



Pennsylvania HealthChoices

# Member Newsletter

## Older Adults Need To Create Intergenerational Connections

The past year has taught all of us many life lessons. For many older adults it has been a very difficult and lonely time. Older adults have had to stay inside more than normal. Thankfully this is changing.

Before COVID-19 older adults would interact with their kids and grandkids. Older adults would talk or even laugh with strangers of all ages while shopping or at a restaurant. Sometimes older adults attended a local college class or served as a youth mentor. Of course, this was normal and natural. Last year changed all of this.

Now it probably does not feel normal for an older adult to talk with a stranger. It is okay to feel this way. However, it is important to work to change these feelings. We can all recover together by working with each generation. Human beings need intergenerational connections.

It is going to take hard work to once again make intergenerational connections. Feelings of shyness will be normal. It might have started to feel normal to only stay at home. Older adults especially will stay stronger physically and mentally with an increase in connections. Intergenerational connections help to keep older adults sharp and alert.

Music and art are a great way to make a connection. Sports and cultural events can also help to bring people together. Older adults can also help to teach a younger generation about historical issues and events. It is also fun to learn together in an educational setting. Look for any chance to interact in a safe and fun way.

### **Here are a few connection opportunities for older adults to consider:**

- Volunteer at the YMCA or local library
- Be a mentor for a youth organization (i.e. Boys and Girls Club, Big Brothers/Big Sisters, etc.)
- Enroll in a course at a local community college
- Get involved with the local theater (i.e. Join the Board, Help with ticket sales and marketing, etc.)
- Attend local sporting events and participate by cheering or volunteering when possible
- Look for engagement opportunities to strike up a conversation at a restaurant or in other public settings

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



## COVID-19 and other helpful resources are on our website

**It takes everyone to fight COVID-19.**

**It is important to listen to the advice of experts.**

**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 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](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:**

- Crisis Hotline: 1-800-499-7455
- 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

- 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)

### **Emergency & Crisis Information:**

- Access Mobile Crisis Services: 1-855-634-HOPE (4673)
- 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<br>PA Relay 7-1-1 (TTY) | 1-855-346-9828            | www.aetnabetterhealth.com |
| Health Partners                                  | 1-800-553-0784<br>PA Relay 7-1-1 (TTY) | 215-967-4690              | www.healthpartners.com    |
| Keystone First                                   | 1-800-521-6860<br>1-800-684-5505 (TTY) | 1-800-573-4100            | www.keystonefirstpa.com   |
| UnitedHealthcare Community Plan                  | 1-800-414-9025<br>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<br>PA Relay 7-1-1 (TTY) | 1-855-346-9828            | www.aetnabetterhealth.com |
| Gateway                         | 1-800-392-1147<br>PA Relay 7-1-1 (TTY) | 1-800-642-3550            | www.gatewayhealthplan.com |
| UnitedHealthcare Community Plan | 1-800-414-9025<br>PA Relay 7-1-1 (TTY) | 1-877-844-8844            | www.uhccommunityplan.com  |
| UPMC for You                    | 1-800-286-4242<br>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<br>PA Relay 7-1-1 (TTY) | 1-855-346-9828            | www.aetnabetterhealth.com    |
| AmeriHealth Caritas Pennsylvania         | 1-888-991-7200<br>1-888-987-5704 (TTY) | 1-888-991-7200            | www.amerihealthcaritaspa.com |
| Gateway                                  | 1-800-392-1147<br>PA Relay 7-1-1 (TTY) | 1-800-392-1146            | www.gatewayhealthplan.com    |
| UnitedHealthcare Community Plan          | 1-800-414-9025<br>PA Relay 7-1-1 (TTY) | 1-877-844-8844            | www.uhccommunityplan.com     |
| UPMC for You                             | 1-800-286-4242<br>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)