

Pennsylvania HealthChoices

Member Newsletter

Crisis teams are available for you

What would you do if you are in a crisis? For many people, their first response is to go the emergency room at their local hospital, but is that always the right answer? For a mental health crisis it may not be.

A mental health crisis looks different for everyone. For some, they ran out of medication, or need a doctor or therapist. In some situations, they are at risk of harming themselves or someone else. No matter what, any crisis needs attention. Hospitals are great places to go when the crisis is life threatening, but what about when the crisis is not life threatening. Going to the emergency room in these situations can be frustrating and can take hours to be seen.

There is an alternative. Each county has a crisis team. They go by different names, but what they do is similar. They will listen to your concern and make suggestions and support you in resolving the crisis. ***The crisis teams are experts at the options available to you in a crisis.*** They can:

- make referrals to other services
- help you identify community resources
- identify supports you already have access to in your life
- suggest to go to the emergency room in some cases.

On this page you will find the crisis phone numbers for each county. Write down your county's crisis information and keep it with you or put it in your phone so you have it handy. This could help you, a family member or a friend in the future.

Crisis Team Contact Information *(See Page 3 for additional contacts)*

BUCKS COUNTY

Lenape Valley Mobile Crisis
1-877-435-7709

CAMBRIA COUNTY

Cambria County Reach Line
1-877-268-9463
Meadows Psychiatric Center
– Main Crisis Line
1-800-641-7529

DELAWARE COUNTY

Delaware County Crisis
Connections Team
1-855-889-7827

LEHIGH COUNTY

Lehigh County Crisis
Intervention Services
610-782-3127

MONTGOMERY COUNTY

Access Mobile Crisis Services
1-855-634-HOPE
(1-855-634-4673)

NORTHAMPTON COUNTY

Northampton County
Emergency Services
610-252-9060

Upcoming MY LIFE meetings by county

Call to confirm meeting dates and locations. Or visit www.MagellanofPA.com and go to the Community tab to find the MY Life page.

Bucks

Oct. 10, Nov. 14, 5:30 – 7:30 p.m., Christ's Home Church, Warminster. Contact Marissa MacKeverican: 215- 504-3966.

Cambria

Oct. 8, Nov. 12, 5 – 7 p.m., Commerce Centre, Johnstown. Contact Camette Standley: 814-961-0700.

Delaware

Oct. 1, Nov. 5, 5:30 – 7:30 p.m., Unitarian Universalist Church of Delaware County, Media. Contact Emily Ferris: 215-504-3912.

Lehigh/Northampton

Oct. 11, Nov. 8, 5 – 7 p.m., St. Paul's United Church of Christ, Allentown. Contact Michele Davis: 610-814-8006.

Montgomery

Oct. 9, Nov. 13, 5 – 7 p.m., Norristown Public Library, Norristown. Contact Dave Wilkinson: 610-209-8590.

Autumn health suggestions

Fall is here and this brings crisp air, shorter days, and colorful leaves. With the cooler weather comes candy, baked goods, and possibly the flu. Here are some tips to stay healthy this fall:

- Get your flu shot. This is the single best way to protect against the flu.
- Go on a fall hike or walk. The refreshing fall air is a relief from summer heat and you can enjoy the beautiful colors of nature.
- Wait to buy Halloween candy until the day of Halloween. This prevents you from getting tempted to eat it yourself.
- If you're a football fan, consider swapping the chips and dip for some vegetables and hummus.
- Fall harvest is rich with vegetables such as beets, broccoli, eggplant, carrots and squash. Try roasting or baking veggies with just a little oil, salt and pepper.
- Select food served in individual sizes, rather than in bulk, and this will prevent unnecessary snacking.
- Learn how to make soup. Soup is a fall favorite, but canned soup can be filled with salt and unhealthy preservatives. Try to make your own at home for a healthier option.
- Try a Vitamin D supplement if your doctor approves. Since most of our Vitamin D supply comes from the sun, our intake decreases during the fall and winter. A supplement can frequently boost your mood and immune system.

Find specialty providers on our website

1. Go to www.MagellanofPA.com
2. Click 'Find a Provider'
3. Click 'Provider Search' and follow next steps

How to report fraud, waste and abuse of the system:

Special Investigations Unit
Hotline: 1-800-755-0850

Corporate Compliance Hotline:
1-800-915-2108

Community programs & resource information by county

The resource phone lines are staffed 24 hours a day, seven days a week, or go to MagellanofPA.com.

BUCKS

Community Support Programs—monthly meetings

Lower Bucks: Second Thursday, Pennel Mental Health Center, Pennel, 2 – 4 p.m. Contact Nancy Scheible, NScheible@PenndelMHC.org, 267-269-7882.

Central Bucks: First Wednesday, Lenape Valley Foundation, Doylestown, 11 a.m. – 12:30 p.m. Contact Phil Braun, Philip.Braun@LenapeVF.org, 215-893-5282.

Upper Bucks: Second Friday, Penn Foundation, Sellersville, 10:30 a.m. – noon. Contact A.J.Derro, DerroAJ444@gmail.com, 215-869-4722.

Resources

Member: 1-877-769-9784, TTY: PA Relay 7-1-1

Emergency & Crisis Information:

- Lenape Valley Foundation, Bristol: 215-785-9765
- Lenape Valley Foundation, Doylestown: 215-345-2273
- Lenape Valley Mobile Crisis: 1-877-435-7709
- Penn Foundation, Sellersville: 215-257-6551 (crisis services 7 a.m. – 11 p.m. daily)

CAMBRIA

Resources

Member: 1-800-424-0485, TTY: PA Relay 7-1-1

Emergency & Crisis Information:

- Cambria County Reach Line: 877-268-9463
- Meadows Psychiatric Center: 800-641-7529

DELAWARE

Resources

Member: 1-888-207-2911, TTY: PA Relay 7-1-1

Emergency & Crisis Information:

- Crisis Connections Team: 855-889-7827
- Crozer-Chester Medical Center, Upland: 610-447-7600
- Mercy Fitzgerald Hospital, Darby: 610-237-4210

LEHIGH & NORTHAMPTON

Community Support Program—monthly meeting

Lehigh Valley: Second Monday, NAMI, Bethlehem, 9:30 – 11 a.m. Contact Donna, NAMI PA Lehigh Valley, 610-882-2102.

Lehigh Resources

Member: 1-866-238-2311, TTY: PA Relay 7-1-1

Emergency & Crisis Information: 610-782-3127

Northampton Resources

Member: 1-866-238-2312, TTY: PA Relay 7-1-1

Emergency & Crisis Information: 610-252-9060

MONTGOMERY

Resources

Member: 1-877-769-9782, TTY: PA Relay 7-1-1

Emergency & Crisis Information:

- Access Mobile Crisis Services: 1-855-634-HOPE (4673)
- Peer Support Talk Line: 1-855-715-8255 (talk) or 1-267-225-7785 (text)
- Teen Talk Line: 1-866-825-5856 (talk) or 1-215-703-8411 (text)
- Montgomery County Emergency Services: 610-279-6100 or 1-844-455-7455

Have a question about Community HealthChoices?

Call:

- Participants: 1-833-735-4416
- Providers: 1-800-932-0939

Visit: www.healthchoices.pa.gov/info/about/community

Email: RA-PWCHC@pa.gov

PA HealthChoices managed care physical health care plan contact information

| Bucks, Delaware & Montgomery Counties | Member Lines | Special Needs Unit | Website |
|--|--|---------------------------|---------------------------|
| Aetna Better Health | 1-866-638-1232 PA Relay 7-1-1 (TTY) | 1-855-346-9828 | www.aetnabetterhealth.com |
| Health Partners | 1-800-553-0784 PA Relay 7-1-1 (TTY) | 215-967-4690 | www.healthpartners.com |
| Keystone First | 1-800-521-6860 1-800-684-5505 (TTY) | 1-800-573-4100 | www.keystonefirstpa.com |
| UnitedHealthcare Community Plan | 1-800-414-9025 PA Relay 7-1-1 (TTY) | 1-877-844-8844 | www.uhccommunityplan.com |

| Cambria County | Member Lines | Special Needs Unit | Website |
|---------------------------------|--|---------------------------|---------------------------|
| Aetna Better Health | 1-866-903-0748 PA Relay 7-1-1 (TTY) | 1-855-346-9828 | www.aetnabetterhealth.com |
| Gateway | 1-800-392-1147 PA Relay 7-1-1 (TTY) | 1-800-642-3550 | www.gatewayhealthplan.com |
| UnitedHealthcare Community Plan | 1-800-414-9025 PA Relay 7-1-1 (TTY) | 1-877-844-8844 | www.uhccommunityplan.com |
| UPMC for You | 1-800-286-4242 1-800-361-2629 (TTY) | 1-866-463-1462 | www.upmchealthplan.com |

| Lehigh & Northampton Counties | Member Lines | Special Needs Unit | Website |
|--|--|---------------------------|-----------------------------|
| Aetna Better Health | 1-866-638-1232 PA Relay 7-1-1 (TTY) | 1-855-346-9828 | www.aetnabetterhealth.com |
| AmeriHealth Caritas Pennsylvania | 1-888-991-7200 1-888-987-5704 (TTY) | 1-888-991-7200 | www.amerihealthcaritasp.com |
| Gateway | 1-800-392-1147 PA Relay 7-1-1 (TTY) | 1-800-392-1146 | www.gatewayhealthplan.com |
| UnitedHealthcare Community Plan | 1-800-414-9025 PA Relay 7-1-1 (TTY) | 1-877-844-8844 | www.uhccommunityplan.com |
| UPMC for You | 1-800-286-4242 1-800-361-2629 (TTY) | 1-866-463-1462 | www.upmchealthplan.com |

HealthChoices Help Line: 1-800-440-3989 or www.enrollnow.net
Medicare primary information: www.benefitscheckup.org