



FAMILY BEHAVIORAL RESOURCES

FAMILY FOCUSED THERAPY

Applying For Medical Assistance for your Loved One with Behavioral Health Needs:



A Guide to Assist Families in the Application Process (Updated June 2008)

If you do not see a resource or listing for your area,
please contact your local FBR office, the Family Support Coordinator,
or the Chief Operating Officer.

We will make every attempt to meet your needs.

Family Behavioral Resources – Clinical Team

Toll Free Number: 1-866-4-FBR-ASD

Fax Number: 724-861-0444

Email address: autismservices@familybehavioralresources.com

www.familybehavioralresources.com



Introduction

This is to serve as a quick guide through the steps required to apply for Medical Assistance (MA). In Pennsylvania, MA provides medical care to children in low-income families as well as children who have a disability. Such children receive their benefits through what is known as the MA “loophole”. Obtaining MA through the “loophole” is required before your child can begin to receive services such as BHRS, or “wraparound.”

Our target audiences for this guide are those individuals and family members who have just received a behavioral health diagnosis, or suspect a diagnosis may be forthcoming.

Topics reviewed are:

- ✓ Discussion of the application process for MA and Social Security Disability Income
- ✓ Where to find an Administrative Case Manager, Intensive Case Manager, and/or Resource Coordinator
- ✓ Contact numbers for the Department of Public Welfare offices, Managed Care Organizations, and Mental Health/Mental Retardation Advocates
- ✓ Additional helpful resources

It is our hope that families will find our guide educational and informative. We realize that we may have overlooked some organizations, facilities, or important resources or information. If this is the case, please let us know what we have missed so we may share that information with the community.

Family Behavioral Resources is dedicated to providing support to children and families affected by a behavioral health diagnosis, and Autism Spectrum Disorders. Our passion is to assist the whole family in learning and obtaining caring therapeutic support. We strive to make a difference in the lives of every individual that we touch through delivering quality services and treating each individual with dignity. Our Clinical Team of Clinical Supervisors and Clinical Coordinators are committed to providing support to children and adolescents (up to the age of 21) not just through wraparound services, but also by training, supervising and mentoring other clinicians in a variety of modalities. Our Family Support Coordinator, parent to a child with behavioral health needs and a history of Autism Spectrum Disorder, partners with our Clinical Team to develop community outreach efforts and identify additional resources.

If you would like more information about specific behavioral health diagnoses, or about the comprehensive clinical services that FBR can provide to you and your family, please do not hesitate to contact:

Rick J. Murray, LSW, BCBA, Chief Operating Officer
Catherine A. Hughes, Family Support Coordinator
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North Huntingdon, PA 15642
1-866-4-FBR-ASD or 724-861-4700 (Office)
724-861-0444 (Fax)
autismservices@familybehavioralresources.com (Email)

Please be sure to visit us on the web at www.familybehavioralresources.com!

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Applying for Medical Assistance

Before you can apply for Medical Assistance for a child with a qualifying disability, you must first have the diagnosis for your child. Once you receive that diagnosis, this process can begin. You can obtain a diagnosis through any psychologist, psychiatrist, neurologist or developmental pediatrician. For obtaining wraparound services, your child must have a *Best Practice Evaluation*. A list of Best Practice Evaluators can be obtained from your county's Managed Care Organization (see page 11). This coverage will also serve as a secondary insurance to pay for therapies such as speech, occupational, and physical therapies that your primary insurer may not cover.

1) You must first apply for SSI disability benefits.

- Unlike the ACCESS coverage, **SSI is INCOME-BASED**. This is the first step in determining eligibility for PA Medical Assistance through the “loophole”.
- You can call visit your local Social Security office or call the Social Security office at 1-800-772-1213 and complete the application process by phone. You can also begin the application process online at www.socialsecurity.gov.
- Whether on the phone or in person make sure that you have all pertinent information in your possession. You will need to have identification papers (child's social security number, your social security number and child's birth certificate), income verification, and your child's psychological evaluation along with any other pertinent medical records such as developmental screenings, neurological exams, records from other specialists, genetic tests. A good rule of thumb is if you think it looks important – have it with you.
- If you are denied, ask for the denial letter.
- If you are accepted, ask for an introductory acceptance letter. You will then be automatically qualified to receive MA. It can take up to 90 days to start receiving SSI payments.
- **A denial of SSI does not mean that your child will be denied MA/ACCESS. The denial is simply the first step in the process.**

✓ The next thing to do is obtain the ACCESS card, or Medical Assistance.

- Again, have all of your paperwork with you (including income information and your SSI denial) – don't forget anything!
- Take everything to your local DPW office, and give them the application. Tell them you would like to wait to see a caseworker. You can also apply online at www.DPW.state.pa.us or call the DPW helpline at 1-800-692-7462. You can also download and mail the

application if you have difficulty getting to your county office. We also have applications here in the FBR Autism Services office. Be sure to write on the top of the application “MA for Disabled Child” or “Loophole Application”.

- Whether you meet with a caseworker in person or speak with someone over the phone, explain that you need to obtain assistance for your child with disabilities. This is commonly referred to as the “loophole insurance.”
 - If you are told to wait “a few weeks” for a reply: Politely tell your caseworker that you are aware that it will take some time to receive your card in the mail and choose a specific provider through HealthChoices, but that you ***will not leave that day*** without a ten digit ACCESS number. If they continue to give you the runaround, ask to see their supervisor immediately.
 - You will be told to submit “the letter from SSI.” Give your approval or denial letter to the caseworker.
 - The ten-digit MA/ACCESS number is needed to start the process for a number of services. Write it down in a safe place once you receive it.
- ✓ **Plan on spending one or two days taking care of these two tasks. Sometimes you can do both in one day – if you start first thing in the morning! The DPW and SSA offices are usually open after 7AM. Even if you do your work on the phone or online, it will still require a considerable amount of time.**
- ✓ **Once you have applied for SSI and MA *and you have your ACCESS number*, you are now ready to obtain services for your child.**
- ✓ **In most areas, you call a Service Coordination Unit (or the Base Service Unit), and ask someone to open a case for your child. A Case Manager or Support Coordinator will help you to coordinate a number of services for your son or daughter and may attend interagency team and other meetings necessary to plan for your child’s treatment. Here is a comprehensive list of Service Coordination Units by county:**

Allegheny County:

Allegheny East MH/MR Center: 412-243-3400

Chartiers Valley MH/MR: 412-221-3302

Family Services of Western PA: 724-335-9883

Mercy Behavioral Health: 412-323-8026 (*North*) ; 412-488-4040 (*South*)

Mon Valley Supports Coordination: 412-464-1545

(**MVSC provides MR services only – child must have a 25% or more cognitive delay)

Mon-Yough Community Services: 412-675-8480

Staunton Clinic: 412-749-7330

Turtle Creek Valley MH/MR 412-351-0222

Armstrong County

Family Counseling Centers: 724-545-6302
Family Psychological Associates: 724-543-1888
Indiana/Armstrong MH/MR: 724-349-3345

Beaver County:

Beaver County MH/MR: 724-847-6225

Bedford County:

Bedford/Somerset MH/MR: 814-623-5166

Butler County:

Center for Community Resources (CCR): 724-431-0097 (BHRS Service Coordinator)

Fayette County:

Fayette County MH/MR: 724-430-1370

Greene County:

Greene County Human Services Program: 724-852-5276

Indiana County:

Community Guidance Center: 724-465-5576 (Press “9” for case management)
Indiana/Armstrong MH/MR: 724-349-3345

Mercer County:

Mercer County Behavioral Health Commission: 724-662-1550

Somerset County:

Bedford/Somerset MH/MR: 814-443-4891

Washington County:

Washington County MH/MR 724-228-6832

Westmoreland County:

Westmoreland Case Management (WCSI) – 724-837-1808

- ✓ **You are now ready to schedule your first interagency team meeting and choose a wraparound provider. In Allegheny County, your provider attends the initial meeting. In surrounding counties, the provider is not permitted to attend the first meeting.**

Here are the phone numbers for County Assistance offices in the regions we serve.

**Allegheny County Assistance Office
Headquarters**

611 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
412-565-2146

Armstrong County

1280 Water Street
Kittanning, PA 16208-0828
724-543-1651

Beaver County Assistance Office

171 Virginia Avenue
P. O. Box 349
Rochester, PA 15074-0349
724-773-7300

Bedford County

120 North Street
Bedford, PA 15522
814-623-6127

Butler County

108 Woody Street
Butler, PA 16001-5692
724-284-8844

Fayette County

41 West Church Street
Uniontown, PA 15401-3418
724-439-7015

Greene County

100 Greene Plaza
Waynesburg, PA 15370
724-627-8171

Indiana County

2750 West Pike Road
Indiana, PA 15701-9717
724-357-2900

Mercer County

2236 Highland Road
Hermitage, PA 16148-2896
724-983-5000

Somerset County

164 Stayrook Street
Somerset, PA 15501
814-443-3681

Washington County

167 North Main Street
P.O. Box 5004
Washington, PA 15301-1154
724-223-4300

Westmoreland County

587 Sells Lane
Greensburg, PA 15601
1-800-905-5413

Here are some additional phone numbers from across the state that you may need as you continue through the process:

PA Health Law Project
Toll-Free HelpLine 1-800-274-3258
www.phlp.org

PA Department of Public Welfare (DPW) Helpline
1-800-692-7462

Department of Public Welfare – Office of Mental Health and Substance Abuse

Health & Welfare Building
Room 502, PO Box 2675
Harrisburg, PA 17105-2675
717-787-6443
www.dpw.state.pa.us/omhsas/dpwmh.asp

Department of Public Welfare – Office of Mental Retardation
Health & Welfare Building
Room 512
PO Box 2675
Harrisburg, PA 17105-2675
717-787-3700
www.dpw.state.pa.us/omr/dpwmr.asp

Your local ARC chapter can offer information about advocacy, community resources, outpatient therapists, and support groups in your hometown:

Achieva
(Formerly ARC of Allegheny County)
711 Bingham Street
Pittsburgh, PA 15203
412-995-5000

ARC of Armstrong County
309 Market Street
Kittanning, PA 16201
724-545-3426

ARC of Beaver County
Suite 202; 3582 Brodhead Road
Monaca, PA 15601
724-775-1602

ARC of Butler County
Pullman Commerce Center
Suite 202; 112 Hollywood Drive
Butler, PA 16001
724-282-1500

ARC of Fayette County
80 Old New Salem Road
Uniontown, PA 15401
724-438-8416

ARC of Greene County
197 Dunn Station Road

Prosperity, PA 15329
724-627—5511

ARC of Beaver County
3582 Brodhead Road
Suite 202
Monaca, PA 15601
724-775-1602

ARC of Fayette County
80 Old New Salem Road
Uniontown, PA 15401
724-438-8416

ARC of Greene County
197 Dunn Station Road
Prosperity, PA 15329
724-627—5511

ARC of Indiana County
2340 Warren Road Suite 106
Indiana, PA 15701
724-349-8230

ARC of Mercer County
850 North Hermitage Road
Hermitage, PA 161487
724-981-2950

ARC of Washington County
Foxpointe Centre Suite 200
201 S. Johnson Road
Houston, PA 15342
724-745-3010

ARC of Westmoreland County
R.D. 12, Box 227
Donohoe Road
Greensburg, PA 15601-9357
724-837-8159
www.thearcpa.org

Behavioral Health – Managed Care Organizations:

You can contact your local behavioral health managed care organization, and ask for your Care Manager if you have questions about the efficacy of your child’s behavioral services provided by *HealthChoices*. A managed care organization is set up for every county in Southwestern PA, and they service families who receive medical assistance for their child resulting from a formal diagnosis from an approved practitioner.

Community Care Behavioral Health

One Chatham Center
Suite 700, 112 Washington Place
Pittsburgh, PA 15219
(Allegheny County only) 1-888-251-CCBH (2224)
www.ccbh.com

CBHNP

145 Clark Building, Suite 8
Bedford, PA 15522
Bedford/Somerset Member Services: 1-866-773-7891

Value Behavioral Health

520 Pleasant Valley Road
Trafford, PA 15085
Armstrong 1-877-688-5969
Beaver 1-877-688-5970
Butler 1-877-688-5971
Fayette 1-877-688-5972
Greene 1-877-688-5973
Indiana 1-877-688-5974
Lawrence 1-877-688-5975
Mercer 1-866-404-4561
Washington 1-877-688-5976
Westmoreland 1-877-688-5977
www.valueoptions.com

How can a parent learn more about their children's rights as consumers?

Families in Southwestern Pennsylvania, whose children participate in HealthChoices , are able to access confidential services from the Mental Health Association's Ombudsman program free of charge. An **Ombudsman** provides information about managed care organizations, helps families to understand their rights, and helps consumers solve problems by assisting them in filing complaints and grievances, investigating claims as needed. They cannot act as individual advocates; however, they can refer families to advocates as needed.

Families who have questions, concerns, or need to file a complaint or grievance against a managed care organization or another providers offering services to children should contact an Ombudsman. They are available in the following counties:

Allegheny: 1-877-787-2424	Greene: 1-888-642-6767
Armstrong: 1-888-329-0468	Indiana: 1-800-871-4445
Beaver: 1-800-496-4388	Washington: 1-888-642-6767
Butler: 1-888-329-0468	Westmoreland: 1-800-871-4445
Fayette: 1-877-213-3031	

Additional Resources available through Medical Assistance are:

Tri-Medical Supply

179 Scotland Lane
New Castle, PA 16101
1-800-541-0734
trimedonline.com

Many children with developmental delays are not toilet-trained by the age of 3. Medical Assistance will cover the cost of diapers/pull-ups for your child if they are older than 3 and not toilet-trained. Telephone Tri-Med and they will explain how the program works. You will then have to call your physician and have them write a prescription for the diapers/pull-ups and fax it to Tri-Med. Tri-Med will then arrange for the delivery of the supplies to your home.

Medical Assistance Transportation Program (MATP)

DPW Helpline: 1-800-692-7462
www.dpw.state.pa.us/PartnersProviders/MedicalAssistance/AdvocatesStakeholders/MATP

This program offers transportation to or mileage reimbursement to help you get to medical care or services offered by a MA provider. Information on this service is available online. Below is the list of MATP contacts by county.

Allegheny 412-350-4484
Armstrong 724-548-3405

Beaver 724-728-5633
Bedford 814-623-6107
Butler 866-638-0598
Fayette 724-430-4600
Greene 724-627-6778
Indiana 724-463-3235
Mercer 724-662-6222
Somerset 814-445-9628
Washington 724-223-8747
Westmoreland 724-832-2706

How Do I Contact FBR?

Would you like to speak to a member of the Clinical or Autism Team? Please feel free to contact us:

Either Rick Murray or Catherine Hughes would be happy to assist you personally, or put you in contact with your local Clinical Manager or Autism Team Member for support in regard to specific resources in your area. For your convenience, here is a listing of our office locations that offer wraparound services, and our outpatient clinics offering outpatient therapy and medication management. (♦ = Outpatient Clinic Available)

BEAVER – 1301 Riverside Drive, Beaver, PA
15009
724-775-1362 / 724-775-3793

BRENTWOOD – Brentwood Towne Square, 101
Towne Square Way, Suite 239, Pittsburgh, PA
15227
412-881-2400 / 412-881-6400

BUTLER - Warner Center 200 Renaissance Dr.,
Suite 401, Butler, PA 16001
724-282-9010/ 724-282-9019 (*OFFERS FAMILY-
BASED SERVICES)

CRANBERRY – One Landmark North Suite 101,
20399 Rt. 19, Cranberry Twp., PA 16066
724-772-2677/724-772-2669

GIBSONIA - 4156 Kenneth Dr., Gibsonia, PA
15044
724-449-9222 / 724-449-9221

♦ **GREENSBURG** - One Corporate Circle, Suite
2000, Greensburg, PA 15601
724-850-7300 / 724-850-8011 (*Clinic Only)

♦ **INDIANA/ARMSTRONG** - 1380 RT. 286 Hwy
East, Suite 524, Airport Prof. Center, Indiana, PA
15701
724-465-0369 / 724-465-1081

KITTANNING – 262 S. Water Street; Suite 3,
Kittanning, PA 16201
724-548-7747/724-548-8913 (*Kittanning is a
satellite for the Indiana office)

MERCER - Colonial Square; 701 North Hermitage
Road; Suite 10; Hermitage, PA 16148
724-981-4462/724-981-4558

MONROEVILLE - 2526 Monroeville Blvd., Suite
200A, Monroeville, PA 15146
412-824-4005 / 412-824-4006

NEW KENSINGTON BHRS- 4 Kensington
Square, Suite A, New Kensington, PA 15068
724-339-1134 / 724-339-1554

NEW KENSINGTON CLINIC- 3 Kensington
Square, Suite B, New Kensington, PA 15068
724-335-9733 / 724-335-9734

NORTH HUNTINGDON - 8960 Hill Drive, North
Huntingdon, PA 15642
724-861-9200 / 724-861-5926

ROBINSON- Park West One; 1000 Cliff Mine
Road, Suite 100; Pittsburgh, PA 15275
412-788-4224 / 412-788-4553

SOMERSET – 140 West Union Street; Somerset,
PA 15501
814-444-0620 / 814-444-0640

♦ **UNIONTOWN** - 253 S. Mt. Vernon Ave.,
Uniontown, PA 15401
724-438-4960 / 724-438-1809 (Serving Fayette and
Greene Counties)

WASHINGTON – 90 West Chestnut St., Millcraft
Center, Suite 915, Washington, PA 15301
724-229-0311 / 724-229-3277