

Pennsylvania HealthChoices

Member Newsletter

Intensive Behavioral Health Services (IBHS) starts in January

Behavioral Health Rehabilitation Services (BHRS) is being replaced by IBHS in January. The change will have a one year transition. This change will not affect current BHRS authorizations.

- All current BHRS authorizations will remain open
- No BHRS may be provided after January 17, 2021

We are working closely with the Dept. of Human Services (DHS) to start IBHS. There are changes from BHRS and Applied Behavior Analysis (ABA). We know you will have questions. We want this change to be as easy as possible for you. Our website has information from past IBHS meetings. You can visit the DHS website for helpful resources (see below). You can also contact your Magellan care manager.

IBHS definition:¹

- IBHS are interventions and supports for children, youth or young adults under the age of 21 with mental, emotional or behavioral health needs
- IBHS can be provided in the home, school or other community setting
- IBHS includes individual services, ABA services, group services and evidence-based treatment (EBT) provided through individual services, ABA services or group services

How was IBHS formed:¹

- IBHS was created when a diverse stakeholder group came together to talk about regulating BHRS
- Stakeholders included family members, providers, and other parties involved in delivering BHRS

Key points for families:

- You should expect all BHRS/ABA providers to accept calls from families that are seeking IBHS
- BHRS will continue to be offered through Magellan's network of providers until there are a sufficient amount of IBHS contracted providers
- A full IBHS network is scheduled by January, 2021
- As BHRS authorizations expire, youth will be considered for IBHS
- If clinically appropriate, the youth will be recommended for IBHS and a new authorization will be submitted
- Our online provider search and provider directory will be updated to include IBHS providers as they are contracted
- We do not anticipate any disruption in your services
- If you find any difficulty or barriers with accessing services through a provider, please contact your Magellan care manager immediately
- Please send all IBHS related questions to IBHS@MagellanHealth.com

1. *Pennsylvania Department of Human Services (DHS)*
www.healthchoices.pa.gov/providers/about/behavioral/inbehavioralhs

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

Community & resource information

Call to confirm MY LIFE meeting dates and locations. Or visit MagellanofPA.com and go to the Community tab to find the MY LIFE page.

No RSVP is required for MY LIFE and Community Support Program meetings.

The 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

Bucks County

MY LIFE meetings

Jan. 9, Feb. 13, Mar. 12, 5:30–7:30 p.m., Christ's Home Church, Warminster. Contact Marissa MacKeverican: 215-504-3966.

Community Support Program (CSP) meetings

Upper Bucks County

2nd Friday of the month @ 10:30 a.m.

Penn Foundation Main Building
807 Lawn Ave
Sellersville, PA 18960

Central Bucks County

1st Wednesday of the month @ 11:00 a.m.

Lenape Valley Foundation
500 North West Street
Doylestown, PA 18901

Lower Bucks County

2nd Thursday of the month @ 2:00 p.m.

Penndel Mental Health Center
1517 Durham Road
Penndel, PA 19047

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 County

MY LIFE meetings

Jan. 14, Feb. 11, Mar. 10, 5–7 p.m., Behavioral Health of Cambria County, Johnstown. Contact Heidi Niebauer: 814-961-0687.

Community Support Program (CSP) meeting

3rd Thursday of the month @ 1:00 p.m.

PEN Drop-In Center
514 Somerset Street
Johnstown, PA 15901

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 County

MY LIFE meetings

Jan. 7, Feb. 4, Mar. 3,
5:30–7:30 p.m., Unitarian
Universalist Church of
Delaware County, Media.
Contact Tara Karbiner:
215-504-3973.

Community Support Program (CSP) meeting

3rd Monday of each month
@ 4:30 p.m.

Welcome House
7700 West Chester Pike
Upper Darby, PA 19082

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

Lehigh & Northampton County

MY LIFE meetings

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

Community Support Program (CSP) meetings

Lehigh County

2nd Monday of each month
@ 12:30 p.m.

Clubhouse of Lehigh County
1437 W. Gordon Street
Allentown, PA 18102

Northampton County

2nd Monday of each month
@ 9:30 a.m.

NAMI

802 W. Broad Street
Bethlehem, PA 18018

Resources

Lehigh County

Member: 1-866-238-2311
TTY: PA Relay 7-1-1

Emergency & Crisis Information:
610-782-3127

Northampton County

Member: 1-866-238-2312
TTY: PA Relay 7-1-1

Emergency & Crisis Information:
610-252-9060

Montgomery County

MY LIFE meetings

Jan. 8, Feb. 12, Mar. 11,
5–7 p.m., Norristown Public
Library, Norristown. Contact
Kara Henry: 610-209-8590.

Community Support Program (CSP) meeting

3rd Thursday of the month
@ 12 p.m.

Norristown Public Library
Community Room
1001 Powell Street
Norristown, PA 19401

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

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