

Pennsylvania HealthChoices

Member Newsletter

Young Adults: It's Okay to Ask for Help¹

Are you or someone you know having a difficult time with mental health, drugs or alcohol? It's okay to ask for help. This is a normal part of life. Asking for help should never be a bad thing. We should not try to take on the world alone.

Millions of young adults are living with a mental health or substance use disorder. Many times the situation is not treated. This might happen for a number of reasons. Family and friends can help to start a conversation. Talking about the ups and downs of life can lead to finding help.

Young adult resources are available at www.samhsa.gov/young-adults. Treatment referrals can be made at the National Helpline by calling 1-800-662-HELP (4357). Magellan Member Services are also available to assist with locating a provider and community resources (see page 3).

Entering adulthood

Big life changes happen for 18-25 year olds. The transition to adulthood can be very emotional. These feelings are normal for young adults. Family and friends can make a big difference by being around to help. It is important to recognize common signs that can lead to trouble:

- Difficulty sleeping or oversleeping
- Loss of interest in hobbies and friends
- Feelings of anxiousness and changes in overall energy
- Changes in appetite and/or weight
- Feelings of hopelessness and extreme mood changes
- Difficulty in daily functioning
- Suicidal thoughts

Starting the conversation

Are you worried about a friend? The first thing you should do is talk to them. It is alright to ask them if they are okay. It is not an easy conversation. But it might be exactly what they need to seek help. By speaking up you will give support to your friend. Here are some helpful conversation starters:

- I've been worried about you
- I care about you and want to make sure you're okay
- I want to be here for you
- It seems like you are going through a difficult time
- Can we talk about what's going on

1. Substance Abuse and Mental Health Services Administration (SAMHSA) provided helpful information for this full story. Additional resources and infographics are available at <https://www.samhsa.gov/young-adults>.

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 and vaccine updates
- Our website has over 375 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.**
Marissa MacKeverican, mackevericanm@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: Latrice Parr, 610-277-4600 X318
- **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.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