

Montgomery County Drug and Alcohol Program Frequently Asked Questions

What is the Montgomery County Drug and Alcohol Program?

The Montgomery County Drug and Alcohol Program is the local authority responsible for the development and delivery of comprehensive services to Montgomery County residents affected by substance use and abuse. Programs include Prevention and Education, Intervention and Treatment. Services are financed with Federal, State and County Funds.

How can I gain access to County Funding?

For persons seeking treatment services, a complete clinical and financial screening will be conducted followed by a referral to the appropriate Provider and/or funding resource. Trained Case Management professionals are located at a local Case Management office at:

Abington Case Management

3941 Commerce Avenue
Willow Grove, Pa. 19090
215-830-8966

What is a Clinical Screening?

A standardized comprehensive clinical screening will be conducted with you to determine:

- 1) Any acute needs requiring immediate attention at the time of contact
- 2) The most appropriate level of service
- 3) Any special needs related to medical conditions, medications, women and children issues, mental health issues, physical handicaps, cultural, ethnic and sexual orientation considerations
- 4) Placement at or referral to the Provider most suited to meet your needs.

What is a Financial Screening?

The funds available through the County Program are reserved for those individuals where no other payment resource is available.

By State Regulation the order of payment for services is:

- 1) Private Pay
- 2) Private Insurance
- 3) Medicare/Medicaid
- 4) County Drug & Alcohol Funding
- 5) A combination of any of the above and County.

Case Managers can assist and direct you on the best method to access these funding sources:

Abington Case Management
3941 Commerce Avenue
Willow Grove, PA 19090
215-830-8966

Are There Any Preferences in Placement?

By Federal regulations the County Program is required to provide preference in treatment placement to pregnant women.

Are There Placement Delays for Any Other Populations or Services?

Outpatient admissions, in most cases, can be completed within 7 business days. The only exception is for outpatient methadone maintenance where the delay could be as long as a few months. In these cases a residential detox and rehab will be offered in lieu of placement on a waiting list for methadone maintenance services. In all cases an IV drug user will be placed in service within 120 days of their assessment.

For pregnant women, the standard employed is treatment on demand, thus resulting in immediate placement. In most other cases, residential placement can occur within a few days of your request. Pregnant women and women with children may also be referred, as needed, for ancillary services including primary, prenatal and pediatric care, special needs counseling and age appropriate interventions for their children.

When a slight delay is unavoidable you will be encouraged, as a preventive measure, to seek HIV Counseling and Testing as well as TB Testing and Treatment. These services can be obtained at:

County Health Department (Willow Grove)

102 Old York Road
Suite 401
215-784-5415

Who Will Know about my Substance Abuse Treatment?

By State and Federal regulation your participation in treatment cannot be revealed to anyone without a signed consent form indicating to whom, and for what purposes specific items of information can be released. Under no other circumstances except a medical emergency where your life may be endangered can information be released without a signed consent by you. Even after consent has been signed you may at anytime revoke the consent verbally or in writing.

What Can I Do If I Am Not Satisfied with My Treatment?

If the source of your dissatisfaction is related to a specific agency policy or practice, you may file a formal complaint directly to that agency. If your services are funded through the County Program and the nature of the complaint falls into one of the following categories you may file a complaint and/or grievance with the County Program. Your case manager can assist you in filing these complaints.

County Level Complaints are related to:

- 1) Denial or termination of service
- 2) Level of care determination
- 3) Length of stay in treatment
- 4) Length of stay in Intensive Case Management
- 5) Financial liability
- 6) Violation of human or civil rights.

If your services are funded through an insurance plan, check your Member's Manual for the specific procedure used by that company. All insurance companies must have a published complaint and grievance procedure.

What Other Assistance is Available to Me?

In addition to screening and placement, Intensive Case Management services are available to persons during treatment and those returning from treatment to the community. Services are designed to provide one to one support, advocacy and assistance in identifying and accessing community supports and services specific to your needs. Intensive Case Managers are available at:

Abington Case Management
(Willow Grove) 215-830-8966

How Can I Obtain More Information about D&A Services Provided through the County Program?

The Case Management Office can answer most questions as well as the administrative staff located in the County Office at **610-278-3642**.

Persons in Recovery and families can also receive information and support services, obtain assistance and coaching in conducting an intervention, assistance in negotiating with insurance carriers and become involved in advocacy efforts to reduce D&A stigma by calling **ProAct** at the Montgomery County Information/Advocacy Hotline at **1-800-221-6333**.

The Montgomery County Drug and Alcohol Program is funded by:

- The Pennsylvania Department of Health -Bureau of Drug and Alcohol Programs
- The Pennsylvania Department of Public Welfare
- The Pennsylvania Commission on Crime & Delinquency
- The Montgomery County Commissioners.