					
1	Central Montgomery MH/MR	1201 DeKalb St. Norristown, 19401	(610) 279-9270 www.centralmhmr.org	Medical Assistance	Counseling: I, F P, CB, D&A
2	Creative Health Services (main office)	11 Robinson St. Pottstown, 19464	(610) 326-9250 www.creativehs.org	Medical Assistance CHIP Sliding scale fee	Counseling: I,F,G P, CB, D&A
3	Creative Health Services	452 Penn St. Pennsburg, 18073	(610) 326-9250 www.creativehs.org	Medical Assistance CHIP Sliding scale fee	Counseling: I,F,G P
4	Creekwood Center at Abington Memorial Hospital	3941 Commerce Ave. Willow Grove, 19090	(215) 481-5450	Medical Assistance	Counseling: I,F,G P, CB
5	Family Services Central & Administrative Office	3125 Ridge Pike Eagleville, 19403	(610) 630-2111 www.fsmontco.org	Sliding scale fee	Counseling: I,F,G
6	Family Services High Street Office	1976 E. High St., Suite 203 Pottstown, 19464	(610) 326-1610 www.fsmontco.org	Sliding scale fee	Counseling: I,F,G
7	Family Services Lansdale Office	800 E. Main St. Lansdale, 19446	(215) 368-0985 www.fsmontco.org	Sliding scale fee	Counseling: I,F,G
8	Growth Opportunity Center	2910 Franks Rd., Suite 1 Huntingdon Valley, 19006	(215) 947-8654 www.gocenter.net	CHIP Sliding scale fee	Counseling: I,F,G P
9	Life Counseling Services	1107 E. Main St. Lansdale, 19446	(610) 644-6464 www.lifecounseling.org	CHIP	Counseling: I,F,G P
10	Lower Merion Counseling	850 Lancaster Ave., 2nd Floor Bryn Mawr, 19010	(610) 520-1510	Medical Assistance	Counseling: I, F P, D&A
11	Northwestern Human Services of Montgomery County	400 N. Broad St. Lansdale, 19446	(215) 368-2022 www.nhsonline.org	Medical Assistance	Counseling: I,F,G P, FB, D&A

No	Name	Location	Phone/Website	Insurance	Services
Drug & Alcohol Counseling in Montgomery County					
12	Rehab After Work (Rehab After School)	1107 E. Main St. Lansdale, 19446	(215) 361-7120 www.rehabafterwork.com	CHIP	Counseling: I, F, G
Specialized Services in Montgomery County					
13	Access Services	500 Office Center Dr., Suite 100 Fort Washington, 19034	(215) 540-2150 www.accessservices.org	Medical Assistance	W
14	Child and Family Focus, Inc.	21 N. York Rd. Hatboro, 19040	(215) 957-9771 www.childandfamily focus.org	Medical Assistance	FB
15	Indian Creek Foundation	420 Cowpath Rd. Souderton, 18964	(267) 203-1500 www.indcreek.org	Medical Assistance	W
16	Milestones Community Health Care, Inc. Deaf Services Center	614 North Easton Rd. Glenside, 19038	(215) 884-9770 www.salisb.com	Medical Assistance	DC Counseling: I, F, G P, CB
Berks County Agencies that accept Montgomery County Medical Assistance					
17	CONCERN- Professional Services for Children/Youth	1 W. Main St. Fleetwood, 19522	(610) 944-0445 www.concern4kids.org	Medical Assistance Sliding scale fee	Counseling: I, F, G P
18	CONCERN- Professional Services for Children/Youth	1120-C Hobart Ave. Wyomissing, 19610	(610) 371-8035 www.concern4kids.org	Medical Assistance Sliding scale fee	Counseling: I, F, G P
Bucks County Agencies that accept Montgomery County Medical Assistance					
19	Bethanna	1030 2nd Street Pike Southampton, 18966	(215) 355-6500 www.bethanna.org	Medical Assistance	Counseling: I, F, G P, W
20	Foundations Behavioral Health	833 East Butler Ave. Doylestown, 18901	(215) 340-1500 www.fbh.com	Medical Assistance	Counseling: I, F, G P, W
21	Lenape Valley Foundation	500 North West St. Doylestown, 18901	(215) 345-5300 www.lenapevf.org	Medical Assistance CHIP Sliding scale fee	Counseling: I, F, G P, CB
22	Lifepath	22 Almont Rd. Sellersville, 18960	(215) 257-0471 www.lifepath.org	Medical Assistance	DD MH/MR: CB

No	Name	Location	Phone/Website	Insurance	Services
23	Penn Foundation	807 Lawn Ave. Sellersville, 18960	(215) 257-6551 www.pennfoundation.org	Medical Assistance CHIP	Counseling: I, F, G P, CB, D&A

Chester County Agencies that accept Montgomery County Medical Assistance

24	Community Services of Devereaux	1041 West Bridge St. Phoenixville, 19460	(610) 933-8110 csd.devereuxbeneto.org	Medical Assistance	Counseling: I, F P, CB
25	Gaudenzia, Inc.	110 Westtown Rd. Suite 115 West Chester, 19382	(610) 429-1414 www.gaudenzia.org	Medical Assistance Sliding scale fee	D&A Counseling: I,F,G
26	Holcomb Associates	835 Springdale Dr. Exton, 19341	(610) 363-1488 www.holcomb prevention.org	Medical Assistance CHIP Sliding scale fee	Counseling: I, F P, CB, D&A

Delaware County Agencies that accept Montgomery County Medical Assistance

27	Child Guidance Resource Center	2000 Old West Chester Pike Havertown, 19083	(484) 454-8700 www.cgrc.org	Medical Assistance CHIP	Counseling: I, F P, CB, D&A
28	Lifepath	600 N. Jackson St. Media, 19063	(610) 566-5029 www.lifepath.org	Medical Assistance	DD MH/MR: CB

Philadelphia County Agencies that accept Montgomery County Medical Assistance

29	Assessment and Treatment Alternatives	1225 Vine St. Philadelphia, 19107	(215) 405-2100 www.atainc.org	Medical Assistance	Counseling: I, F, G CB
30	Elwyn	4040 Market St. Philadelphia, 19104	(215) 895-5500 www.elwyn.org	Medical Assistance	Counseling: I, F, G CB
31	Joseph J. Peters Institute	100 S. Broad St. 17th Floor Philadelphia, 19110	(215) 701-1560 www.jjp.org	Medical Assistance	SAV&O: I, G P
32	Presbyterian Children's Village	6517 Chester Ave. Philadelphia, 19142	(215) 730-2240 www.pcv.org	Medical Assistance	Counseling: I, F, G P

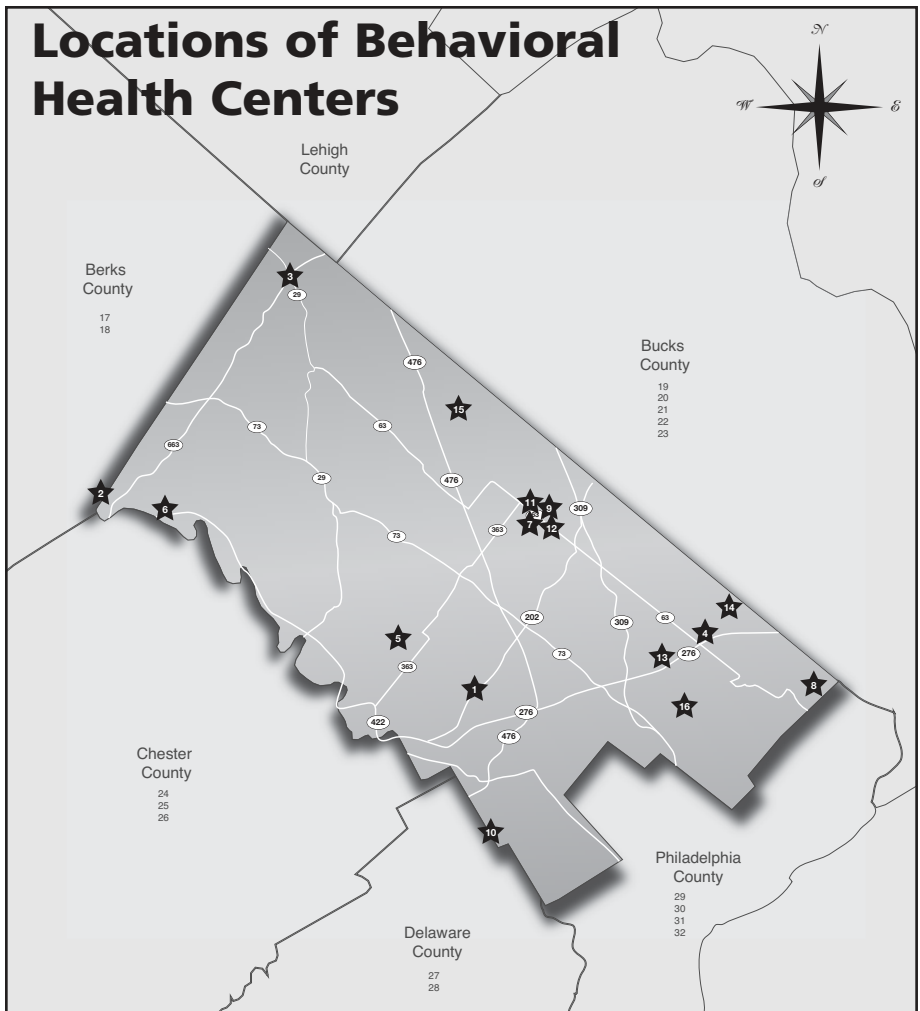
Counseling Services Codes

I - Individual • F - Family • G - Group • D&A - Drug and Alcohol • SAV&O - Sexual Abuse Victims & Offenders
DC - Deaf Community • DD MH/MR - Dually Diagnosed MH/MR

Other Services Codes

P - Psychiatric • W - Wraparound • FB - Family Based

Locations of Behavioral Health Centers



- Key -

Outpatient/Community-Based Services in Montgomery County

- 1 Central Montgomery MH/MR
- 2 Creative Health Services (main office)
- 3 Creative Health Services
- 4 Creekwood Center at Abington Memorial Hospital
- 5 Family Services Central & Administrative Office
- 6 Family Service High Street Office
- 7 Family Services Lansdale Office
- 8 Growth Opportunity Center
- 9 Life Counseling Services
- 10 Lower Merion Counseling
- 11 Northwestern Human Services of Montgomery County

Drug & Alcohol Counseling in Montgomery County

- 12 Rehab After Work (Rehab After School)

Specialized Services in Montgomery County

- 13 Access Services
- 14 Child and Family Focus, Inc.
- 15 Indian Creek Foundation
- 16 Milestones Community Health Care, Inc. Deaf Services Center

Berks Co. Agencies that accept Montgomery Co. Medical Assistance

- 17 CONCERN-Professional Services for Children/Youth
- 18 CONCERN-Professional Services for Children/Youth

Bucks County Agencies that accept Montgomery County Medical Assistance

- 19 Bethanna
- 20 Foundations Behavioral Health
- 21 Lenape Valley Foundation
- 22 Lifepath
- 23 Penn Foundation

Chester County Agencies that accept Montgomery Co. Medical Assistance


- 24 Community Services of Devereaux
- 25 Gaudenzia, Inc.
- 26 Holcomb Associates

Delaware Co. Agencies that accept Montgomery Co. Medical Assistance

- 27 Child Guidance Resource Center
- 28 Lifepath

Philadelphia Co. Agencies that accept Montgomery Co. Medical Assistance

- 29 Assessment and Treatment Alternatives
- 30 Elwyn
- 31 Joseph J. Peters Institute
- 32 Presbyterian Children's Village



**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

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

At both CRC's, your child will be evaluated by a crisis counselor who will then work with a psychiatrist to determine whether inpatient psychiatric hospitalization is necessary.

If you believe your child age 14 or older is a danger to him or herself or others, and he/she is unwilling to go to a mental health crisis center, you or another witness to your child's dangerous behaviors can call Children's Crisis Support Program at 1(888) 435-7414 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 commitment. 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.

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 Montgomery County, behavioral health services for children and adults insured through Medical Assistance are provided by a managed care provider called Magellan Behavioral Health. You can call Magellan at (1-877-769-9782). They can direct you to a behavioral health agency where you can get help.

CHIP:

Most children with private insurance or CHIP in Montgomery 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 Montgomery 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). Listed below are their direct phone numbers for behavioral health services.

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 Community Behavioral Health Centers located throughout the county. 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 [purple pages](#) for a listing of these and other centers that accept uninsured children in Montgomery County.

Remember - most children in Montgomery 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 contact your neighborhood County Assistance Office (welfare office); there are two County Assistance Offices (CAO) in Montgomery County. One CAO is the Norristown District office, which can be reached at (610) 270-3500, and the other

CAO is the Pottstown District office, which can be reached at (610) 327-4280. If you have Internet access you can apply for health insurance on COMPASS at www.compass.state.pa.us

WHAT IF MY CHILD IS UNINSURABLE?

*Even if your child is uninsurable because of immigration status, Community Behavioral Health Centers, formerly called Base Service Units, must treat your child. These services will either be free or very low cost, depending on your income. See the map on the **purple pages** for a listing of these centers.*

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 TransNet at (215) 542-RIDE (7433). You can also apply for the Medical Assistance Transportation Program online at www.suburbantransit.org/docs/matp.html. 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.

GLOSSARY OF COMMONLY USED WORDS

Behavioral Health	This word is used to mean both mental health and drug and alcohol services.
Community Behavioral Health Centers	These are county- contracted behavioral health centers in various locations in Montgomery County, formerly called base service units (BSU), that offer help with applying for Medical Assistance (MA), and provide services to children enrolled in MA and children not eligible for insurance.
Community-Based Services	This term refers to expanded services available to children insured through Medical Assistance, such as wraparound, case management and therapeutic summer camps.
Diagnosis	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'.
Evaluations	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.
HealthChoices Program	Medical Assistance's managed care program for both physical and behavioral health coverage. If you are a HealthChoices program member, you are covered by Medical Assistance.
Medical Assistance (MA)	If you have AmeriChoice, Health Partners or Keystone Mercy insurance and/or an ACCESS card for your physical health care, 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.

Carson Valley Children's Aid- Norristown Neighborhood Center

(610) 279-2755 • www.carsonvalley.org • 1314 DeKalb St., Norristown, PA 19401

At the Norristown Family Center, families can take advantage of such programs as parent education, the Fatherhood Initiative and short-term case management. The Parent Education Program uses evidence based parent education curricula, taught by trained facilitators, who work with parents to increase their knowledge of and ability to respond to the needs of their children. Parents as Teachers (PAT) services are also available to parents of children, birth-age 5 in the Norristown Area School District.

Child, Home and Community

(215) 348-9770 • www.chcinfo.org • 144 Wood St., Doylestown, PA 18901

CHC's goal is to ensure healthy births, enhance family stability and promote self-sufficiency, for teen parents and their children. Childbirth classes, a parent support group and career development are available for teens and young adults, free of charge. CHC also offers programs in some schools in Bucks and Montgomery Counties, including school-based parenting support and teen parenthood awareness.

The Center for Parenting Education

(215) 657-5720 • www.centerforparentingeducation.org

1863 Old York Road, Suite B, Abington, PA 19001

A variety of programs and activities that can help parents as they raise their children are offered by this organization: parent discussion groups, education workshops, online programs and personal parent coaching. Families can hold a membership for \$45/year, which makes them eligible for discounted programs and activities. Membership, however, is not necessary. Fee waivers are available to eligible families. The Center for Parenting Education also provides trainings to child care programs, using PQAS certified parenting educators.

Family Services-Pottstown Family Center

(610) 326-1610 • www.fsmontco.org • 1976 E. High St., Pottstown, PA 19464

This organization meets the needs of families in the community through several support programs, such as home visitation for parents of children birth-age five, to help families understand and promote healthy child development; a parent-child playgroup; parent education workshops; a pregnant and parenting teen program and the SHARE food program.

Pennsylvania Family Support Alliance

1(800) 448-4906 • www.pennsylvaniafamilysupportalliance.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 Tri-County Area

(610) 323-1888 • www.ywcapottstown.org/ • 315 King Street, Pottstown, PA 19464

The YWCA offers a variety of classes and workshops for women and children, including an adult literacy center, English as a second language, family literacy, one-on-one tutoring, a parents' network, child care and women EXCEL.

PARENT SUPPORT

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.

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

(610) 409-9623 (Montgomery County CHADD) • 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 Montgomery County

(215) 886-0350 • www.montconami.com

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. There are a few locations throughout the county to attend a support group meeting, including Glenside, Pottstown and Norristown. (Se habla español en Norristown; llama (610) 278-4916).

Parent to Parent of Pennsylvania

1 (800) 986-4550 • 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

ACLAMO Family Centers/ACLAMO Centro de Familias

(610) 277-2570 (Norristown) • www.aclamo.org • 512 West Marshall St., Norristown, PA 19401 (main office)

(610) 970-2134 (Pottstown) • 515 Walnut Street, Pottstown, PA 19464

ACLAMO is a bilingual (Spanish-English) human services agency that provides bilingual patient navigation; case management (including preliminary intake and assessment); assistance to obtain health insurance for children and adults; referrals for bilingual, professional behavioral health services; and medical translation and interpretation. ACLAMO also has a partnership with Central Montgomery MH/MR called "Conexiones" Latino Mental Health Initiative.

Arc of Montgomery County

(610) 265-4700 • www.marcpa.org/ • 3075 Ridge Ave., Eagleville, PA 19403

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

(215) 878-3400 • www.autismhelp.org

3905 Ford Road, Suite 6, Philadelphia, PA 19131

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.

Consumer Satisfaction Team of Montgomery County

(610) 270-3685 • 1001 Sterigere Street, Building 6, Norristown, PA 19401

CST is a team of mental health consumers and family members of consumers who assess the quality of mental health care in Montgomery County. They meet with consumers, providers, Magellan and the County Office of Behavioral Health and Substance Abuse to share information and make recommendations for improvements.

Easter Seals of Southeastern Pennsylvania-Montgomery County Division

Tucker & Perry Gresh Center, (215) 368-7000

Early Steps Center, (215) 661-9901

www.easterseals-sepa.org

Children and adults living with physical and/or developmental disabilities can find all types of services and programs provided by Easter Seals. Families and their children can take advantage of support such as a social skills group; summer day camps; “Bright Beginnings,” for children who are at-risk of developmental delays; and “Step-Up,” a highly structured small group program to help children with significant developmental delays.

Parent Education Network (PEN)

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

PEN is a statewide coalition of parents.

They offer consultation and parent guidance regarding early intervention and special education services.

Parents Involved Network (PIN): Montgomery County Chapter

(610) 279-8511 • www.pinofpa.org

700 East Main St., Norristown, PA 19401

PIN is a project of the Mental Health Association of Southeastern Pennsylvania that assists parents and caregivers of children with emotional and behavioral disorders.



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.

TEEN RESOURCES

Trail Guides-Mentoring Program for Young Adults

(610) 292-9922 • 700 East Main St., 2 North, Norristown, PA 19401

Trail Guides, a project of the Mental Health Association of Southeastern Pennsylvania, is for young adults ages 18-22, who experience mental health challenges. Program activities include weekly large group activities, peer support groups and self help and Wellness Recovery Action Plan (WRAP) groups.

HELPFUL INTERNET SITES

COMPASS

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)

drmpa.org/

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

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

Education Law Center

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.

Magellan Behavioral Health

www.magellanhealth.com

Magellan Behavioral Health is the contracted behavioral health insurance organization for Medical Assistance clients in Montgomery County. You can visit this website to locate behavioral health providers in your area and for other member services.

Mental Health Association of Southeastern Pennsylvania (MHASP)

www.mhasp.org

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

Montgomery County Behavioral Health/Developmental Disabilities Department

mhmrda.montcopa.org/mhmrda/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.

National Child Traumatic Stress Network

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

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

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

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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