

Pennsylvania HealthChoices

# Member Newsletter

## Virtual Benefits for Certified Peer Support (CPS) and Certified Recovery Support (CRS)

Peer support can help a member with a mental health diagnosis, a substance use disorder (SUD) or a co-occurring disorder (COD). CPS specialists help members with a mental health diagnosis or a COD. CPS services are available starting at age 14. CRS specialists help members with a SUD or a COD. CRS services are available starting at age 18.

All CPS/CRS staff have lived mental health or substance use recovery experience. They bring unique skills and abilities to their work with members.

COVID-19 has changed almost everything. This includes with peer support. In person peer support is limited. Peers are meeting virtually now with members. Members receive support through video chats. Group virtual events are also available (see page 2).

Virtual tools have created many positive moments. There have been success stories for members. We have seen relationships grow. Magellan encourages members to make more virtual connections. A few of the virtual benefits include:

### Virtual benefits of peer support

- Maintain community connections
- Discuss healthy boundaries and self-care suggestions
- Share safe ideas for outdoor activities while maintaining social distance
- Share wellness tips
- Learn about access to community resources

Peer support is focused on learning principles. The staff focus on helping the member feel more hopeful. The goal is to create a supportive relationship for the member.

Please talk with your provider to see if peer support is right for you. Our website lists provider agencies that offer CPS and CRS services. Call Member Services at the phone numbers listed on page 3 if you have any questions.

### Friendly reminders for accessing CPS/CRS Services

- Requirements for a referral to receive CPS/CRS Services
  - A recommendation from a Licensed Professional of the Healing Arts (LPHA)
  - A SUD alone qualifies for CRS, but developmental disorders alone do not qualify for CPS or CRS
  - Mental health diagnosis must be primary for CPS and a SUD must be primary for CRS
  - For those with a COD, the primary diagnosis between mental health and a SUD will determine whether a member receives primary support from a CPS or CRS

View the *Member Handbook and Newsletter* at [www.MagellanofPA.com](http://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](http://MagellanofPA.com).

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### Find specialty providers on our website

1. Go to [MagellanofPA.com](http://MagellanofPA.com)
2. Click 'Find a Provider'
3. Click 'Provider Search' and follow next steps

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### 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](mailto:RA-PWCHC@pa.gov)

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### 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](http://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](mailto: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](mailto: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](mailto: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](http://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](http://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](http://www.pahealthwellness.com/members.html)

- Participant Hotline: 1-844-626-6813 (TTY 1-844-349-8916)

#### UPMC Health Plan

[www.upmchealthplan.com](http://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

<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
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

<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)