

Pennsylvania HealthChoices

Member Newsletter

Helpful resources for families during COVID-19

COVID-19 has changed all of our lives. We have learned about social distancing. We have also had to learn about the importance of masks. Of greatest concern is our health and that of our family members. These new things can create stress and uncertainty. Magellan wants you to know we understand. We are here for you and your family.

It is likely that your services are being delivered in a new way. Maybe your services now use telehealth with video. Maybe only a phone call is possible. Either way it is important to stay connected to your supports.

What is telehealth?

- Telehealth uses technology such as a smart phone or other electronic device to deliver health related services
- During this state of emergency, the Commonwealth is:
 - Allowing more services to use telehealth to serve members
 - Allowing the use of telephonic video technology commonly available on a smart phone or other electronic device
 - Allowing telephone only services in situations where video technology is not available
 - Adjusting some rules around program requirements or program limits

Many families require BHRS or IBHS. During COVID-19 these services have had to make adjustments. For example:

- Most agencies and families have agreed in several circumstances to reduce the prescription
- Based on the state guidelines, TSS by telehealth has limited hours allowed per day unless the agency has a different plan approved by the state

If you have concerns about how BHRS or IBHS is currently being delivered, please do not hesitate to speak with your BSC, agency case manager, and/or agency's clinical supervisor.

Here are some additional ways to find help with your services or to have questions answered:

- MagellanofPA.com – provider search
- Magellan Member Services (see phone numbers for your county of residence on page 3)
- PAautism.org
- Aidinpa.org/community-preparedness

See page 2 for additional COVID-19 resources and information

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

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.

- **Member Advisory Work Group meetings in September:**
Don Beam, dbeam@magellanhealth.com
- **MY LIFE monthly Meetings:**
Bucks County: Marissa MacKeverican, 215-504-3966
Cambria County: Heidi Niebauer, 814-961-0687
Delaware County: Marissa MacKeverican, 215-504-3966
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