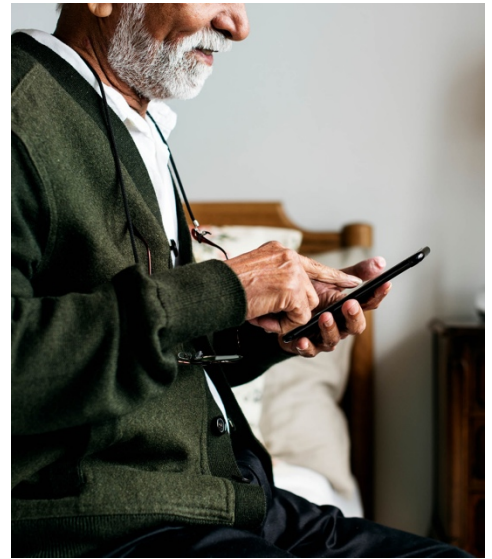




Maryland's Public Behavioral Health System

Participant Handbook



Beacon Health Options Non-Discrimination Clause

Beacon Health Options (Beacon) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Beacon does not exclude people or treat them differently because of race, color, national origin, disability, or sex.

Beacon provides free aid and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at 1-800-888-1965.

If you believe that Beacon has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Complaints Coordinator at:

Beacon Health Options
Attention: Complaints Coordinator
P.O. Box 166
Linthicum, MD 21090
Telephone: 410-691-4035; TTY (711) 866-835-2755
Fax: 877-381-5571
Email: Grievances@beaconhealthoptions.com

You can file a grievance by mail, fax, or email. If you need help filing a grievance, our Complaints Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html

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Introduction to the Participant Handbook

Purpose of the Participant Handbook

This handbook is written to:

- Help you understand Maryland's Public Behavioral Health System
- Help you get the right services
- Educate you about recovery-oriented care
- Help you access peer support programs and community resources

Crisis Services

In the event of a medical emergency, call 9-1-1.

Maryland Crisis Connect

Provides crisis intervention, overdose prevention, risk assessment for suicide and/or homicide as well as support, guidance, and information or linkage to community behavioral health providers. Maryland Crisis Connect also provides assistance to access resources such as naloxone education, recovery support, veterans' services, and family services as available and appropriate for the individual.

Call 2-1-1 press 1
www.mdcrisisconnect.org
Hours: 24 hours a day, seven days a week
Area served: Statewide

National Suicide Prevention Lifeline

Telephone crisis counseling and referral to local resources.

Call toll-free: 1-800-273-8255
Hours: 24 hours a day, seven days a week
Area served: Nationwide

Trevor Project Suicide Prevention Hotline

Provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, queer, and questioning youth under 25 years of age.

Call toll-free: 1-866-488-7386
Hours: 24 hours, seven days a week
Area served: Nationwide

Mental Illness and Substance Use Disorders

Mental Illness

Mental illnesses are health conditions that disrupt a person's thinking, feeling, mood, ability to relate to others, and daily functioning. They can interfere with coping with the normal demands of life. The experience of mental illness is different for each person. People cannot overcome mental illness through "willpower". Mental illness is not caused by moral failure or low intelligence. The good news is that people can recover.

Substance Use Disorders

Substance use disorders are any emotional, work, school, family, or relationship problems that are associated with the misuse of or dependence on alcohol, legal drugs, illegal drugs, and/or prescription drugs. If a person can't stop drinking alcohol or taking a drug even if he or she wants to, it's called addiction. Addiction is not a weakness. It is a disease, just like heart

disease. When people start drinking or taking drugs, they don't plan to get addicted. However, heavy drinking and drugs change the brain. These changes can last a long time and cause mood swings, memory loss, and trouble in making good choices. The experience of addiction is different for each person. People with mental illness are more likely to have problems with drugs and alcohol. Although people of all ages are susceptible to addiction, it usually starts when a person is young. The good news is that people can recover.

What to Do if You Suspect You or a Family Member has a Mental Health or Substance Use Problem

Talk to your primary care doctor or health care provider. Ask for a referral to a mental health or addictions professional. Learn as much as you can about your condition and treatment options. Insist on being involved in decisions affecting you or your family member. Finding the right treatment takes time. Be patient. Never give up hope.

Risk Factors for Mental Illness or Substance Use Disorders

Experts talk about risk factors that raise the chances of having mental health or substance use problems. This does not mean that all people with these risk factors will develop problems. Some examples of risk factors are:

- Blood family member, such as a parent, with mental illness or addiction
- Brain chemistry or injury
- Exposure in the womb to viruses, toxins, drugs, alcohol
- Hormonal changes
- Misuse of legal or illegal drugs
- Trauma such as child abuse or neglect, exposure to violence including military combat
- Difficult family situations
- Peer pressure
- Living with people who use drugs
- Anxiety, depression, loneliness

Early Identification and Treatment

Early identification and treatment is vital. Treatment can involve talk therapy, medicine, or self-help groups. Treatment helps people build coping skills and problem-solving skills. The best treatment is holistic and addresses all parts of a person's life.

Protective Factors

Prevention focuses on protective factors and known risk factors. Protective factors can reduce the risk of having mental health or substance-related problems. Promoting the social/emotional well-being of children, youth, families, and communities can help build protective factors.

Overview of Maryland's Public Behavioral Health System

The Public Behavioral Health System is managed in collaboration with the Behavioral Health Administration, Maryland Medicaid Office of Health Services, the core service agencies, local addictions authorities, local behavioral health authorities, and the Administrative Service Organization.

Behavioral Health Administration

The Behavioral Health Administration is the agency within the Maryland Department of Health that serves as the state behavioral health authority. The Behavioral Health Administration is responsible for the oversight of planning, managing, and monitoring mental health and substance use disorder services.

Maryland Medicaid Office of Health Services

The Maryland Medicaid Office of Health Services is responsible for overseeing Maryland's Medicaid program. The program funds medical services for low-income people who cannot afford medical care.

Providers

Providers are important partners in the planning and delivery of high-quality services for people with behavioral health conditions.

Core Service Agencies

Core service agencies are responsible for planning, managing, and monitoring **mental health** services at the city or county level. They provide information and referrals, authorize mental health and support services not paid by Medical Assistance, consumer and provider complaints, and monitor contracts and providers. To locate the core service agency nearest you, please refer to pages 15-18.

Local Addictions Authorities and Local Behavioral Health Authorities

Local addictions authorities are responsible for planning, managing, and monitoring **substance use disorder** services at the city and county level. Local behavioral health authorities are responsible for planning, managing, and monitoring **mental health** and **substance use disorder** services at the city and county level. To locate the local addictions authority or local behavioral health authority nearest you, please refer to pages 15-18.

Accessing Services

Meet Beacon Health Options

Beacon Health Options (Beacon) is a health improvement company. Our mission is to help people live their best lives. We help people with mental illness and substance use disorders achieve emotional well-being and recovery.

Beacon is the Administrative Service Organization for the Maryland Public Behavioral Health System. We have a contract with the Maryland Department of Health. We work with the Behavioral Health Administration, Medicaid Office of Health Services, core service agencies, local addictions authorities, local behavioral health authorities, and providers. Most importantly, we are here to help you get the right services when you need them.

Call Beacon Health Options

Toll-free: 1-800-888-1965

TTY: 1-866-835-2755

Hours of Operation: 8 a.m-6 p.m.

Monday-Friday

P.O. Box 166

Linthicum, MD 21090

Website:

maryland.beaconhealthoptions.com

What Services Does Beacon Provide?

We provide the following services:

- 24-hour access for clinical-related calls
- Coordination of care
- Education and training
- Ensuring that services requested meet medical necessity criteria
- Deaf and hard of hearing referrals
- Grievances, appeals, and complaints
- Information and referrals
- Help finding providers
- Measuring satisfaction with services
- Online access to benefit information
- Paying for eligible services
- Peer and family advocacy and support
- Pre-approving non-emergency care
- Program information in various languages

Who is Eligible to Receive Services?

Persons receiving Medicaid are eligible to receive full benefits and do not pay co-payments or deductibles. Uninsured services will be approved if you meet all of the following requirements:

- Require treatment for a behavioral health diagnosis covered by the Public Behavioral Health System
- Meet financial criteria
- Have a verifiable Social Security number
- Are a Maryland resident
- Meet citizenship requirements
- Applied for Medicaid, Social Security Insurance, or Social Security Disability Insurance because you

have an illness/ disability for a period of 12 months or more (or expect to have an illness/disability for a period of 12 months or more)

Exceptions to Eligibility Requirements

Uninsured services may be approved if you meet exceptions to certain requirements:

- Under the age of 19
- Pregnant
- Intravenous drug user
- Have HIV/AIDS
- Homeless within the state of Maryland
- Discharged from a Maryland-based psychiatric hospital within the last three months
- Discharged from a Maryland-based medically-monitored residential treatment facility within the last 30 days
- Released from prison, jail, or a Department of Corrections facility within the last three months
- Receiving services as required by an Order of Conditional Release
- Requesting services required by HG-507 order or referred by drug or probate court
- Currently receiving SSDI for behavioral health reasons
- Are a veteran

Other Insurance/Programs

Medicare: You may be approved if Medicare does not cover the services being requested, and you do not have other insurance to cover the services.

Commercial insurance: You may be approved if your behavioral health benefits have been exhausted.

Contact the core service agency, local addictions authority, or local behavioral health authority if your circumstances are different than the ones listed above. Please refer to pages 15-18.

Service Authorization

Here is How it Works:

- Call a provider and make an appointment.
- Your provider can request authorization for services.
- Family members, primary care physicians, or members of the community can also call and request services for someone.
- We confirm that the request is based on your needs and goals and that you were involved in the decision. Services requested must meet medical necessity criteria.
- In most cases, we authorize services requested by a provider.
- If not, we will work with you and your provider to find a service that meets your needs.
- Our goal is not to deny service, but to work together to find the best fit for your care.

How Do I Find a Provider?

- Call Beacon at: 1-800-888-1965.
- Visit the online provider directory: Maryland.beaconhealthoptions.com, click Participants and Family home page, Participant Menu and Find a Provider.
- Call your local core service agency, local addictions authority, or local behavioral health authority. Please refer to pages 15-18.
- Contact the Behavioral Health Administration at 410-402-8300. Visit: bha.health.maryland.gov

Call Beacon Health Options

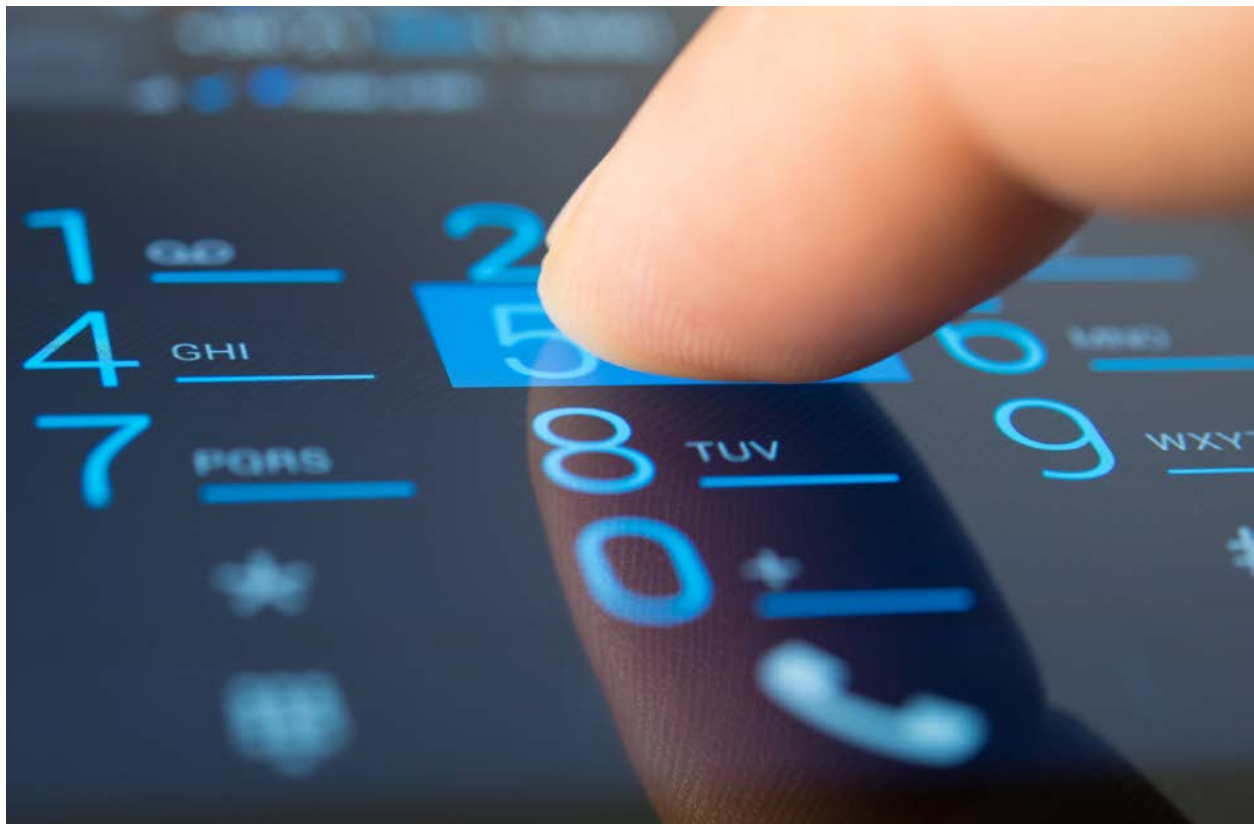
Toll-Free: 1-800-888-1965

TTY: 1-866-835-2755

Hours of Operation: 8 a.m.-6 p.m.

Monday-Friday

Clinical staff can be reached 24 hours a day, seven days a week.



Key Public Mental Health Services

For detailed descriptions call Beacon: 1-800-888-1965; TTY: 1-866-835-2755

Services	Description	People Served
Applied Behavioral Analysis (ABA) autism services)	ABA therapy includes behavioral techniques to increase pro-social behaviors such as communication, play, and age-appropriate skills. As a result, behaviors that are harmful to self or others are reduced.	Individuals under 21 years of age who are residing in the community and diagnosed with autism spectrum disorder
Case Management	Connects you to community services and resources	Children, youth, adults
Community Support	Helps you put new skills into practice so you can participate in your community	Children, youth, adults
Early Childhood Mental Health Services	Therapeutic preschool programs or infant and toddler programs through the school system; Behavioral health consultation is available for day care providers	Children
Emergency Crisis Services	24-hour-a-day services for emergencies (for example, hospital emergency room, mobile crisis team)	Children, youth, adults
Intensive Behavioral Health Services for Children, Youth, and Families)	Intensive, wraparound services that provide an array of diagnostic and therapeutic mental health services that includes care coordination with an individualized plan of care	Children and youth under the age of 18 at the time of enrollment for the service
In-patient Psychiatric Services	Treatment is provided in hospitals.	Children, youth, adults

Key Public Mental Health Services

For detailed descriptions call Beacon: 1-800-888-1965; TTY: 1-866-835-2755

Services	Description	People Served
Mental Health Vocational Programs (Supported Employment)	Helps you prepare for work, find and keep a job, and make job decisions	Youth, adults
Mobile Crisis Services	Mental health teams go to community locations where a person is in crisis. Services help the person reduce uncomfortable symptoms and get back to feeling safe.	Children, youth, adults
Outpatient Mental Health Centers	Treatment provided by mental health professionals in a community clinic or group practice	Children, youth, adults
Psychiatric Day Treatment (partial hospitalization)	Intensive, non-residential treatment for at least four consecutive hours per day in a hospital or free-standing community mental health program	Children, youth, adults
Psychiatric Rehabilitation Program	Services improve or restore skills needed to live, work, learn, and participate in the community	Adults
Psychiatric Rehabilitation Program for Minors	A range of services that reduce behavioral problems while promoting strength-based, age-appropriate social skills and integration of the child into the community	Children, youth
Residential Crisis Services	Short-term intensive mental health services and support to prevent unnecessary psychiatric inpatient admissions	Children, youth, adults
Residential Treatment Centers	Campus-based intensive treatment setting; Children may be admitted when services available in the community cannot meet their needs	Children, youth
Residential Rehabilitation Programs	Consumers live in a supportive environment that enables them to develop daily skills for independent living	Transition-age youth

Key Public Mental Health Services

For detailed descriptions call Beacon: 1-800-888-1965; TTY: 1-866-835-2755

Services	Description	People Served
Respite Services	A person with behavioral needs stays briefly away from home with specially-trained individuals, or someone comes into the home to give the caregivers a break and provide the person with behavioral health needs with enhanced support	Children, youth, adults
Therapeutic Group Home or Community Residence	Therapeutic programs that usually include six to 10 children or youth per home, and may be linked with a day treatment program or specialized educational program	Youth
Transition-age Youth Services	Services such as supported employment or supported education assist youth and young adults with behavioral health needs to gain independence and transition to adulthood	Youth

Key Public Substance Use Disorder Services

For detailed descriptions call Beacon: 1-800-888-1965; TTY: 1-866-835-2755

Services	Description	People Served
Ambulatory Withdrawal Management	Medically-managed withdrawal services delivered in an outpatient setting	Youth, adults
Assessment	All treatments start with a good assessment of your needs. Your local health department or community-based substance use disorder provider can provide assessments and referrals for substance use treatment services.	Youth, adults
Early Intervention	Services for individuals who are at risk for developing a substance use disorder	Youth, adults
Gambling Treatment Services	Assessment and individual and group counseling to individuals with a gambling disorder and loved ones of those with a gambling disorder are now available at no cost	Adults
Inpatient	Treatment is provided in hospitals	Youth, adults
Intensive Outpatient	Group and individual counseling services at least nine hours a week	Youth, adults
Medically Managed withdrawal Inpatient	Withdrawal management in a hospital	Youth, adults
Opioid Medication Assisted Treatment	The use of medications in combination with counseling and behavioral therapies for the treatment of substance use disorders	Adults
Outpatient	Group and individual counseling services less than nine hours a week	Youth, adults
Partial Hospitalization	Intensive, non-residential treatment for more than 20 hours of outpatient group, individual, and family therapy per week.	Youth, adults

Key Public Substance Use Disorder Services

For detailed descriptions call Beacon: 1-800-888-1965; TTY: 1-866-835-2755

Services	Description	People Served
Residential Treatment	Programs provide low-, medium-, and high-intensity services including withdrawal management	Youth, adults



Core Service Agencies, Local Addiction Authorities, and Local Behavioral Health Authorities

Core Service Agency

Core service agencies are responsible for planning, managing, and monitoring mental health services at the city or county level. They provide information, referrals, authorize mental health and support services not paid by Medicaid, handle consumer and provider complaints, and monitor contracts and providers.

Local Addictions Authorities and Local Behavioral Health Authorities

Local addictions authorities are responsible for planning, managing, and monitoring substance use disorder services at the city and county level. Local behavioral health authorities are responsible for planning, managing, and monitoring mental health and substance use disorder services at the city and county level.

Allegany County

Local Behavioral Health Authority

Allegany County Behavioral Health System
P.O. Box 1745
Cumberland, MD 21501
301-759-5070 Fax: 301-777-5621

Anne Arundel County

Core Service Agency

Anne Arundel County Mental Health Agency
P.O. Box 6675
1 Harry S. Truman Parkway, 101
Annapolis, MD 21401
410-222-7858 Fax: 410-222-7881

Local Addictions Authority

Anne Arundel County Health Department Behavioral Health
3 Harry S. Truman Parkway HD24
Annapolis, MD 21401
410-222-7164 Fax: 410-222-7348

Baltimore City

Local Behavioral Health Authority

Behavioral Health System Baltimore, Inc.
100 S. Charles Street, Tower II, Floor 8
Baltimore, MD 21201
410-637-1900 Fax: 410-637-1911

Baltimore County

Local Behavioral Health Authority

Baltimore County Department of Health, Bureau of Behavioral Health
6401 York Road, Third Floor
Baltimore, MD 21212
410-887-3828 Fax: 410-887-3786

Calvert County

Core Service Agency

Calvert County Core Service Agency
P.O. Box 980
Prince Frederick, MD 20678
410-535-5400 Fax: 410-414-8092

Local Addictions Authority

Calvert County Health Department
P.O. Box 1158
Prince Frederick, MD 20678
410-535-3079 x14 Fax: 410-535-2220

Caroline County

Core Service Agency

Mid Shore Behavioral Health, Inc.
28578 Mary's Court, Suite 1
Easton, MD 21601
410-770-4801 Fax: 410-770-4809

Local Addictions Authority

Caroline County Behavioral Health
Program
403 South 7th Street
Denton, MD 21629
410-479-1882 Fax: 410-479-4918

Carroll County

Local Behavioral Health Authority

Carroll County Local Behavioral Health
Authority
290 South Center Street
Westminster, MD 21157
410-876-4449 Fax: 410-876-4832

Cecil County

Core Service Agency

Cecil County Core Service Agency
401 Bow Street
Elkton, MD 21921
410-996-5112 Fax: 410-996-5134

Local Addictions Authority

Cecil County Health Department
401 Bow Street
Elkton, MD 21921
410-996-5106 ext. 299
Fax: 410-996-5707

Charles County

Local Behavioral Health Authority

Charles County Local Behavioral Health
Authority
4545 Crain Highway
P.O. Box 1050
White Plains, MD 20695
301-609-5757 Fax: 301-609-5749

Dorchester County

Core Service Agency

Mid Shore Behavioral Health, Inc.
28578 Mary's Court, Suite 1
Easton, MD 21601
410-770-4801 Fax: 410-770-4809

Local Addiction Authority

Dorchester County Addictions Program
524 Race Street, 1st Floor
Cambridge, MD 21613
410-228-7714 Fax: 410-228-8049

Frederick County

Core Service Agency

Mental Health Management Agency
22 South Market Street, Suite 8
Frederick, MD 21701
301-682-6017 Fax: 301-682-6019

Local Addictions Authority

Frederick County Health Department,
Behavioral Health Services
350 Montevue Lane
Frederick, MD 21702
301-600-1755 Fax: 301-600-3214

Garrett County

Local Behavioral Health Authority

Garrett County Behavioral Health
Authority
1025 Memorial Drive
Oakland, MD 21550
301-334-7440 Fax: 301-334-7441

Harford County

Core Service Agency

Office on Mental Health of Harford
County
125 N. Main Street
Bel Air, MD 21014
410-803-8726 Fax: 410-803-8732

Local Addictions Authority

Harford County Health Department
253 Paradise Road
Aberdeen, MD 21001
410-273-5681 Fax: 410-273-5556

Howard County

Local Behavioral Health Authority

Howard County Health Department
8930 Stanford Road
Columbia, MD 21046
410-313-7316 Fax: 410-313-6212

Kent County

Core Service Agency

Mid Shore Behavioral Health, Inc.
28578 Mary's Court, Suite 1
Easton, MD 21601
410-770-4801 Fax: 410-770-4809

Local Addictions Authority

Kent County Health Department
300 Scheeler Road
P.O. Box 229
Chestertown, MD 21620
410-778-7055 Fax: 410-778-7052

Montgomery County

Local Behavioral Health Authority

Department of Health & Human
Services
401 Hungerford Drive, 1st floor
Rockville, MD 20850
240-777-1400 Fax: 240-777-1145

Prince George's County

Local Behavioral Health Authority

Prince George's County Health
Department
9314 Piscataway Road
Clinton, MD 20735
301-856-9500 Fax: 301-856-9558

Queen Anne's County

Core Service Agency

Mid Shore Behavioral Health, Inc.
28578 Mary's Court, Suite 1
Easton, MD 21601
410-770-4801 Fax: 410-770-4809

Local Addictions Authority

Queen Anne's County Health
Department
206 North Commerce Street
Centreville, MD 21617
410-758-1306 x4532 Fax: 410-758-2133

Somerset County

Local Behavioral Health Authority

Somerset County Health Department
8928 Sign Post Road
Westover, MD 21871
443-523-1787 Fax: 410-651-3189

St. Mary's County

Local Behavioral Health Authority

St. Mary's County Health Department
21580 Peabody Street
P.O. Box 316
Leonardtown, MD 20650
301-475-4330 Fax: 301-363-0312

Talbot County

Core Service Agency

Mid Shore Behavioral Health, Inc.
28578 Mary's Court, Suite 1
Easton, MD 21601
410-770-4801 Fax: 410-770-4809

Local Addictions Authority

Talbot County Health Department
100 South Hanson Street
Easton, MD 21601
410-819-5600 Fax: 410-819-5691

Washington County

Core Service Agency

Washington County Mental Health
Authority
339 East Antietam Street, Suite 5
Hagerstown, MD 21740
301-739-2490 Fax: 301-739-2250

Local Addictions Authority

Washington County Health Department
925 North Burhans Boulevard
Hagerstown, MD 21740
240-313-3310 Fax: 240-313-3239

Wicomico County

Local Behavioral Health Authority

Wicomico Behavioral Health Authority
108 East Main Street
Salisbury, MD 21801
410-543-6981 Fax: 410-219-2876

Worcester County

Local Behavioral Health Authority

Worcester County Local Behavioral
Health Authority
6040 Public Landing
P.O. Box 249
Snow Hill, MD 21863
410-632-3366 Fax: 410-632-0065

Visit marylandbehavioralhealth.org to
view any changes to the information
listed for CSAs, LAAs, and LBHAs.

Maryland Medical Assistance Programs

Medical Assistance (Medicaid) funds medical services for people who have a low income. You must meet eligibility criteria for Maryland Medical Assistance Programs.

How to Apply for Medical Assistance

You may apply for Medical Assistance on the Maryland Health Connection website.

www.marylandhealthconnection.gov/

To apply by telephone, call Maryland Health Benefits Exchange Consolidated Service Center: 1-855-642-8572 or TTY 1-855-642-8573

To apply in person, visit your Local Health Department or Department of Social Services. Visit the websites below to locate the agencies nearest you.

Local Health Departments

health.maryland.gov/Pages/departments.ASPX

Local Departments of Social Services

dhs.Maryland.gov/local-offices

Employed Individuals with Disabilities

Employed Individuals with Disabilities program lets you return to work and keep your health benefits for a small fee.

Call Toll-free: 1-866-373-9651

TTY: 1-866-373-9652

mdod.maryland.gov/employment/pages/eid-program.aspx

HealthChoice

Maryland's statewide managed care program that provides health care to most people with Medicaid.

Call toll-free: 1-855-642-8572

TTY: 1-855-642-8573

www.marylandhealthconnection.gov/

Maryland Children’s Health Plan

Provides health coverage to children up to age 19 and pregnant women of any age.

Call toll-free: 1-855-642-8572

TTY: 1-855-642-8573

mmcp.health.maryland.gov/chp

Traumatic Brain Injury Program

Maryland’s home- and community-based service waiver for adults with traumatic brain injury. For more information, contact the Behavioral Health Administration.

Call: 410-402-8476

bha.health.maryland.gov

Confidentiality

Protecting your privacy is important to us. Contact Beacon if you have questions or concerns about how your protected information is shared. We only share your protected health information in the following situations:

- With providers to help you get the right care
- Insurance companies or public agencies to pay for your care
- When required by local, state, federal laws, or court orders
- When requested/required by a public health authority to monitor diseases or injuries
- To avoid a serious threat to health or safety, we will share with law enforcement or others who might prevent or reduce the threat of harm

- To explore how participants use services so we can provide better care

Your Rights

- Ask questions about treatments including benefits and potential risks
- Be treated with dignity and respect
- Choose your provider
- Receive care in a safe place
- Be protected from verbal, physical, emotional, and sexual abuse and neglect
- Manage your own life
- Live a meaningful life in the community
- Know about the many pathways to recovery
- Share in decisions about your treatment
- Receive care that promotes wellness and recovery
- Voice complaints and be given help to file a complaint, grievance, or appeal
- Refuse treatments or medication unless ordered by the courts, or when there is an emergency, or if you are admitted to the hospital involuntarily and medication is approved by a clinical review board
- Refuse to participate in research.

Your Responsibilities

- Believe that you can change and recover.
- Take personal responsibility for your recovery and creating the life you want.
- Ask for support if you need it. Accept help from people you trust.

- Participate in treatments of your choice and tell people what helps and what hurts.
- Be honest about what is going on in your life.
- Schedule regular health checkups with your primary care doctor.

Peer Support Services

What is Peer Support?

Peer refers to people who belong to the same group. Groups may be based on age, social group, gender, race, health condition, sexual orientation, etc. Peers in behavioral health are persons with mental health or substance use problems. Peer support offers a level of understanding and support not found in other relationships. The foundation of peer support is the relationship between the supporter and the person receiving support. Peer support is voluntary. It is up to the person receiving support to decide whom they relate to as peers. Peer support is mutual. Both people are helped by the relationship.

Does Peer Support Aid Recovery?

Peer support includes a range of activities and interactions. Peer support and peer services help to advance recovery in the community by:

- Increasing hope
- Increasing self-advocacy and independence
- Reducing symptoms and substance use
- Increasing use of outpatient services

- Improving a sense of belonging to community
- Increasing awareness of early warning signs
- Increasing ability to cope with stress
- Improving communication with providers
- Reducing hospitalizations and length of stays

Peer Recovery Specialists (PRS)

Peer Recovery Specialists (PRS) are persons who have walked the path of recovery from a mental illness, substance use disorder, or both. They share their recovery stories to inspire hope and provide support to others on their journey of recovery. PRS model self-care and the effective use of recovery skills. Family peers bring valuable knowledge and experience gained from parenting and supporting family members with a mental illness, substance use disorder, or both. Family peers provide support to other families and caregivers. PRS can be paid staff or volunteers. PRS work in many settings, including peer-run programs, recovery community organizations, treatment programs, health departments, jails, hospitals, advocacy organizations, and more.

What Does a Peer Recovery Specialist Do?

Peer Recovery Specialists provide non-clinical recovery support services. Through shared understanding, respect, and mutual empowerment, they provide support to peers through all stages of the

recovery process. Peer recovery support services include:

- Assisting with focusing on a life in recovery verses diagnoses
- Assisting with learning and practicing self-advocacy skills
- Advocating for a person
- Assisting with expressing personal choices and goals
- Assisting with learning and practicing problem solving skills
- Assisting with learning and practicing effective coping skills
- Assisting with learning empowerment skills and confidence
- Assisting with learning how to combat stigma
- Assisting with learning and practicing effective communication and social skills
- Assisting with working with a provider or treatment team to achieve goals
- Assisting with linking to follow up appointments after discharge from a hospital or inpatient treatment
- Assisting with connecting to natural supports outside of treatment
- Assisting with locating and joining self-help groups and recovery communities
- Assisting with developing wellness plans such as WRAP®
- Participating in treatment meetings and collaborating with clinicians
- Modeling self-care and effective use of recovery skills
- Providing telephone and community outreach support

- Providing 1:1 emotional support
- Sharing personal recovery stories
- Supporting job choices and linking to job support agencies such as the Division of Rehabilitation Services
- Providing education and training
- Supporting peers during a crisis

Certified Peer Recovery Specialists (CPRS)

Many states, including Maryland, offer a state certification for peers interested in getting a Certified Peer Recovery Specialist (CPRS) credential. A CPRS must have a significant level of personal recovery, complete required trainings, have a minimum number of hours of experience (work/volunteer), peer supervision, and pass an examination.

The Maryland Addiction and Behavioral-health Professional Certification Board (MABPCB) oversees the CPRS credentialing process. The board implements standards, testing, and training for peer recovery specialists and their supervisors. If you want to learn how to become a CPRS, contact:

Maryland Addiction and Behavioral-health Certification Board

10807 Falls Rd. # 1376
Brooklandville, MD 21022
Phone: toll-free: 1-866-537-5340
Email: admin@mapcb.com
mapcb.wordpress.com



“It would have been good to have role models...people I could look up to who had experienced what I was going through, people who had found a good job or who were in love or who had an apartment or house of their own...people who were making a valuable contribution to society.”

Patricia Deegan, Ph.D. is a thought leader in the field of mental health recovery. She is a clinical psychologist, author, and college professor. She was diagnosed with schizophrenia as a teenager.

Wellness Recovery Action Plans® (WRAP®)

WRAP® is a personal prevention and wellness tool that anyone can use to get well, stay well, and make their life the way they want. You create a WRAP® when you are feeling well and able to make good decisions about your life.

Creating a WRAP® is voluntary. WRAP® is based on five recovery concepts:

- Hope
- Personal responsibility
- Education
- Self-advocacy
- Support

A WRAP® can guide you through a process of:

- Discovering simple, safe, and affordable wellness tools
- Developing a list of things to do every day to stay as well as possible
- Discovering things that may upset you and what you can do if these things happen
- Signs that you are not feeling well and things you can do to feel better
- Signs that things are getting worse and what you do to feel better
- Developing a crisis plan
- Developing a post-crisis plan

WRAP® classes are taught by WRAP® facilitators who completed training approved by the Copeland Center.

To learn about WRAP® classes in your area contact:

On Our Own of Maryland, Inc.
Phone: 410-540-9020
www.onourownmd.org

Education and Recovery

Recovery-oriented Care

Recovery-oriented approaches to care center around the person, not the illness. The message is hopeful. Recovery is possible even though symptoms reoccur. Recovery is not the

same as cure. Services focus on education, self-responsibility, choice, and relationships. Services are culturally based and trauma-informed. Key information is shared so everyone can make better decisions. Peer support services are offered. There are opportunities to learn from mistakes and practice new skills that build resiliency, and support a life in recovery.

What is Recovery?

Recovery has different meanings depending on the person. The Substance Abuse and Mental Health Services Administration (SAMHSA) defines recovery as a process in which people are able to live, work, learn, and participate fully in their communities. Symptom reduction is just the beginning. SAMHSA identified four major factors that support a life in recovery and 10 guiding principles of recovery.

Four Factors that Support a Life in Recovery

- Health
- Home
- Purpose
- Community

10 Guiding Principles of Recovery

- Recovery emerges from hope.
- Recovery is person-driven.
- Recovery occurs via many pathways.
- Recovery is holistic.
- Recovery is supported by peers and allies.

- Recovery is supported through relationship and social networks.
- Recovery is culturally-based and influenced.
- Recovery is supported by addressing trauma.
- Recovery is based on respect.
- Recovery involves individual, family, and community strengths and responsibility.



“My diagnosis was one thing. Recovering my dreams for the life I thought I’d lost was something much bigger.”

Health and Wellness

Wellness is an active process. It includes becoming aware of and making choices toward a healthy and meaningful life. Wellness is not merely the absence of illness or disease. It is the pursuit of well-being in all areas of life, and an important part of recovery. SAMHSA lists eight dimensions of wellness that relate directly to a person's quality of life. Taking steps that improve wellness in one or all areas will help with your recovery and create a better life.

Eight Dimensions of Wellness

Emotional Wellness

Able to be open and talk about feelings without judgement, coping well with stress, adapting well to change, and creating satisfying relationships

Environmental Wellness

Able to be and feel safe where you live, and work, living in clean, pleasant, environments that support well-being, access to food, clean water, and transportation

Financial Wellness

Able to have enough money to meet daily needs and resources to do things you enjoy, an understanding about managing personal finances

Intellectual Wellness

Lifelong learning, knowing and using creative abilities, finding ways to expand knowledge and skills

Social Wellness

Healthy relationships with friends, family, and community, having an interest in and concern for the needs of others

Physical Wellness

Good physical health habits, drinking enough water, exercise, getting enough sleep, taking time to relax, safely using prescription medications, avoiding harmful substances (tobacco, illegal drugs), and visiting a health care provider for regular check ups

Spiritual Wellness

Living life with meaning and purpose, sense of balance and peace, awareness and practicing personal principles and beliefs

Occupational Wellness

Participating in activities that provide meaning and purpose, including work or volunteering

Creating Wellness Goals

Setting goals help you get what you want in life. Goals should be S.M.A.R.T: **S**pecific, **M**easurable, **A**chievable, **R**elevant (matter to you), and **T**ime-based. Are there areas in your life you want to change? If yes, write a goal. State what you want to achieve: *find a job by September, in bed by 10 p.m., join a book club in March, and take medications every day.*

Emotional Wellness

How do you express your feelings? How do you handle stress? How do you cope with difficult emotions such as fear or anger? Do you have satisfying relationships? Is there anything you want to change?

Is this something you want to work on right now?

Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Environmental Wellness

How satisfied are you with your living situation? Do you feel safe? Do you have access to transportation? Is there anything you want to change?

Is this something you want to work on right now?

Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Occupational Wellness

Do you volunteer or have a job? Do you enjoy what you do? Is there anything you want to change?

Is this something you want to work on right now?

Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Intellectual Wellness

Do you take part in creative activities? Are there things you want to learn? Do you enjoy reading? Would you like to go back to school? Is there anything you want to change?

Is this something you want to work on right now?

Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Financial Wellness

Do you have enough money and resources to take care of daily needs and do things you enjoy? How well do you manage money? Do you need help making a budget? Is there anything you want to change?

Is this something you want to work on right now?

Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Physical Wellness

How active are you? How much sleep do you get? How much fruit and vegetables do you eat? How much water do you drink? Do you see a healthcare provider for regular checkups? Is there anything you want to change?

Is this something you want to work on right now?

Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Spiritual Wellness

Do you find meaning and purpose in your life? Is religion or spirituality important to you? Is there anything you want to change?

Is this something you want to work on right now?

Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Social Wellness

How healthy are your relationships? How much time do you spend with people who support you? How involved are you in the community? How much time do you spend outside of the mental health system doing things you enjoy? Do you have friends? Is there anything you want to change?

Is this something you want to work on right now?

Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Mental Health Treatment and Symptoms

How much do symptoms from a mental illness interfere with your life? How do you cope with depression, anxiety, voices or problems sleeping? How much are your medications helping you? Are you being bothered by side effects? Would you like to work with a peer recovery specialist? Is there anything you want to change?

Is this something you want to work on right now?

Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Drug and Alcohol Use

Is your use of drugs or alcohol causing you problems in any way? Are you interested in cutting back or getting help

to stop using? Do you know about different pathways to recovery? Do you have a recovery plan? Would you like to work with a peer recovery specialist? Is there anything you want to change?

Is this something you want to work on right now?

Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Source: Adapted from SAMHSA Eight Dimensions of Wellness and Getting in the Driver's Seat of Your Treatment: Preparing for Your Plan. J. Tondora, R. Miller, K. Guy, S. Lanteri, Yale Program for Recovery and Community Health 2009 (used with permission)

Strengths

Everyone has strengths that help them enjoy life, overcome difficulties, and thrive. Some strengths are personal qualities or abilities that make a person unique.

What do you like most about yourself?

What are things you would not change about yourself?

What are you most proud of?

What has helped you overcome difficult situations in the past and today?

What helps you make better choices?

What motivates you to keep working on your recovery?

What helps you to cope well with difficult emotions?

Who can you depend on for support?

What activities do you enjoy in the community that are not part of treatment?

Peer Support and Resources

Recovery Community Centers

Recovery Community Centers are peer-operated and offer peer support and non-clinical recovery services and supports for adults.

Baltimore City

Dee's Place

1212 N. Wolfe St.
Baltimore, MD 21212-2130
Phone: 410-276-4035
www.hebcac.org

Beacon of Hope Recovery Community Center (at H.O.P.E)

2828 Loch Raven Road
Baltimore, MD 21218
Phone: 410-889-4673
www.hopebaltimore.com

Baltimore County

One Voice Northwest (at Prologue)

3 Milford Mill Road
Pikesville, MD 21208
Phone: 410-653-6190
www.prologueinc.org

One Voice Recovery Community Center (at On Our Own Dundalk)

6718 Holabird Ave.
Baltimore, MD 21222
Phone: 410-282-1701
www.onourownbaltimore.org

Calvert County

On Our Own of Calvert County, Inc.

24 Solomons Island Road S.

Prince Frederick, MD 20678
Phone: 410-535-7576

Cecil County

Voices of Hope, Inc. (Recovery Community Organization)
224 E. Main St.
Elkton, MD 21921
Phone: 443-993-7055
www.voicesofhopececilm.org

Dorchester County

Dri-Dock Recovery and Wellness Center

206 Sunburst Highway (RT 50)
Cambridge, MD 21613
Phone: 410-228-3230
www.dri-dock.org

Frederick County

Core Recovery Center (at All Saints Episcopal Church)

106 W. Church St.
Frederick, MD 21701
Phone: 301-600-3289

Core Recovery Center

300-A S. Seton Ave.
Emmitsburg, MD 21727
Phone: 301-600-3289

Core Recovery Center

300-B Scholls Lane
Frederick, MD 21701
Phone: 301-600-3289

Somerset County

Somerset County Recovery and Re-entry Center

11674 Somerset Ave.
Princess Anne, MD 21853
Phone: 410-621-5739
www.somersethealth.org

Wicomico County

Lower Shore Friends

207 Maryland Ave. Suite 5
Salisbury, MD 21801
Phone: 410-334-2173

Worcester County

The Atlantic Club

11827 Ocean Gateway
Ocean City, MD 21842
Phone: 410-213-1007
www.atlanticclubocmd.org

Wellness and Recovery Centers

Wellness and Recovery Centers are peer-run programs that provide peer support and non-clinical recovery supports and services to adults and transitional age youth.

Allegany County

HOPE Station Wellness and Recovery Center (Office of Consumer Advocates Inc.)

632 N. Centre St.
Cumberland, MD 21502
Phone: 240-362-7168
www.ocamd.org

Anne Arundel County

On Our Own of Anne Arundel County, Inc.

132 Holiday Court, Suite 210
Annapolis, MD 21401
Phone: 410-224-0116

Baltimore City

B' More Clubhouse

9 East Franklin St.
Baltimore, MD 21202

Phone: 410-727-2030
www.bmoreclubhouse.org

Helping Other People Through Empowerment

2828 Loch Raven Rd.
Baltimore, MD 21218
Phone: 410-327-5830
www.hopebaltimore.com

On Our Own, Inc.

(TAY Center and Mobile Peer Support Unit)
6301 Harford Road
Baltimore, MD 21214
Phone: Toll-free: 1-844-335-2006
Phone: 410-444-4500
www.onourownbaltimore.org

Hearts and Ears

611 Park Ave. Suite A
Baltimore, MD 21201
Phone: 410-523-1694
www.heartsandears.org

On Our Own Charles Street

2539 St. Paul St.
Baltimore, MD 21218
Phone: 443-610-5956
www.onourownbaltimore.org

Youth Empowered Society (YES)

2315 N. Charles St. First Floor
Baltimore, MD 21218
Phone: 410-235-7744
www.yesdropincenter.org
(14-25 years of age)

Baltimore County

On Our Own of Catonsville, Inc.

7 Bloomsbury Dr.
Catonsville, MD 21228
Phone: 410-747-4492 ext. 1203
www.onourownbaltimore.org

On Our Own Dundalk & One Voice

6718 Holabird Ave.
Dundalk, MD 21222
Phone: 410-282.1701 or 410-282-1706
www.onourownbaltimore.org

On Our Own Towson Center

Sheppard Pratt Hospital, Building D -
Room D020
6501 N. Charles St.
Baltimore, MD 21204
Phone: 410-494-4163
www.onourownbaltimore.org

Marty Log Wellness and Recovery Center

3 Milford Mill Road
Pikesville, MD 21208
Phone: 410-653-6190
www.prologueinc.org

Calvert County

On Our Own of Calvert County, Inc.

24 Solomons Island Road
Prince Frederick, MD 20678
Phone: 410-535-7576

Cecil County

On Our Own of Cecil County, Inc.

103 S. Bridge St. Suite B
Elkton, MD 21921
Phone: 410-392-4228

Charles County

Our Place Freedom Landing, Inc.

400 Potomac St.
La Plata, MD 20646
Phone: 301-932-2737
www.freedomlanding.com

Frederick County

On Our Own of Frederick County, Inc.

331 W. Patrick St.

Frederick, MD 21701
Phone: 301-620-0555
www.onourownfrederick.com

Garrett County

Mountain Haven (Office of Consumer Advocates, Inc.)

315 Dawson Ave.
Oakland, MD 21550
Phone: 301-334-1314
www.ocamd.org

Harford County

New Day Wellness and Recovery Center

16 N. Philadelphia Blvd.
Aberdeen, MD 21001
Phone: 410-273-0400

Howard County

On Our Own of Howard County, Inc.

6440 Dobbin Road Suite B
Columbia, MD 21045
Phone: 410-772-7905
www.ooohci.org

Montgomery County

On Our Own of Montgomery County, Inc.

434 East Diamond Ave.
Gaithersburg, MD 20877
Phone: 240-683-5555
www.oomc.org

Silver Spring Wellness and Recovery Center at Affiliated Santé

1400 Silver Spring St. Suite 100
Silver Spring, MD 20910
Phone: 301-589-2303
www.thesantegroup.org/silver-spring-wellness-and-recovery-center

Prince George's County

On Our Own of Prince George's County, Inc.

5109 Baltimore Ave.
Hyattsville, MD 20781
Phone: 240-553-7308
www.onourownpg.org

St. Mary's County

On Our Own of St. Mary's County, Inc.

41665 Fenwick St.
Leonardtown, MD 20650
Phone: 301-997-1066

Talbot County

Chesapeake Voyagers

342-C N. Aurora St.

Easton, MD 21601
Phone: 410-822-1601
www.chesapeakevoyagers.org

Washington County

Office of Consumer Advocates, Inc.

121 E. Antietam St.
Hagerstown, MD 21740
Phone: 301-790-5054
www.ocamd.org

Soul Haven (Office of Consumer Advocates, Inc.)

121 East Antietam St.
Hagerstown, MD 21740
Phone: 301-733-6676
www.ocamd.org

Wicomico County

Lower Shore Friends, Inc.

207 Maryland Ave. Suite 4 & 5
Salisbury, MD 20801
Phone: 410-334-2173

Peer Support Programs and Services

On Our Own of Maryland, Inc. (OOOMD)

A statewide behavioral health consumer education and advocacy group. OOOMD promotes equality in all aspects of society for people who receive behavioral health services and develops alternative recovery-based projects. OOOMD has a network of 27 affiliated peer operated wellness and recovery centers.

7310 Esquire Court, Third Floor
Elkridge, MD 21075
Phone: toll-free: 1-800-704-0262 or
410-540-9020
www.onourownmd.org

The Anti-Stigma Project

Offers workshops that help to fight stigma through education, raising awareness, discussions, and searching for creative solutions.

Phone: 410-540-9020
www.onourownmd.org

Main Street Housing (MSH)

Develops and manages quality, affordable and independent housing for individuals and families with mental health needs and a limited income. Housing is located near transportation, grocery stores, and other community supports. MSH believes in supportive accountability and working with tenants. All staff are current or former users of mental health services and are committed to helping tenants be successful in their new home.

7310 Esquire Court, Third Floor
Elkridge, MD 21075
Phone: 410-540-9067
www.mainstreethousing.org

Peer Wellness and Recovery Services, Inc.

Offers trauma-informed peer support groups, classes, workshops, trainings, benefit counseling, employment assistance, and consulting to persons with mental health and substance use challenges, families, and community partners.

9909 Lorain Ave.
Silver Spring, MD 20901
Phone: 240-292-9727 (WRAP)
www.pwrsinc.org

National Council on Alcoholism and Drug Dependence of Maryland

A statewide advocacy organization that raises public awareness of alcoholism and drug dependence issues. They work to ensure people affected by the disease of addiction have the resources and treatment needed to recover.

28 E. Ostend St., Suite 303
Baltimore, MD 21230
Phone: 410-625-6482
www.ncaddmaryland.org

Children, Youth, and Families

What to Do if You Suspect a Family Member Has a Mental Health or Substance Use Problem

Talk to your primary care doctor or a mental health professional. Learn as much as you can about your family member's condition and treatment options. Finding the right treatment and resources takes time. Never give up hope. Contact family advocacy organizations to learn about resources and supports available to help families and loved ones who may have a problem.

Maryland Coalition of Families

Helps families who care for someone with behavioral health needs. Using personal experience as parents, caregivers, youth, and other loved ones, they connect, support, and empower Maryland's families. Staff provides one-to-one support to parents and caregivers of young people with mental health issues and any loved one who cares for someone with a substance use or gambling issue.

Century Plaza West
10632 Little Patuxent Pkwy. Suite 234
Columbia, MD 21044
Phone: 410-730-8267
www.mdcoalition.org

Mental Health Association of Maryland

A volunteer organization that brings together consumers, families,

professionals, advocates, and concerned citizens for unified action in all aspects of behavioral health. Programs educate the public to increase understanding, provide resources, advance public policy, improve care, and monitor the quality of services received by persons living with mental illness and substance use disorders.

1301 York Road, Suite 505
Lutherville, MD 21093
Phone: toll-free: 800-572-6426 or
443-901-1550
www.mhamd.org

Consumer Quality Team of Maryland

Partners with consumers, providers, and state agencies to solve problems in the public behavioral health system. The team conducts site visits and interviews with consumers who volunteer to meet with them. Staff write a report that includes requests from consumers, strengths of the program, and things that need improvement. The program and designated agencies work together to resolve any consumer concerns.

Phone: toll-free: 1-800-572-6426 or
443-901-1560
www.cqtm.org

Mental Health First Aid

An eight-hour course that teaches how to help someone who is developing a mental health problem or experiencing a mental health crisis. The training helps people identify, understand, and respond to signs of mental illnesses and substance use disorders.

Phone: toll-free: 1-800-572-6426 or
443-901-1550
www.mhamd.org

National Alliance on Mental Illness (NAMI) Maryland

NAMI Maryland is the NAMI state organization dedicated to building better lives for people affected by mental illness. NAMI Maryland works with local NAMI affiliates and community volunteers to provide free education, advocacy, and support group programs for peers, families, caregivers, and others. Contact NAMI Maryland to learn more about programs and to find a local NAMI in your community.

10630 Little Patuxent Pkwy. Suite 475
Columbia, MD 21044
Phone: 410-884-8691
Warm-line: 1-877-878-2371
nami-md.org

NAMI Basics

A class for parents, guardians, and other family caregivers who provide care for youth (age 22 or younger) who are experiencing mental health symptoms. Classes are taught by family members.

Phone: 410-884-8691
Nami-md.org

NAMI Family to Family Education Program

A 12-week course for families, caregivers, or friends of people with mental health conditions. Classes are taught by family members. The program is designed to aid in better understanding of mental health conditions, increase coping skills, and

empower participants to become advocates for their family members.

Phone: 410-884-8691
Nami-md.org

NAMI Peer to Peer

A class for adults with mental health conditions. The class is taught by peers and designed to encourage growth, healing, and recovery.

Phone: 410-884-8691
Nami-md.org

Autism Resources for Families

Autism Society Baltimore- Chesapeake

A volunteer organization that serves as a resource for anyone who needs help and support raising or advocating for a person diagnosed with autism.

Phone: 410-655-7933
www.baltimoreautismsociety.org

Pathfinders For Autism

Provides support, education, and resources to help families find services

Phone: 443-330-5341
pathfindersforautism.org

Autism Speaks

Dedicated to promoting solutions, across the spectrum and throughout the lifespan for people with autism and their families.

Phone: 888-288-4762
www.autismspeaks.org

Adolescent Clubhouses

Provide recovery support for youth 12 through 17 years of age. Youth may be eligible to participate if currently receiving treatment for a substance use disorder or following discharge from treatment. Each clubhouse uses evidence-based and promising practices to provide screening, intervention, and recovery support.

Anne Arundel County

H2O 4 L.I.F.E - North (Restoration Community Development Corp).

1469 Tyler Ave.
Annapolis, MD 21043
Phone: 410-760-1044

Baltimore City

Progressive Life Center, Inc. (Meet Me Halfway)

2641 Maryland Ave.
Baltimore, MD 21218
Phone: 410-235-2800

H2O For Life - North (Restoration Community Development Corp.)

5317-C Ritchie Highway
Brooklyn Park, MD 21225
Phone: 410-636-3114

Baltimore County

Youth Recovery Center

2 N. Dundalk Ave.
Dundalk, MD 21222
Phone: 410-288-4356

Frederick County

On The Mark

350 Montevue Lane
Frederick, MD 21702
Phone: 301-600-1029

Montgomery County

The Landing - Family Services, Inc.

640 E. Diamond Ave.
Gaithersburg, MD 20877
Phone: 301-840-4066

Prince George's County

Riverdale Clubhouse

6200 Sheridan St.
Riverdale, MD 20737
Phone: 301-699-5400

St. Mary's County

The Cove at Walden Sierra

44867 St. Andrews Church Road
California, MD 20169
Phone: 301-997-1300

Deaf and Hard of Hearing/Visually Impaired

Maryland Department of Disabilities

Phone: 410-767-3660
Toll-free: (voice/TTY): 1-800-637-4113
www.mdod.maryland.gov

Health Insurance

Maryland Health Connection
www.healthconnection.maryland.gov

Homeless Services for Youth and Drop-in Center Youth Empowerment Society (YES)

A drop-in center for youth who are homeless and 14-17 years of age.

2315 N. Charles St. (first floor)
Baltimore, MD 21218
Phone: 410-235-7744
www.yesdropincenter.org

Job Support

Maryland Division of Rehabilitation Services

Offers programs and services that help people with disabilities go to work. Offices are located throughout the state.

Phone: 410-554-9442
Videophone: 443-798-2840 (deaf and hard of hearing only)
Toll-free: 1-888-554-0334
www.dors.maryland.gov

Ticket to Work Program (TTW)

The TTW is a free and voluntary program that was started by the Social Security Administration. TTW helps people get meaningful work and become more independent. TTW is available to people 18 through 64 years of age who receive Social Security Disability Insurance or Supplemental Security Income benefits. Contact Maryland Division of Rehabilitation Services.

Phone: 410-554-9442
Videophone: 443-798-2840 (deaf/hard of hearing only)
Toll-free: 1-888-554-0334
dors.maryland.gov/consumers/benefits/Pages/Ticket.aspx
www.dors.maryland.gov

Legal Services

Disability Rights Maryland

Phone: 410-727-6352
TDD: 410-727-6387
Toll-free: 1-800-233-7201
www.disabilityrightsmd.org

Health and Recovery Education and Support

Achieve Solutions

Beacon Health Options health and wellness website that includes thousands of articles on a variety of health and lifestyle topics
www.achievesolutions.net/maryland

Black Mental Health Alliance for Education and Consultation

Phone: 410-33-2642
www.blackmentalhealth.com

Before It's Too Late

A statewide effort to bring awareness to the rapid increase of the heroin, opioid, and fentanyl crisis in Maryland, and to mobilize all available resources for effective prevention, treatment, and recovery before it's too late

www.beforeitstoolate.maryland.gov

Easy Read Facts on Drug Use (listen or read)

www.easyread.drugabuse.gov

Faces & Voices of Recovery

www.facesandvoicesofrecovery.org

Maryland Center of Excellence on Problem Gambling

HelpLine: 1-800-Gambler (426-2537)
www.helpmygamblingproblem.org
www.mdproblemgambling.com

Maryland Overdose Response Program

Every day more people are dying after overdosing on opioids. Opioids are powerful drugs. The Maryland Overdose Response Program provides training on how to recognize and respond to opioid-related overdoses and safely administer Naloxone when emergency medical services are not immediately available. Naloxone is a prescription medication that safely and effectively reverses an opioid overdose.

Find Naloxone training in your area:
Phone: 2-1-1 press 1
bha.health.maryland.gov/naloxone/pages/home.aspx

Maryland Tobacco Quitters

(Ages 13 years +)
Toll-free 1-800-784-8669
smokingstopshere.com

Maryland Good Samaritan Law

Provides protection from arrest as well as prosecution for certain specific crimes and expands the charges from which people assisting in an emergency overdose situation are protected.
bha.health.maryland.gov/OVERDOSE_PREVENTION/Pages/Good-Samaritan-Law.aspx

National Institute on Alcohol Abuse and Alcoholism

www.niaaa.nih.gov

National Institute on Drug Abuse

www.drugabuse.gov

Substance Abuse and Mental Health Services Administration

www.SAMHSA.gov

Suicide Prevention

American Foundation for Suicide Prevention

Afsp.org

Recovery Groups

Alcoholics Anonymous

www.aa.org

Celebrate Recovery

www.marylandcelebraterecovery.org

Dual Recovery Anonymous

www.draonline.org

Emotions Anonymous

www.emotionsanonymous.org

Heroin Anonymous

www.heroinanonymous.org

Narcotics Anonymous

www.na.org

SMART Recovery support groups

www.smartrecovery.org

Recovery Groups Family and Friends

Al-Anon & Al-teen

www.al-anon.org

Celebrate Recovery

www.marylandcelebraterecovery.org

Nar-anon

www.nar-anon.org



Veterans' Services and Support

Veterans' Services

Maryland's Commitment to Veterans provides a confidential forum for veterans and family members to discuss challenges they are facing. Maryland's Commitment to Veterans links to needed resources so veterans and family members know they are not alone.

Call toll-free: 1-877-770-4801
Hours: 24 hours, seven days a week
www.veterans.health.maryland.gov
Area served: Maryland

Veterans Crisis Line

Veterans Crisis Line connects service members and veterans in crisis, as well as their families and friends, with qualified, caring VA responders through a confidential toll-free hotline, online chat, or text-messaging service.

Call toll-free: 1-800-273-8255, press 1 to talk with someone
TTY service: 1-800-799-4889
Text: Send a text message to 838255 to connect with a VA responder
For a confidential online chat visit: www.veteranscrisisline.net
Hours: 24 hours, seven days a week
Area served: nationwide



Maryland Department of Social Services and Local Health Departments

Departments of Social Services

mmcp.health.maryland.gov

Local Health Departments

health.maryland.gov/pages/departments.aspx

Allegany County

Department of Social Services

1 Frederick St.
Cumberland, MD 21502
Phone: 301-784-7000

Local Health Department

12501 Willowbrook Road
Cumberland, MD 21502
Phone: 301-759-5000

Anne Arundel County

Department of Social Services Annapolis

80 West St.
Annapolis, MD 21401
Phone: 410-269-4500

Glen Burnie

7500 Ritchie Hwy.
Glen Burnie, MD 21061
Phone: 410-269-4555

Local Health Department

1 Harry S. Truman Pkwy., Suite 200
Annapolis, MD 21401
Phone: 410-222-7095

Baltimore City

Department of Social Services Harbor View

18 Reedbird Ave.
Baltimore, MD 21225
Phone: 443-423-4700

Northeast Regional Office

2000 N. Broadway
Baltimore, MD 21213
Phone: 443-423-6400

Northwest Family Investment Center

5818 Reisterstown Road
Baltimore, MD 21215
Phone: 443-378-4400

Dunbar-Orangeville

2919 E. Biddle St.
Baltimore, MD 21213
Phone: 443-423-5200

Hilton Heights

500 N. Hilton St.
Baltimore, MD 21229
Phone: 443-423-4800

Southwest

1223 W. Pratt St.
Baltimore, MD 21223
Phone: 443-423-7800

Penn-North

2500 Pennsylvania Ave.
Baltimore, MD 21217
Phone: 443-423-7600

Local Health Department

One Calvert Plaza
201 E. Baltimore St., 9th Floor
Baltimore, MD 21202
Phone: 410-649-0500

Baltimore County**Department of Social Services
Catonsville**

746 Frederick Rd.
Catonsville, MD 21228
Phone: 410-853-3450

Dundalk

1400 Merritt Blvd., Suite C
Baltimore, MD 21222
Phone: 410-853-3400

Essex

439 Eastern Ave.
Essex, MD 21221
Phone: 410-853-3800

Reisterstown

130 Chartley Dr.
Reisterstown, MD 21136
Phone: 410-853-3010

Towson

6401 York Road
Baltimore, MD 21212
Phone: 410-853-3340

Local Health Department

6401 York Road, 3rd Floor
Baltimore, MD 21212
Phone: 410-887-2243

Calvert County**Department of Social Services**

200 Duke St.
Prince Frederick, MD 20678
Phone: 443-550-6900

Local Health Department

975 Solomons Island Road
North Prince Frederick, MD 20678
Phone: 410-535-5400

Caroline County**Department of Social Services**

207 South Third St.
Denton, MD 21629
Phone: 410-819-4500

Local Health Department

403 S. 7th St.
Denton, MD 21629
Phone: 410-479-8000

Carroll County**Department of Social Services**

1232 Tech Court, Suite 1
Westminster, MD 21157
Phone: 410-386-3300

Local Health Department

290 S. Center St.
Westminster, MD 21157
Phone: 410-876-2152

Cecil County**Department of Social Services**

170 East Main St.
Elkton, MD 21921
Phone: 410-996-0100

Local Health Department

401 Bow St.
Elkton, MD 21921
Phone: 410-996-5550

Charles County

Department of Social Services

200 Kent Ave.
La Plata, MD 20646
Phone: 301-392-6400

Local Health Department

4545 Crain Hwy.
White Plains, MD 20695
Phone: 301-609-6900

Dorchester County

Department of Social Services

627 Race St.
Cambridge, MD 21613
Phone: 410-901-4100

Local Health Department

3 Cedar St.
Cambridge, MD 21613
Phone: 410-228-3223

Frederick County

Department of Social Services

100 East All Saints St.
Frederick, MD 21701
Phone: 301-600-4555

Local Health Department

350 Montevue Ln.
Frederick, MD 21702
Phone: 301-600-1029

Garrett County

Department of Social Services

12578 Garrett Hwy.
Oakland, MD 21550
Phone: 301-533-3000

Local Health Department

1025 Memorial Dr.
Oakland, MD 21550
Phone: 301-334-7720

Harford County

Department of Social Services

2 South Bond St., Suite 300
Bel Air, MD 21014
Phone: 410-836-4700

Local Health Department

34 N. Philadelphia Blvd., Suite 216
Aberdeen, MD 21001
Phone: 410-273-5626

Howard County

Department of Social Services

7121 Columbia Gateway Dr.
Columbia, MD 21046
Phone: 410-872-8700

Local Health Department

8930 Stanford Blvd.
Columbia, MD 21046
Phone: 410-313-6300

Kent County

Department of Social Services

350 High St.
Chestertown, MD 21620
Phone: 410-810-7600

Local Health Department

125 S. Lynchburg St.
Chestertown, MD 21620
Phone: 410-778-1350

Montgomery County

Department of Social Services Rockville

1301 Piccard Dr., 2nd Floor
Rockville, MD 20850
Phone: 240-777-4600

Silver Spring

8818 Georgia Ave.
Silver Spring, MD 20910
Phone: 240-777-3100

Germantown

12900 Middlebrook Road
Germantown, MD 20874
Phone: 240-777-3420

Local Health Department— Rockville

1335 Piccard Dr., 2nd Floor
Rockville, MD 20850
Phone: 240-777-0311

Local Health Department—Silver Spring

8630 Fenton St., 10th Floor
Silver Spring, MD 20910
Phone: 240-777-0311

Local Health Department— Germantown

12900 Middlebrook Rd.
Germantown, MD 20874
Phone: 240-777-0311

Prince George's County

Department of Social Services Hyattsville

6505 Belcrest Rd., Ground Floor

Hyattsville, MD 20782
Phone: 301-209-5000

Landover

425 Brightseat Rd.
Landover, MD 20785
Phone: 301-909-6000

South County MSC

4235 28th St.
Temple Hills, MD 20748
Phone: 301-316-7700

Local Health Department

425 Brightseat Road, #101C
Landover, MD 20785
Phone: 301-883-7879

Queen Anne's County

Department of Social Services

125 Comet Dr.
Centreville, MD 21617
Phone: 410-758-8000

Local Health Department 206

N. Commerce St. #1
Centreville, MD 21617
Phone: 410-758-0720

Somerset County

Department of Social Services

30397 Mt. Vernon Road
Princess Anne, MD 21853
Phone: 410-677-4200

Local Health Department

7920 Crisfield Hwy.
Westover, MD 21871
Phone: 443-523-1700

St. Mary's County

Department of Social Services

12110 Leonard Hall Dr.
Leonardtown, MD 20650
Phone: 240-895-7000

Local Health Department

21580 Peabody St.
Leonardtown, MD 20650
Phone: 301-475-4330

Talbot County

Department of Social Services

301 Bay St.
Easton, MD 21601
Phone: 410-770-4848

Local Health Department

100 S. Hanson St.
Easton, MD 21601
Phone: 410-819-5600

Washington County

Department of Social Services

122 N. Potomac St.
Hagerstown, MD 21740
Phone: 240-420-2100

Local Health Department

1302 Pennsylvania Ave.
Hagerstown, MD 21742
Phone: 240-313-3200

Wicomico County

Department of Social Services

201 Baptist St., Suite 27
Salisbury, MD 21801
Phone: 410-713-3900

Local Health Department

108 E. Main St.
Salisbury, MD 21801
Phone: 410-749-1244

Worcester County

Department of Social Services

299 Commerce St.
Snow Hill, MD 21863
Phone: 410-677-6800

Local Health Department

9730 Healthway Dr.
Berlin, MD 21811
Phone: 410-632-1100

Complaints, Grievances, and Appeals

Your Input is Valued

Complaints

Beacon wants to hear from you. Contact us if you have concerns about our services or your mental health or substance use disorder services. We will work to resolve your concerns as soon as possible. Please review the information below to learn how to file a complaint with our Quality Management Department.

- **Quality of Service Complaints** – This type of complaint relates to not being satisfied with a service or process from Beacon Health Options.
- **Quality of Care Complaints** – This type of complaint relates to not being satisfied with treatment or services from a mental health or substance-related disorder provider or facility.

What to Include in Your Complaint

- Briefly describe the incident or your concern
- Dates and time
- People involved
- Contact information (optional): name, telephone, mailing address

How to Submit a Complaint

You have several choices:

- Call toll-free: 1-800-888-1965 or TTY: 1-866-835-2755
- Fax: 1-877-381-5571
- Mail: Beacon Health Options
1099 Winterson Road, Suite 200
Attention: Complaints
Linthicum, MD 21090

What Happens After You Submit a Complaint?

- **Quality of Service Complaints** – Staff coordinates the investigation of these complaints
- **Quality of Care Complaints** – Staff forwards these complaints to the Behavioral Health Administration to investigate

Timeframes

Staff sends a letter within five calendar days to let you know we received your complaint. We investigate and resolve complaints within 30 calendar days. We mail another letter to you within this time period that explains:

- Action taken and/or planned to resolve complaint
- If no action is possible or appropriate
- Your right to request a Resolution Review if you do not agree with the decision
- That you have 90 calendar days after receipt of our letter to make your request

Resolution Review Process

A resolution review is similar to an Appeal. Our Director of Quality Management coordinates this level of review. We mail a letter within five calendar days informing you that we received your request. We complete our investigation and send you another letter with the decision within 30 days of receipt of your request.

Collaboration on Complaints

We forward all complaints to the Behavioral Health Administration daily. They have a complaint review committee that meets monthly with staff from Beacon, core service agencies, local addiction authorities, and local behavioral health authorities.

Office of Health Care Quality (OHCQ)

You have the right to file a complaint with the Office of Health Care Quality. The OHCQ is a state agency within the Department of Health. OHCQ monitors the quality of care in health care facilities and community-based programs.

Office of Health Care Quality

7120 Samuel Morse Second Floor
Columbia, MD 21046

Call toll-free: 1-877-402-8218 or
410-402-8218

Submit a complaint form at:
www.health.maryland.gov/ohcq

Provider Complaints

You have a right to file a complaint with your provider if you are not satisfied with services or have a concern about staff. Health care programs licensed or approved by the OHCQ are required to have a written complaint process. Programs must provide you with a copy of their complaint process if you ask for it. Providers must resolve your complaint in 30 days.

Grievance and Appeals

In the public behavioral health system you have the right to file a grievance if you disagree with a decision by Beacon to not authorize services requested by a provider. This section provides answers to general questions about filing grievances and appeals. We encourage you to discuss specific questions with your provider or contact Beacon, your core service agency, local addiction

authority, or local behavioral health authority.

Definitions and Service Authorization

Clinical care managers (CCM) are behavioral health professionals employed by Beacon. CCMs review and authorize services based on the information received. They may ask your provider for more information. The CCM will authorize services if the additional information supports medical necessity. If not, the CCM may suggest a different level of care and work with your provider to find other services. If the CCM is unable to authorize services, he or she will refer your case to a Beacon psychiatrist. If the psychiatrist denies services, you will receive a letter from Beacon. The letter explains the reason services were denied and how to file a grievance and appeal.

Denial – A denial is a decision by Beacon to not authorize services requested by a provider. Our psychiatrist will deny services if he or she reviews your medical information and finds that the level of services requested is not medically necessary. Only psychiatrists may deny services based on medical necessity.

If you receive a denial, Beacon will work with you, the provider, core service agencies, local addiction authorities, and local behavioral health authorities to find services that are available and appropriate.

Grievance – A grievance is a process available to participants to request a formal review of a decision by Beacon to deny services. Beacon provides one level of grievance following the initial decision to deny services. You may file a grievance when you disagree with the decision. If the first grievance is upheld and you still disagree then you may request a second grievance by contacting the Behavioral Health Administration.

Appeal – An appeal is a formal process available to Medicaid participants and Medicaid providers to request the Office of Administrative Hearings to review a decision made by the Department or its designee.

Office of Administrative Hearings

The Office of Administrative Hearings is an independent state agency that resolves appeals through a formal and impartial hearing conducted by an administrative law judge.

How to File a Grievance

Consumers, providers, and advocates submit grievance requests to Beacon by telephone, fax, email, or postal mail. Most grievances are filed by providers on your behalf because they may be more familiar with the policies and procedures in the public behavioral health system. If you decide to file a grievance, you may request assistance at any time from your provider or advocate of your choice. If you disagree with the decision, you may take either or both of the steps below:

File a Level I Grievance with Beacon Health Options

Level I grievances must be submitted within 10 business days of the denial.

A psychiatrist will review the information and make a decision within 24 hours or close of next business day for an urgent request and five calendar days for non-urgent requests. The psychiatrist may refer you to other community support services. Beacon Health Options will mail you and your provider a letter with the outcome of the Level I grievance within two business days of when the decision is made.

If the Level I grievance decision is to deny services (or approve only part of the services) the letter will inform you of your right to file a grievance at the next level.

File a Level II Grievance

Level II grievances must be submitted to the Behavioral Health Administration within 10 business days of the denial. The Behavioral Health Administration generally completes reviews within 30 calendar days and notifies the consumer, provider, and Beacon Health Options in writing once a decision has been reached. Decisions are final for uninsured eligible consumers. The Behavioral Health Administration will notify Medicaid recipients of their right to a Medicaid Fair Hearing at the Office of Administrative hearings.

File a Medicaid Fair Hearing Appeal with the Office of Health Services

Medicaid Fair Hearing appeals must be submitted in writing within 90 days of a decision to deny services. Your expenses in connection with the hearing such as transportation and babysitting costs will be paid by the Maryland Department of Health. Attorney's fees are not paid. You may call witnesses and present evidence to support your appeal. All decisions are FINAL.

Contact Information

Beacon Health Options

Phone: toll-free: 1-800-888-1965

410-691-4049 or 410-691-4035

Fax: 1-877-381-5571

Email:

grievances@beaconhealthoptions.com

maryland.beaconhealthoptions.com

Mail: Beacon Health Options Grievance Department

1099 Winterson Road, Suite 200

Linthicum, MD 21090

Behavioral Health Administration

Call: 410-402-8300 TTY/MD

Relay: 1-800-735-2258

bha.health.maryland.gov

Mail: Behavioral Health Administration,

Attention: Grievances and Appeals

Spring Grove Hospital Center

Dix Building

55 Wade Avenue

Catonsville, MD 21228

Office of Health Services

Mail: Maryland Department of Health,

Office of Health Services

Attention: Appeals Coordinator

201 W. Preston St., Office 127

Baltimore, MD 21201

