

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 provide access to high-quality, accountable care to improve the health and mental wellness of our members. Our goal is to ensure that you can access exceptional recovery-oriented and other behavioral health services that meet all your needs.

It can be hard to know what to do when you are first seeking treatment for your behavioral health needs. The CBH Member Services Team is available to help you. Though CBH does not directly provide you with services, we manage a large network and can work with you to find a clinician, agency, or other 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. We also offer this Member Services Newsletter to help answer some of your health care questions.

Sincerely,

Faith Dyson-Washington
CEO
Community Behavioral Health



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BEDS AND INPATIENT DRUG & ALCOHOL SERVICES

The wait for an inpatient bed has often taken longer than preferred even before the pandemic. COVID-19 requirements and precautions, such as testing and quarantining, have made placements even harder. It is important to know where to go or who to call when in need of inpatient substance abuse services.

Don't Be Discouraged! Get An Assessment

An **Assessment** is the process of defining the nature of a problem, determining a diagnosis, and developing specific treatment recommendations for addressing the problem or diagnosis, also known as choosing a “level of care”.

You can receive an assessment by presenting to an Assessment Center. You can also present to a Crisis Response Center (CRC) or the nearest emergency room (ER) if that is more convenient. Do what is best for your situation.

If you are *denied* inpatient drug/alcohol services, Outpatient services are usually referred. You can also call CBH for assistance with connecting to services and have the right to file a grievance if you disagree with the denial decision.

If *approved* for inpatient drug/alcohol services, and a bed has not been assigned, speak with the care team at the assessment cite about updates and next steps. Providers often call CBH for information on available beds and are actively doing their best to find placement.

CRCs	<ul style="list-style-type: none"> ➔ Mandated to be open 24/7 ➔ Must have a full-time psychiatrist on staff 24/7 ➔ Managed by the City and have a contract with DBH ➔ Conduct mental health and drug and alcohol evaluations
Assessment Centers	<ul style="list-style-type: none"> ➔ Not required to be open 24/7 ➔ Not required to have full-time psychiatrist ➔ Conduct only drug and alcohol evaluations



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If you are outside of the Philadelphia area and need inpatient/emergency mental health or substance use services, call 911 or go to the closest hospital or clinic to receive emergency care, evaluation, or assessment.

THERE IS HELP

Who Can I call?

If you have insurance, you can contact your insurance company and request information regarding local resources. 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 a week to request assistance with connecting to resources.

You can also visit the CBH website at cbhphilly.org or the DBHIDS website at dbhids.org to review behavioral health resources.

Glossary of Terms

Level of Care: The measure of how much assistance a person needs with managing their health or with activities of daily living

Medically Necessary: When a service or medicine is considered reasonable, necessary, and/or appropriate based on evidence-based clinical standards of care

Know Your Rights

If any point during this process you feel you are treated unethically, please contact the Member Services Department immediately at 1-888-545-2600. Member Service Representatives are your advocates for behavioral health and are available 24 hours a day, 7 days a week.

HIGHLIGHTING EVIDENCE-BASED PRACTICES (EBPS) IN IN-PATIENT DRUG & ALCOHOL

The Evidence-based Practice and Innovation Center (EPIC) at CBH wants to highlight providers who are offering specialized care within in-patient drug and alcohol programs and have reached EBP Program Designation status. Pennsylvania Presbyterian, Thomas Jefferson MATER program at My Sister's Place, and The Bridge all offer programs with EBP Program Designation. Below are highlights specific to each program:

Pennsylvania Presbyterian is an EBP Program Designated provider in Cognitive Behavioral Therapy. This means that members are able to receive comprehensive CBT treatment at all levels of care (Residential Rehab, Acute Inpatient, Intensive Outpatient, and Drug & Alcohol Outpatient). In 2021, Penn Presby's Total Recovery Outpatient Program was selected to participate in the three-year training initiative in Ecosystemic Structural Family Therapy (ESFT). Clinicians and supervisors are participating in training to equip their therapists who work with persons in recovery and families. Penn Presby was recently named #2 on [Newsweek's ranking of state addictions treatment](#). My Sister's Place at Jefferson Health, Guadenzia, Eagleville Hospital, the Behavioral Wellness Center at Girard also made the list of top 20.

"At The Bridge we were lucky to be a part of the trauma initiative since it began, and we noticed it made a difference in the treatment we provided to our youth. Using TF CBT helped our participants have a marked reduction in symptoms. Three years ago, we joined the DBT initiative, which has helped our Therapists and staff more effectively work with participants who are much more dysregulated and need more significant support. DBT skills coaching has been instrumental for our participants in between sessions and groups. We are so excited to continue to grow our EBP programs and helps support more youth and families in our area."

– Hilary Sees, The Bridge/The Villa Clinical Director



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“Mindfulness Based Parenting, now an evidenced based program as designated by Evidence-based Practice and Innovation Center, has been shown to improve the quality of parenting among women in substance use treatment. Improved parenting and bonding between a mother and her child prevents intergenerational trauma. Women who participate in this evidence based program report higher levels of parenting satisfaction and decreased parental stress. We at MATER look forward to providing Mindfulness Based Parenting training to other professionals in the city and throughout the state.”

– Dr. Diane Abatemarco, MATER Director

Thomas Jefferson MATER program at My Sister’s Place: Contact the MATER team at 215-955-3792