

# Family Navigation Guide

A guide for caregivers of children with autism spectrum disorder or other developmental delays.

**Lehigh and Northampton Counties**  
**March 2020**



**Magellan**  
HEALTHCARE®

*This guide was developed through Magellan's Autism Action Committee. This group is composed of staff members, representatives from Lehigh and Northampton Counties, and caregivers of children and adolescents who have received or are receiving services.*

Dear Caregiver,

Having concerns about your child's development can be stressful. So can being told that your child has a mental health diagnosis. It can be hard to know what to do.

This guide can help you and your family at this time. It covers:

- Options for support.
- How to start treatment.
- How to pay for treatment.
- Local resources that may help.

We are here for you. Call us if you need help. It is toll-free. We are here 24 hours a day. Seven days a week.

- Lehigh County: 1-866-238-2311
- Northampton County: 1-866-238-2312

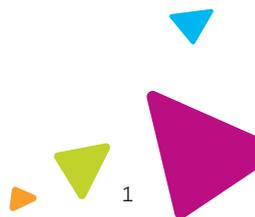
We have TTY lines for members with hearing loss. Call us at: PA Relay 7-1-1

We can help if you do not speak English. Call us at the phone number for your county. The member services associate or care manager will get a translator for you.

We look forward to supporting you!

Thank you,

Magellan Behavioral Health of Pennsylvania, Inc.



# Seeing the signs and seeking assistance

## Child development

Being a caregiver can be hard. So can having concerns about your child's development. Experts point to milestones children should reach. One example is walking. Another is learning their name. You may be worried if your child is not doing these things. Or maybe your child is behind others the same age. Here are signs that could cause concern:

- Lack of response to his or her name by age one.
- Delays in speech.
- Lack of interest in things.
- Lack of interest in playing with others.
- Lack of emotion.
- Does not understand simple instructions.
- Has trouble with what is real and what is not.
- Loses skills he or she once had.
- Reacts strongly to sight or sounds. Or smells or touch.

## The first steps

You know your child best. You should act on any concerns. Talk to your child's doctor. There may be others who care for your child. They could be family or friends. Or daycare staff. They may have concerns you should share too.

Your child’s doctor should screen your child for delays in development. This should be done at every visit. You should ask for more help if there might be a delay.

The chart below shows some of your options for support:

**Primary care physician/pediatrician**  
Funded through your physical health plan.

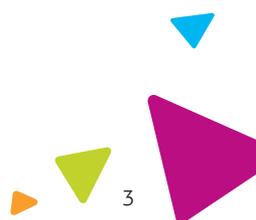
<b>LOCAL INTERVENTION PROGRAMS</b>	
<b>Early intervention (EI)</b> Up to age 3. Funded by your county. No referral needed.	<b>Intermediate unit</b> Ages 3 and up. Funded by your school district. No referral needed.

**SPECIALIST**

**Developmental pediatrician**  
Doctors for growth and development.  
Funded through your physical health plan.

**Neurologist**  
Doctors who work with the brain and nerves.  
Funded through your physical health plan.

**Psychiatrist/psychologist**  
Doctors who work with the mind and behaviors.  
Funded through your behavioral health plan or under mental health benefit.



You may need a referral to see a specialist. You may not be able to see one right away. Call your local early intervention (EI) program to get help sooner. This is for children up to age 3. There is an intermediate unit for those ages 3 to 5. You do not need a referral. This process will not provide a diagnosis. It will tell you if your child can get other services. These are services to improve your child's growth. There is no cost to your family.

**If your child is under the age of 3, call your county's Early Intervention program for an evaluation:**

- Lehigh County: 610-782-3125
- Northampton County: 610-829-4770

**If your child is 3 years of age or older, call your local intermediate unit for an evaluation:**

- Lehigh County: Carbon-Lehigh Intermediate Unit at 610-769-4111
- Northampton County: Colonial Intermediate Unit at 610-252-5550

Teachers or others may ask about your child's behavior when your child is school age. They may have concerns too. The school may suggest an evaluation. This would be done by the school psychologist. Or by an outside professional.

## EVALUATIONS CAN HELP TO:



Identify what could be causing your concerns.



Identify how you can help your child.



Obtain benefits and services for your child.

Evaluations can be done at any time. They can be most helpful when you first have concerns. The support system for children with developmental needs can be confusing. It is okay to ask for help. Talk to the professionals you meet with. Family or friends who have gone through this can help too.

# Funding for supportive services

## Types of insurance coverage

Specialists may suggest that your child needs mental health services. To get these services you need a way to pay for them. Health insurance provides medical benefits. They are covered under your physical health plan. Mental health benefits are covered under your behavioral health plan.

Your coverage depends on your insurance plan. Types of insurance include:

### **Private insurance**

- Coverage through you or your spouse's employer or offered through the Affordable Care Act.
- Benefits and coverage vary depending on plan.
- May be referred to as your "primary plan" since coverage for services should be sought through this plan first.

### **Private pay**

- You pay the provider directly.
- Provider may not take insurance or may not work with your specific insurance.
- You cannot be reimbursed if you choose to privately pay for services.

### **Medical Assistance (MA)**

- Funded by the state of Pennsylvania.
- Offers services not offered by private insurance.

- Coverage is typically based on income, but you can qualify regardless of income IF your child has a disability.
- Can also help with payment for services not fully covered by private or primary plans.

Medical Assistance (MA) covers both physical and mental health needs. But they are separate plans. Each covers different services. The image below shows the types of services covered under each plan.



### PHYSICAL HEALTH

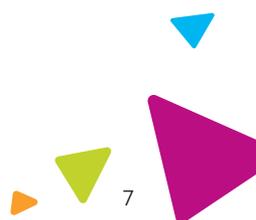
Medications  
 Developmental pediatricians  
 Neurologists  
 Occupational, speech, or physical therapies  
 Home health aides



### BEHAVIORAL HEALTH

Psychiatrists  
 Outpatient therapists  
 Home and community-based services

Your physical health plan has a Special Needs Unit (SNU). This can help with physical health issues. These may affect your child’s behavioral health. Contact your physical health plan to get connected to the SNU. Ask to speak with a Special Needs Coordinator. Contact information can be found in the Additional Resources section of this guide.



# Applying for Medical Assistance

You can get Medical Assistance (MA) if your child has a disability. This could be autism or another developmental delay. Your income does not matter. MA covers many services your child may need. Here is how to apply:

## 1 Contact your local County Assistance Office (CAO)

- Apply by telephone at 1-866-550-4355.
- Apply online at [www.compass.state.pa.us](http://www.compass.state.pa.us) or download the application.
- Apply by paper application. Inform the CAO by writing on the application that you are applying for a child with disabilities.

## 2 Submit the documentation

- Complete the application including parental income.
- Include a copy of your child's social security card.
- Include a copy of your child's birth certificate.
- Include a copy of written documentation of diagnosis from the doctor or recent medical documentation.

## 3 Obtain notification

- Eligibility notice should be sent within 30 days—the timeframe can be shortened to 5 days if there is an “urgent medical need,” which would need to be noted by your treatment provider.

- You will receive your child's MA card.
- You will receive a HealthChoices welcome letter.
- If you are denied MA, you have the right to appeal the decision.

Contact your local County Assistance Office if you have questions.

### **Lehigh County Assistance Office**

555 Union Boulevard  
Suite 3  
Allentown, PA 18109

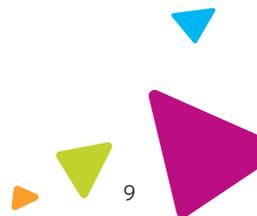
Helpline for Medical  
Assistance information:  
1-800-842-2020  
Phone: 610-821-6509

### **Northampton County Assistance Office**

201 Larry Holmes Drive  
P.O. Box 10  
Easton, PA 18044-0010

Toll-free: 1-800-349-5122  
Phone: 610-250-1700

More information on how to apply for MA can be found at: [www.dhs.pa.gov/citizens/healthcaremedicalassistance](http://www.dhs.pa.gov/citizens/healthcaremedicalassistance)



# Locating support and services

## Behavioral health services

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) is a managed care company. We work with Lehigh and Northampton Counties. We provide behavioral health services to those who are eligible for MA. Your child can get these services until the age of 21. After they are 21, they can continue to get other services from us and get support through the Office of Intellectual Disabilities or Bureau of Autism. Your child's provider can help with this.

This chart shows the services available to children and transition age youth.

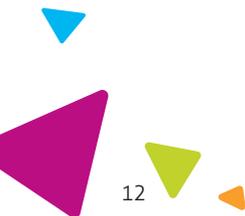
- Outpatient therapy
  - School-based outpatient services
  - Social skills groups
  - Parent-Child Interaction Therapy (PCIT)
- Summer therapeutic activities program (STAP)/Therapeutic after-school program (TASP)
- Psychiatric Rehabilitation for Autism Spectrum (18+yr)
- Behavioral health rehabilitation services (BHRS)/Early intervention behavioral health rehabilitation services (EI BHRS) & Applied Behavior Analysis (ABA)
- Intensive Behavioral Health Services (IBHS)
- Transition to Independence Program (TIP)
- Transition Age Youth Certified Peer Support (TAY CPS) *Coming soon*
- Family-based services (FBS)
- Partial hospital program (PHP)
- Residential treatment facility (RTF)
- Psychiatric inpatient hospitalization

**Outpatient therapy.** This includes individual, family and group therapy, and psychiatry care. This is done in an office. Sessions use a range of techniques. They are once per week.

- **School-based outpatient services.** Outpatient therapy and medication management in a school setting.
- **Social skills groups.** Psychotherapy used to improve social skills. Having stronger social skills can help improve peer relationships and school performance. Groups are facilitated by therapists. Led by an adult who teaches kids how to interact appropriately. They can help kids learn conversation, friendship and problem solving skills.
- **Parent-Child Interaction Therapy (PCIT).** PCIT has two program parts. The first part is relationship enhancement when parents are coached on how to develop supportive communication. The second part is coaching parents on effective discipline skills.

**Summer therapeutic activities program (STAP) and Therapeutic after-school program (TASP).** These programs offer group activities to children with autism. They focus on communication and social skill development.

**Psychiatric Rehabilitation for Autism Spectrum (18+yr).** Teaches skills in living, learning, working and socializing on a one-to-one basis or in small groups. Individual choice is maintained in addressing the skills needed.



**Behavioral health rehabilitation services (BHRS)/Early intervention behavioral health rehabilitation services (EI BHRS) & Applied Behavior Analysis (ABA).** As of January 17, 2020, IBHS (see below) is effective and a one year transition from BHRS starts. All current BHRS orders remain in effect, and BHRS is no longer available after January 17, 2021.

**Intensive Behavioral Health Services (IBHS).** IBHS support children, youth and young adults with mental, emotional and behavioral health needs. There are three categories of service: individual services; ABA; Group services. Evidence-based treatment can be delivered through these services.

**Transition to Independence Program (TIP).** TIP engages and supports young adults with their future planning. This program offers a lot of flexibility.

**Transition Age Youth Certified Peer Support (TAY CPS) – Coming soon.** CPS will work with the young person to identify community resources, develop organizational skills and help with social support planning.

**Family-based services (FBS).** This combines individual and family therapy. It includes crisis support. It also includes case management. It is for children who are at risk for out-of-home placement or children who just left a placement. The family is the focus. It is short term.

**Partial hospital program (PHP).** PHP is five days a week for several hours per day. It consists of individual, group and family therapy. There is also a psychiatrist for medication management.

**Residential treatment facility (RTF).** This is for children with severe mental health symptoms. This is typically used when home and community services have not been successful. The RTF uses individual and group therapy. Family involvement is essential. It involves 24-hour care.

**Psychiatric inpatient hospitalization.** This provides 24-hour treatment. This is in a hospital setting. It is for those who pose a danger to themselves or to others. It is meant to be short term. The goal is to lessen symptoms.

### WE ARE HERE TO HELP YOU.

If you need help you can:



Refer to the member handbook



Visit [MagellanofPA.com](http://MagellanofPA.com)



Lehigh County: 866-238-2311

Northampton County: 866-238-2312

*The services in this guide are the ones used most with children and transition age youth who have autism or other development delays. It does not include all our services for children and transition age youth. A primary insurance plan may cover some of these. You should contact that plan first. You can get services from us if you do not have primary insurance. Or if the service is not covered.*

# Additional resources

## Early intervention

- CONNECT services: 1-800-692-7288

## Special needs unit

- UnitedHealthcare Community Plan: 1-877-844-8844
- Amerihealth Caritas Pennsylvania: 1-888-991-7200
- Gateway: 1-800-392-1146
- Aetna Better Health: 1-855-346-9828
- UPMC for You: 1-866-463-1462

## Local resources

- Autism Society of the Lehigh Valley:  
<http://mlludwig.wixsite.com/autism>
- Autism Resource Community Hub of Lehigh Valley:  
1-866-670-ARCH (2724), [www.elwyn.org/services/children-3-21/autism-resource-community-hub-of-lehigh-valley](http://www.elwyn.org/services/children-3-21/autism-resource-community-hub-of-lehigh-valley)
- The ARC – Lehigh and Northampton Counties:  
610-849-8076, [www.arcoflehighnorthampton.org](http://www.arcoflehighnorthampton.org)

## Respite

Respite helps those who have a child with a mental health diagnosis. It provides a break from care. You may be able to get these services. They can be provided in the home or other site. Members should call the provider directly.

- If you live in Lehigh County, contact Valley Youth House: 610-432-6481, [www.valleyyouthhouse.org](http://www.valleyyouthhouse.org)
- If you live in Northampton County, contact Access Services: 610-866-6667, [www.accessservices.org](http://www.accessservices.org)

## **Lehigh County**

- Lehigh County Human Services Department:  
[www.lehighcounty.org/departments/human-services/mental-health/autism](http://www.lehighcounty.org/departments/human-services/mental-health/autism)
- Lehigh County Information and Referral Unit:  
610-782-3200
- Lehigh County MH/ID Program: 610-782-3126
- Lehigh County Children’s Mental Health:  
610-782-3376
- Lehigh County Crisis Intervention Services:  
610-782-3127

## **Northampton County**

- Northampton County Human Services Department:  
[www.northamptoncounty.org/HS](http://www.northamptoncounty.org/HS)
- Northampton County Information and Referral Unit:  
610-559-3270
- Northampton County Emergency Services:  
610-252-9060
- Northampton County Developmental Programs:  
610-829-4750

## **Social media**

There are many local supports on Facebook. Here are a few.

- Lehigh Valley Kids with Special Needs Support Group
- LV Parent and Professional Network
- Parent Support Group - Easton, PA
- Special Parents Information & Events Network
- LV Special Needs Parent Support, Advocacy & Resource Network
- PA Special Needs Events

- Lehigh Valley Special Needs Network
- Lehigh Valley Autism
- Lehigh Valley Special Needs Parent Support Group

### **State resources**

- Parent to Parent of Pennsylvania: 888-727-2706, [www.parenttoparent.org](http://www.parenttoparent.org)
- IBHS resources at DHS: [www.healthchoices.pa.gov/providers/about/behavioral/inbehavioralths](http://www.healthchoices.pa.gov/providers/about/behavioral/inbehavioralths)
- ASERT (Autism Services, Education, Resources, and Training): [www.paautism.org](http://www.paautism.org)
- MH/ID Program Administrators Association of Pennsylvania: [www.mhmrpa.org](http://www.mhmrpa.org)
- Bureau of Autism Services: [www.dhs.pa.gov/citizens/autismservices](http://www.dhs.pa.gov/citizens/autismservices)
- Easterseals: 610-289-0114, [www.easterseals.com/esep/our-programs/aba-therapy-training.html](http://www.easterseals.com/esep/our-programs/aba-therapy-training.html)
- Pennsylvania Office of Intellectual Disabilities: [www.dhs.pa.gov/citizens/intellectualdisabilitiesservices](http://www.dhs.pa.gov/citizens/intellectualdisabilitiesservices)

### **Insurance and coverage**

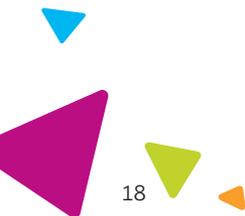
- Autism and Act 62: [www.PAAutismInsurance.org](http://www.PAAutismInsurance.org)
- Magellan Website: [www.magellanofpa.com](http://www.magellanofpa.com)

### **Advocacy and legal**

- Pennsylvania Health Law Project: [www.phlp.org](http://www.phlp.org)
- Education Law Center: [www.elc-pa.org](http://www.elc-pa.org)
- Disability Rights Pennsylvania: [www.disabilityrightspa.org](http://www.disabilityrightspa.org)

## Language support

- Magellan can provide someone who speaks any language. This would be an interpreter. Your provider can help you with this service. There is no cost. Ask a Magellan member services representative if you have any questions or need to make a request for an interpreter.
- Call the Bureau of Fee-for-Service Programs at 1-866-872-8969 if you have problems. Choose the language you need. Leave a detailed message. Or email [MA-Interpreter@pa.gov](mailto:MA-Interpreter@pa.gov).
- You can also contact your Special Needs Unit (SNU) with your physical health plan for help.



# Discrimination is against the law

Magellan\* follows the law. We treat all people equally. We do not discriminate against anyone based on: Race; Color; National origin; Age; Disability; Sex.

We provide free help and services to people with disabilities. We want you to be able to communicate with us easily. We offer: Qualified sign language interpreters and written information in many formats (large print, audio, accessible electronic formats, and other formats).

We also provide free language services to people whose first language is not English. We offer: Qualified interpreters and information that is written in other languages.

Contact us at 1-800-424-3515 (TTY: PA Relay 7-1-1) if you need any of these services.

If you believe we have not provided these services or discriminated in another way, you can file a grievance with:

**Civil Rights Coordinator,  
Corporate Compliance Department**  
8621 Robert Fulton Drive  
Columbia MD 21046  
1-800-424-7721  
compliance@magellanhealth.com

You can file a grievance in one of three ways: In person, by mail and by email.

The civil rights coordinator is available if you need help with any of this.

You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You may do this online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Or you may do this by mail or phone.

**U.S. Department of Health and Human Services**

200 Independence Avenue, SW

Room 509F, HHH Building

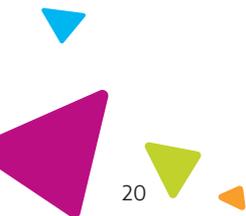
Washington, D.C. 20201

1-800-368-1019

TDD: 1-800-537-7697

Complaint forms are available online. You may find them at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

*\*Magellan refers to all applicable subsidiaries and affiliates of Magellan Health, Inc. including but not limited to Magellan Healthcare, Inc., National Imaging Associates, Inc., Magellan Rx Management, LLC and Magellan Complete Care.*



# Language access services

## English

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-800-424-3515 (TTY: PA Relay 7-1-1).

## Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-424-3515 (TTY: PA Relay 7-1-1).

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-424-3515 (TTY: PA Relay 7-1-1).

## Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-424-3515 (TTY: PA Relay 7-1-1)。

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-424-3515 (TTY: PA Relay 7-1-1).

## Arabic

انتبها: إذا كنت تتحدث العربية ، فإن خدمات مساعدة اللغة ، مجانًا ، متوفرة لك .  
اتصل بالرقم: 1-800-424-3515 (TTY: PA Relay 7-1-1)

## Nepali

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् : 1-800-424-3515 (TTY: PA Relay 7-1-1) ।

## **Korean**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-424-3515 (TTY: PA Relay 7-1-1) 번으로 전화해 주십시오.

## **Cambodian/Khmer**

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្មើស គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ : 1-800-424-3515 (TTY: PA Relay 7-1-1)។

## **French**

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-424-3515 (TTY: PA Relay 7-1-1).

## **Burmese**

အထူးဂရုပြုရန်:  
သင်အင်္ဂလိပ်ထက်အခြားဘာသာစကားတစ်ခုကိုမပြောတတ်လျှင်,  
တာဝန်ခံအမဲ့ဘာသာစကားအကူအညီများနှင့်ဆောင်မှုများ,  
သင်တို့အားရရှိနိုင်ပါသည်။ ခေါ်ဆိုခ: 1-800-424-3515 (TTY: PA Relay 7-1-1).

## **Haitian Creole**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-424-3515 (TTY: PA Relay 7-1-1).

## **Portuguese**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-424-3515 (TTY: PA Relay 7-1-1).

## **Bengali**

সতর্কতা: যদি আপনি বাঙালি, বিনামূল্যে ভাষা সহায়তা সেবা, আপনার জন্য উপলব্ধ। কল করুন: 1-800-424-3515 (TTY: PA Relay 7-1-1).

## **Albanian**

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-424-3515 (TTY: PA Relay 7-1-1).

## **Gujarati**

સાવધાન: જો તમે ગુજરાતી બોલતા હોવ તો ભાષા સહાય સેવાઓ મફતમાં ઉપલબ્ધ છે. કૉલ કરો: 1-800-424-3515 (TTY: PA Relay 7-1-1).

## **Pennsylvania German/Dutch**

Wann du Deutsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-800-424-3515 (TTY: PA Relay 7-1-1).

## **Italian**

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-424-3515 (TTY: PA Relay 7-1-1).

## **German**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-424-3515 (TTY: PA Relay 7-1-1).

## **Polish**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-424-3515 (TTY: PA Relay 7-1-1).





