



Magellan Compliance Notebook

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) strives to be proactive and use education as a preventative tool to help ensure our members receive the highest quality of care through you, the provider. The Compliance Department at Magellan is committed to sending monthly e-mails to targeted providers regarding a Compliance-related subject.

This e-mail communication is specific to your HealthChoices (Pennsylvania Medicaid) Contract with Magellan.

This month's communication serves as a reminder of services and supports offered by Peer Run Organizations.

Peer Run Organizations: There are a variety of services and supports offered by Peer Run Organizations. These are formal agencies that offer services in a safe, drug and alcohol free community setting run by people living with mental health and/or substance use disorder challenges. Some peer-run organizations have programs to help: Find a job, a safe place to live, speak with a warm line professional, attend a support meeting or create a recovery and wellness plan. It is important to discuss making referrals to peer run organizations with your clients and patients.

For more information, please contact your local Consumer/Family Satisfaction Team:

Mental Health – By County

Bucks County

[Voice and Vision, Inc.](#), 600 Louis Drive, Ste. 106, Warminster, PA 18974 1-800-734-5665

Cambria County

[Peer Empowerment Network](#), 514 Somerset Street, Johnstown, PA 15901 1-814-254-4342

Delaware County

[Voice and Vision, Inc.](#), Satisfaction Team, Whetstone Run Office Complex 450 Parkway, Suite #104 Broomall, PA 19008 1-610-359-8800/1-800-734-5665

Lehigh and Northampton Counties

[Lehigh Valley Recovery Partnership Team](#), 70 West North Street, Ste. 101 Bethlehem, PA 18018 1-610-861-2741

Montgomery County

Family Empowerment Satisfaction Team (FEST), 1210 Stanbridge Street, Suite 600 Norristown, PA 19401, 1-267-850-5677

Substance Use –

All Counties

PRO-ACT

[The Council of Southeast Pennsylvania, Inc.](#) 622 Swede Street, Norristown, PA 19401
1-484-383-0802

Montgomery County

[Hopeworx](#), 1210 Stanbridge Street, Suite 600 Norristown, PA 19401 1-610-270-3685

Member and Family Advocacy (available in Cambria, Lehigh and Northampton Counties):

Magellan’s Member and Family Advocate serves as a point of connection between Magellan and members, their families, and other support individuals. Our advocates also help to educate members about Magellan, advocate to meet their treatment need, and help them navigate services. It is important for individuals to get accurate and reliable information and have their voices heard.

For more information, please contact

Heidi Niebauer, 814-961-0687, NiebauerH@MagellanHealth.com (Cambria County)

John Lees, 610-814-8025, JGLEes@MagellanHealth.com (Lehigh/Northampton Counties)

Member Complaints

A process for the full resolution of complaints and grievances is a necessary component of the service delivery system. Oftentimes complaints can be best managed by providers at the time an issue is happening. It is important to publish, post and distribute your agency information about your complaint process. We ask that this information be shared with all individuals and families served. Please also help share Magellan’s information.

Information about Magellan’s Complaint and Grievance process is published on our website, and also located in the [Member Handbook](#) and [Provider Handbook](#).

Crisis Plans

The development of an individualized crisis plan is required for all levels of care. All members should be provided a copy of this plan at no charge. Please do update crisis plans at the time of treatment plan reviews, and any time an individual goes into crisis and the plan was not utilized/effective.

At Magellan, we will continue to educate our providers with updated MA Bulletins, regulations and other pertinent information in order to ensure Compliance. Although providers are ultimately responsible for knowing and complying with all applicable regulations, we proactively engage providers on an ongoing basis to make sure they are aware of compliance related requirements and expectations. Medicaid Program Integrity is truly a collaborative effort between our providers, county customers, Magellan, BPI and other oversight agencies. The monthly e-mail blast topics are generated from audit results and trends; however, are also sent in response to recent Magellan policy updates; newly released or relevant MA Bulletins

and Policy Clarifications; or Regulation changes. The intention is to afford our providers with as many resources as possible to combat FWA and reduce overpayments.

Thank you for your ongoing hard work and dedication to our members!

Magellan of Pennsylvania's Compliance Team

📞 215-504-3967 | 📠 866-667-7744