



Pennsylvania HealthChoices

# Member Newsletter

## Tobacco support is available

Using tobacco and nicotine are harmful to your health. This includes smoking, chewing and vaping.

- Studies show people with a mental health illness smoke more cigarettes each year compared to people without a mental health illness
- People with a mental health illness also may die 25 years sooner compared to people without a mental health illness

Most people getting help for an addiction do smoke cigarettes. Many people think stopping tobacco will be a bad idea for their recovery. Science shows that this is in fact not true. Stopping tobacco use can be very good for your recovery. It is also a very good idea for your health.

Science shows that there are good ways to quit your tobacco use.

- Nicotine replacement therapy is one good way
- Chantix™ and Bupropion are two other ways
- Counseling is also helpful

These are all covered by insurance. This will help you get these options at low or no cost. Please talk with your doctor about getting help with your tobacco use.

Our Magellan website has information about how to get help with tobacco use. You can also email us with your tobacco questions.

- [www.MagellanofPA.com](http://www.MagellanofPA.com)
- [TobaccoSupport@MagellanHealth.com](mailto:TobaccoSupport@MagellanHealth.com)

You can also call our member services team. We have staff who know a lot about tobacco help. Our team wants to talk with you about getting help. We want you to be as healthy as you can be.

### **Additional tobacco support resources**

**Call 1-800-Quit-Now  
(1-800- 784-8669)**

A free support line offering:

- Telephone/text tobacco counseling
- Face-to-face counseling
- Information on and a short-term supply of nicotine replacement therapy products (e.g. gum, patches)
- Help with local county supports and resources

### **Regional contractors for tobacco support**

*Bucks/Delaware/Montgomery Counties*

Public Health Management Corporation, Jamie Magee, 215-731-6154

*Cambria County*

Adagio Health, Katie Hartman, 724-944-2433

*Lehigh/Northampton Counties*

American Lung Association, Chelsey Hildebrand, 717-971-1126 or Caitlin Cluck, 717-971-1121

## Upcoming MY LIFE meetings by county

Call to confirm meeting dates and locations. Or visit [www.MagellanofPA.com](http://www.MagellanofPA.com) and go to the Community tab to find the MY Life page.

### Bucks

July 12, Aug. 9, Sept. 13,  
5:30 – 7:30 p.m., Abington  
Health Center, Warminster.  
Contact Marissa Gates:  
215- 504-3966.

### Cambria

July 19, Aug. 16, Sept. 20,  
5:30 – 8 p.m., Commerce  
Centre, Johnstown. Contact  
Janna Burkett: 814-961-0687.

### Delaware

July 10, Aug. 14, Sept. 11,  
5:30 – 7:30 p.m., Merakey  
(formerly NHS), Sharon Hill.  
Contact Tammi Gabriel-  
Berrong: 215-504-3997.

### Lehigh/Northampton

July 13, Aug. 10, Sept. 14,  
5 – 7 p.m., St. Paul's United  
Church of Christ, Allentown.  
Contact Michele Davis:  
610-814-8006.

### Montgomery

July 11, Aug. 8, Sept. 12,  
5 – 7 p.m., Norristown Public  
Library, Norristown. Contact  
Collette D'Angelo: 610-272-  
3042, ext. 318.

## 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*



## Surveys to verify services

Magellan complies with all state and federal Medicaid rules. This includes our process for verifying with members whether the services billed by providers were received.

We send surveys in the mail at random to members. These surveys are based on services received during a 30-day period. We may include up to five services on a survey.

If you receive a survey in the mail we ask for your help. Our goal for each survey is to confirm the services received.

Each survey will have instructions. Please follow these instructions. Please return the survey to us. We will also include a postage paid envelope for you.

- Circle either yes or no to the question asking if you received the service listed.
- If you circle no, this would mean that you in fact did not receive service that was paid for.
- Check the box next to the specific provider and date if in fact you did not receive that service.
- Be sure to include any comments.
- Sign, date and include your phone number at the bottom of the form. We need this information so we may outreach you if we have additional questions.

We will follow up on any “no” responses. These answers will concern us. This would mean that you in fact did not receive a service that was paid for.

Member feedback and input is critical for us. We want to hear from you. This helps us to review our providers. We take provider fraud, waste and abuse seriously. We want to make sure Medicaid dollars are used in a good way.

# Upcoming events & resource information by county

The resource phone lines are staffed 24 hours a day, seven days a week, or go to [MagellanoofPA.com](http://MagellanoofPA.com).

## BUCKS

### Community Support Programs—monthly meetings

*Lower Bucks:* Second Thursday, Pennel Mental Health Center, Pennel, 3 – 5 p.m. Contact Nancy Scheible, [NScheible@PenndelMHC.org](mailto: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](mailto: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](mailto: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

*Lehigh Valley Community Support:* 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 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

SAVE THE DATE  
8th Annual MY FEST  
Sept. 22, 12 – 4 p.m.



Northampton Municipal Park  
(Laubach Ave., Northampton, PA)  
[www.facebook.com/MYLIFEyouth](http://www.facebook.com/MYLIFEyouth)

## PA HealthChoices managed care physical health care plan contact information

<b>Bucks, Delaware &amp; Montgomery Counties</b>	<b>Member Lines</b>	<b>Special Needs Unit</b>	<b>Website</b>
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

<b>Cambria County</b>	<b>Member Lines</b>	<b>Special Needs Unit</b>	<b>Website</b>
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
United Healthcare 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

<b>Lehigh &amp; Northampton Counties</b>	<b>Member Lines</b>	<b>Special Needs Unit</b>	<b>Website</b>
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](http://www.enrollnow.net)  
Medicare primary information: [www.benefitscheckup.org](http://www.benefitscheckup.org)