

Pennsylvania HealthChoices

# Member Newsletter

## Social determinants of health resources are available

Social determinants of health (SDOH) are factors that contribute to a person's current state of health.<sup>1</sup> Magellan wants you to be aware of these factors. They are important to your overall health. The three most commonly known SDOH are housing, food insecurity and employment. Other factors include:

- Transportation
- Utility needs
- Family supports
- Education
- Interpersonal violence
- Social support

Magellan wants to help you with any SDOH challenges you might have. There are also county supports that are available. Do any of these SDOH factors above create a challenge for you? For example:

- Do you or anyone you know live in a shelter or transitional housing?
- Do you or anyone you know have difficulty finding a healthy meal?
- Do you or anyone you know have difficulty finding a job?

Having a difficult time with SDOH can affect your behavioral health. Your physical health can also be affected. Magellan understands this. To help you find local SDOH resources we ask you to call our Member Services team. We also ask you to go to our website, [www.MagellanofPA.com](http://www.MagellanofPA.com).

Our website offers many SDOH resources in our 'Community' section. We will keep adding new information for our members. Go there and click on 'Community & Online Resources.' Here you will find resources such as:

- [www.211.org](http://www.211.org)
- [www.shelterlistings.org](http://www.shelterlistings.org)
- [www.philabundance.org](http://www.philabundance.org)
- And more than 40 other websites offering help for human and social services

1. CDC

### County Assistance Offices

**Bucks County Assistance Office**  
Phone: 1-800-362-1291  
LIHEAP: 1-800-616-6481

**Cambria County Assistance Office**  
Phone: 1-877-315-0389

**Delaware County Assistance Office – Chester District**  
Phone: 610-447-5500  
LIHEAP: 610-447-3099

**Darby District**  
Phone: 610-461-3800

**Lehigh County Assistance Office**  
Phone: 1-610-821-6509

**Montgomery County Assistance Office – Norristown District**  
Phone: 1-877-398-5571  
LIHEAP: 610-272-1752

**Pottstown District**  
Phone: 1-800-641-3940  
LIHEAP: 610-272-1752

**Northampton County Assistance Office**  
Phone: 610-250-1700  
LIHEAP 610-250-1785

## 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

Apr. 11, May 9, June 13, 5:30 – 7:30 p.m., Christ’s Home Church, Warminster. Contact Marissa MacKeverican: 215- 504-3966.

### Cambria

Apr. 9, May 14, 5 – 7 p.m., Commerce Centre, Johnstown. Contact Janna Burkett: 814-961-0687.

### Delaware

Apr. 2, May 7, June 4, 5:30 – 7:30 p.m., Unitarian Universalist Church of Delaware County, Media. Contact Tammi Gabriel-Berrong: 215-504-3997.

### Lehigh/Northampton

Apr. 12, May 10, June 14, 5 – 7 p.m., St. Paul’s United Church of Christ, Allentown. Contact Michele Davis: 610-814-8006.

### Montgomery

Apr. 10, May 8, June 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*

## The Eight Dimensions of Wellness<sup>2</sup>

What wellness means and what we focus on varies from person to person. It is useful to think about practical ways we can improve our wellness. Here are several examples:

### EMOTIONAL

- Be aware of and listen to your feelings
- Express your feelings to people you trust

### FINANCIAL

- Be thoughtful and creative about your budgeting and spending
- As needed, meet with financial professionals who provide free or low-cost services for guidance

### SOCIAL

- Make at least one social connection per day by calling, e-mailing, or visiting someone
- Get active in a support group

### SPIRITUAL

- Make time for practices that enhance your sense of connection to self, nature, and others
- Take time to discover what values, principles, and beliefs are most important to you

### OCCUPATIONAL

- Work toward a career in a field you are passionate about or a volunteer activity that has meaning for you
- Communicate with your supervisor regularly and get support when needed

### PHYSICAL

- Take the stairs instead of the elevator; replace driving with walking or bicycling when possible
- Get enough sleep—your body needs it to rejuvenate and stay well

### INTELLECTUAL

- Research a topic that interests you and share what you learned with others
- Find creative outlets that stimulate your mind and sense of curiosity

### ENVIRONMENTAL

- Appreciate nature and the beauty that surrounds you
- Seek out music and other experiences that have a calming effect on your well-being

2. [www.samhsa.gov](http://www.samhsa.gov)

# Upcoming events & resource information by county

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

## BUCKS

### Community Support Programs—monthly meetings

*Lower Bucks:* Second Thursday, Penn del Mental Health Center, Penndel, 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

### 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

### Member Advisory Work Group Meetings\*

For more information, please contact Don Beam at [dbeam@magellanhealth.com](mailto:dbeam@magellanhealth.com)

- April 30, 12 – 2 p.m., Peer Empowerment Network, Johnstown
- May 13, 10:30 a.m. – 12:30 p.m., Horizon House, Chester
- May 20, 10 a.m. – 12 p.m., Family Service Association of Bucks County, Langhorne
- May 24, 10 a.m. – 12 p.m., Norristown Public Library, Norristown
- June 18, 2 – 3:30 p.m., Goodwill Clubhouse of Lehigh County, Allentown

\*subject to change

## 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)