



NEWS

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FOR IMMEDIATE RELEASE:

Montgomery County Department of Health and Human Services Announces Survey Regarding Telehealth Services in the Behavioral Health Medicaid Program *The deadline to complete the survey is June 22, 2020*

Norristown, PA (June 10, 2020) – The Montgomery County Office of Mental Health and Drug & Alcohol is asking individuals who received behavioral health services and their families to share their feedback and experiences with using telehealth services during the COVID-19 pandemic.

In partnership with County behavioral health offices, insurance companies, and community mental health organizations, the Pennsylvania Department of Human Services (DHS) Office of Mental Health and Substance Abuse Services (OMHSAS) significantly increased telehealth and telephone service delivery to increase flexibility and access to care within the Medicaid behavioral health system during the COVID-19 emergency.

OMHSAS wants to make sure that future behavioral health services through telehealth meet ongoing community needs. Individuals and family members who received services through telehealth are invited to **complete the survey by June 22**.

There are two options for completing the survey — through the Montgomery County website or by contacting our Consumer and Family Satisfaction Teams (CFST).

The CFST teams are comprised of individuals in Mental Health and/or Drug & Alcohol recovery programs contracted by the Montgomery County Offices of Mental Health and Managed Care Solutions to assess levels of satisfaction with Montgomery County Mental Health and Drug & Alcohol systems. For the OMHSAS survey, the CFST teams will be speaking to individuals, and their family members, to gather information about their satisfaction and experience with the mental health services they are receiving via telehealth. The data collected will be reported to the County Offices and OMHSAS to help inform and direct the County system for telehealth services into the future.

To complete the survey online, click on this link [Montgomery County Department of Health and Human Services](#), or visit www.montcopa.org and select Health and Human Services from the 'Departments' menu.

To complete the survey with a CFST member contact:

Children and adolescent telehealth services
Family Empowerment Satisfaction Team (FEST)
Kathy Laws at 267-850-5677 or klaws@mhphope.org

Adult telehealth services
Consumer Satisfaction Team of Montgomery County
c/o HopeWorx, Inc.
Sue Shannon at 610-270-3685 or sshannon@hopeworxinc.org

Drug and Alcohol telehealth services
The Council of Southeast Pennsylvania/PRO-ACT
Noni West at 215-345-6644 or nwest@councilsepa.org

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