

A DIVISION OF DBHIDS
cbhphilly.org

 **CBH MEMBER SERVICES**
888-545-2600

 **PHILADELPHIA CRISIS LINE**
215-685-6440

**PHILADELPHIA INTELLECTUAL
DISABILITY SERVICES (IDS)**
215-685-5900

**CRISIS RESPONSE CENTERS
FOR ADULTS:**

EINSTEIN MEDICAL CENTER
215-951-8300
5501 Old York Road

PENNSYLVANIA HOSPITAL
215-829-5433
Spruce Building
801 Spruce Street
1st Floor

FRIENDS HOSPITAL
215-831-4600
4641 Roosevelt Boulevard

**TEMPLE UNIVERSITY HOSPITAL
EPISCOPAL CAMPUS**
215-707-2577
100 E Lehigh Avenue

**CRISIS RESPONSE CENTERS
FOR CHILDREN:**

**PHILADELPHIA CHILDREN'S
CRISIS RESPONSE CENTER**
215-878-2600
3300 Henry Avenue
Falls Two Building

MESSAGE FROM THE CEO

Dear CBH Member,

At Community Behavioral Health (CBH), we aim to make sure all Philadelphians are able to receive high-quality, cost-effective, and recovery-oriented services that meet all their needs. We have a full team of member services representatives that will help guide you through the process of accessing behavioral health services in Philadelphia.

It can be hard to know what to do when you are first seeking treatment for your behavioral health needs, but the CBH Member Services Team is available to help you. Though CBH does not directly provide you with services, we have a large provider network and can work with you to find a provider that will meet all your treatment needs.

To get started, reach out to a CBH Member Services representative. You can contact the CBH Member Services Department by phone at 1-888-545-2600, 24 hours a day, seven days a week. Additionally, if you are feeling unsure, we hope that this Member Services Newsletter will help to provide you with answers to some of your behavioral health questions.

Sincerely,

Faith Dyson-Washington
CEO
Community Behavioral Health



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WHAT IS TRAUMA?

The Effects of Trauma

Trauma is a response to a negative experience that interrupts you from living your life as you normally would. Trauma can come from things like being in a car accident, bullying, not having enough to eat, or watching someone use substances. People react differently to negative experiences. Our reactions may indicate a kind of trauma. For example, a person involved in a car accident may lose sleep and have nightmares about the accident for weeks. A person who witnessed the car accident may begin to have stomach aches whenever they see vehicles involved in an accident. Children who experience trauma may start to show negative behaviors or experience body pains.

There is no right or wrong trauma response to a negative incident.

Trauma does not have to be your end. Identifying what you are experiencing can be a new beginning.

“I grew up in an environment of abuse, trauma, and poverty. I found healing in therapy and establishing myself into a faith. Healing from trauma is possible, but in order to understand how to heal, it is important to understand what you are feeling.”

— *CBH Member*

THERE IS HELP

Where Can I Find It?

If you have insurance, you can contact your insurance company and request trauma therapy. If you live in Philadelphia and have Medicaid, CBH is your insurance for behavioral health service. You can contact CBH Member Services at 1-888-545-2600, 24 hours a day, seven days per week to request trauma therapy. Additionally, CBH has several self-screening tools available online, which can be found [here](#).



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As a CBH member, there are several kinds of therapy available to help you heal from trauma. Some of the therapies available are Trauma-Focused Cognitive Behavioral Therapy, Eco-systemic Family Therapy, Prolonged Exposure Therapy, and Trauma Affect Guide for Education and Therapy.

These services are called Evidence-Based Practices (EBPs). EBPs are services that have proven effective in supporting people with behavioral health challenges.

Trauma therapy is available for children and adults.

Services are available on an outpatient basis. An outpatient service is a medical service you can receive without having to stay in a medical facility. For example, you can visit a therapist once or several times a week, and after each session, you are free to leave the facility to return home. Therapy can occur over the phone or in person. You and your therapist can decide how often you receive therapy. You have the power to make decisions about your therapy. Your therapist should help guide your decisions.

There are many kinds of therapy available to you. Please visit the CBH website at cbhphilly.org or contact CBH Member Services at 1-888-545-2600 to learn more about your benefits.

Glossary of Terms

Behavioral Health or Mental Health: Both terms refer to the well-being of your mind and thoughts.

Therapy: A treatment to assist in healing a physical or emotional pain.

Therapist or Counselor: A professional trained in behavioral health therapies. This individual should be licensed or certified.

Social Worker: An individual professionally trained in social work care.

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WHAT HAPPENS AT MY FIRST APPOINTMENT?

The Intake Appointment

If you have scheduled an appointment for yourself, you will be asked to bring your insurance card, an identification card, and your social security card to your first appointment. If you have scheduled an appointment on behalf of a child, you will be asked to bring the child's social security card and possibly their birth certificate. During your appointment, you will meet with an intake specialist, therapist, counselor, or social worker. This person will "intake" your information to create a record of your therapy visits. The intake specialist, therapist, counselor, or social worker will ask questions to gain an understanding of you and why you scheduled an appointment. The goal of this appointment is to get to know you better to ensure you are connected to the right kind of treatment.

Know Your Rights

There are many rights afforded to you while receiving services.

- ➔ You have a right to share any concerns at any time with your therapist, social worker, or counselor. You can bring up concerns during the intake process or during therapy.
- ➔ You have a right to request a copy of your medical records.
- ➔ You have a right to a second opinion from a different provider at no cost to you.
- ➔ You have the right to file a complaint or grievance regarding any services you receive.
- ➔ You have the right to be included in your treatment programming.
- ➔ You have the right to advocacy from Member Services should you need assistance. Member Service Representatives can be contacted anytime at 1-888-545-2600.

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Ask for It by Name

Did you know that when you avoid a fear, you actually increase your fear of what you are afraid of?

Prolonged Exposure (PE) Therapy is an evidence-based treatment for adults experiencing symptoms of Post-Traumatic Stress Disorder (PTSD). Sometimes, survivors of trauma continue to be haunted by their past experiences. These memories, thoughts, and feelings are often painful and difficult to live with. PE Therapy aims to reduce PTSD symptoms by helping individuals approach trauma-related thoughts, feelings, and situations that had previously been avoided. This gradual exposure process helps reduce the distress associated with trauma-related thoughts, feelings, and situations that cause PTSD symptoms. Treatment is delivered by a therapist over eight to 15, 90-minute sessions. A success story from a CBH member who received PE therapy at a CBH provider called Merakey is listed below. If you are interested in learning more about PE, please contact Member Services and feel free to ask for PE by name!

Annie's Story

“Annie” had an accident that resulted in a significant, life-changing Traumatic Brain Injury (TBI). A TBI is a disruption to the normal functions of the brain because of a bump or other injury to the head. She was initially very fearful when she came to our clinic. She would not even go outside without her brother accompanying her. The in-vivo exposures, or exposure therapy supervised by a licensed therapist or other expert, successfully allowed her to walk outside alone. “Annie” says she is not afraid anymore.

“Annie” also believed she was unable to learn anything due to her TBI and had even given up trying. She had in-vivo exposures for learning American Sign Language and discovered that she could indeed learn!

Following treatment, “Annie” reported feeling significantly less severe PTSD symptoms in the last month than she felt before seeking treatment. “Annie” summarizes her freedom from trauma as, “I feel like I’m jumping out of a plane, but this time I have a parachute!”

This story was shared with the permission. The name “Annie” is used to protect the identity and privacy of the member.

To learn more about Evidenced-Based Practices (EBPs) such as exposure therapy, click [here](#) to visit the Evidence-Based Practices and Innovation Center (EPIC) website.