

Pennsylvania HealthChoices

Member Newsletter

Telehealth services update

Telehealth was rarely used before COVID-19. This was certainly true in behavioral health and substance use recovery. 18 months later it is likely that you or someone you know has used telehealth. The use of telehealth has helped keep connections. It has improved member care as well in many cases. Using video and audio technology gives the best experience.

Telehealth does not include text messages, emails or faxes.

The state recently shared updates for telehealth. We also expect future changes in the next six months. Key member updates that took effect on September 30, 2021 include:

- The permanent expansion of the use of telehealth service delivery to include drug and alcohol providers
- Permission to continue using telehealth services in community settings

We have seen many providers improve the telehealth experience. Members have shared that they are getting more help from their provider. Hopefully this is true for you or someone that you know.

Additional telehealth benefits:

- No risk in getting COVID-19 during a telehealth care visit
- More flexible scheduling
- Opportunities for group virtual events and video chats
- Coordination of care without transportation needed
- Maintain community connections and learn about new community resources

Our care managers know that telehealth is not for everyone. We are here to help if you have concerns. Privacy or security concerns could be an issue. We understand this. We do not want you to depend on telehealth and be uncomfortable.

Please work first with your provider to find the best solution for your situation. You can also call our member services team to discuss other care options. Our member services telephone numbers for each county are on page 3.

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



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 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
- 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
- **MY LIFE contact information for each County:**
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: Latrice Parr, 610-277-4600 X318
- **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:

- 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

- 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.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