

Pennsylvania HealthChoices

Member Newsletter

Wellness and self-care tips during COVID-19

COVID-19 has changed our lifestyles. It is now more difficult to go places or to be social. We are spending more time at home.

It is very important that we think about wellness and self-care. Both for ourselves and those around us. Below are helpful tips that can work during COVID-19 and in the future.

Wellness tips

- Engage your brain daily in new ways to stay sharp.
- Social distancing doesn't mean you shouldn't go outside and stretch your legs. Even a ten minute walk around the neighborhood to get some fresh air can help you recharge.
- Take care of your mental health. Talk to your healthcare provider if you are having symptoms of stress, fear and anxiety during the pandemic.
- Prepare new recipes that are simple, healthy meals to include fruits and vegetables.
- Be sure to get enough sleep on a regular basis.
- Turn the screens (i.e. TV, computer, etc.) off more frequently.
- Schedule time to close your eyes on a daily basis to think about a positive thought or memory.
- Create an exercise routine that is fun and yet offers a challenge.
- Be more intentional in expressing your feelings with people you trust.
- Review your monthly budget and spending habits, and try to find creative ways to treat yourself and your family.

Self-care tips

- Listen to music.
- Read a good book.
- Get crafty with items around the house.
- Call a friend or have a video chat with your family to help feel less lonely.
- Find a new hobby.
- Creative arts are a great way to express ourselves. For example, you can:
 - Color, draw, or doodle with crayons/colored pencils/markers.
 - Sing or play an instrument – now is a great time to get on YouTube and learn a new song on that guitar or keyboard that's been sitting around!
 - Dance or just move your body.
 - Build something with clay, playdough, Legos or blocks.
 - Paint with whatever you have laying around, even your fingers!
 - Sew, crochet, knit, embroider, or quilt.
 - Write a song, poem, story, journal, or letter.
 - Use photos, magazines, or other items to make a collage (especially popular with tweens/teens).

View the *Member Handbook and Newsletter* at www.MagellanofPA.com.
Sign up to have the newsletter emailed to you!

Community & resource information

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

Find specialty providers on our website

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

Have a question about Community HealthChoices?

Participants: 1-833-735-4416

Providers: 1-800-932-0939

[www.healthchoices.pa.gov/
info/about/community](http://www.healthchoices.pa.gov/info/about/community)

Email: RA-PWCHC@pa.gov

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



Staying connected... While we are apart

COVID-19 resources are on our website

It takes everyone to fight COVID-19. It is important to listen to the advice of experts. All crowds should be avoided. It is important to protect public health.

Local COVID-19 resources are available to help you and your family. For example:

- Go to www.health.pa.gov for COVID-19 updates
- Our website has over 200 helpful resources, including many COVID-19 resources to help you with financial, housing and food solutions
- Magellan staff are available to help you with access to services or to answer your questions at PACOV19membersupport@MagellanHealth.com
- Magellan Member Services staff are available at the phone numbers listed on page 3 for your county of residence

Upcoming community meetings

Please connect with the point of contact below. Some meetings are held virtually. Meetings are subject to change.

- **Virtual MY LIFE Pennsylvania meets the 3rd Tuesday of each month from 4:00 – 5:00 p.m.**
Emily Ferris, eferris@magellanhealth.com
- **MY LIFE contact information for each County:**
Bucks County: Marissa MacKeverican, 215-504-3966
Cambria County: Heidi Niebauer, 814-961-0687
Delaware County: Hope Kirkland, 215-504-3915
Lehigh/Northampton Counties: Michele Davis, 610-814-8006
Montgomery County: Kara Henry, 610-209-8590
- **CSP monthly meetings for each County:**
Emily Ferris, eferris@magellanhealth.com

County resources

Bucks County

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 County

Member: 1-800-424-0485

TTY: PA Relay 7-1-1

Emergency & Crisis Information:

- Cambria County Crisis Reach Line: 877-268-9463

Delaware County

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

Lehigh County

Member: 1-866-238-2311

TTY: PA Relay 7-1-1

Emergency & Crisis Information:

610-782-3127

Montgomery County

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

Northampton County

Member: 1-866-238-2312

TTY: PA Relay 7-1-1

Emergency & Crisis Information:

610-252-9060

Community HealthChoices

Managed care physical health care plan contact information

AmeriHealth Caritas CHC

www.amerihealthcaritaschc.com

- Participant Services: 1-855-235-5115 (TTY 1-855-235-5112)
- Nurse Call Line: 1-844-214-2472

Keystone First CHC

www.keystonefirstchc.com

- Participant Services: 1-855-332-0729 (TTY 1-855-235-4976)
- Nurse Call Line: 1-855-332-0117

PA Health & Wellness Community HealthChoices

www.pahealthwellness.com/members.html

- Participant Hotline: 1-844-626-6813 (TTY 1-844-349-8916)

UPMC Health Plan

www.upmchealthplan.com

- Health Care Concierge: 1-844-833-0523 (TTY 711)
- Nursing Facility Clinically Eligible (NFCE) participants can call the Service Coordination Departments (TTY 711):
 - Southwest: 1-844-860-9302
 - Southeast: 1-833-672-8078
 - Northwest, Northeast, and Lehigh/Capital: 1-833-280-8508

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.amerihealthcaritaspa.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