

WINTER 2022

Pennsylvania HealthChoices

Member Newsletter



Magellan
HEALTHCARE

An Overview of Community Support Programs and Member Focused Agencies

Mental health resources are in large demand. It is vital that members and families know where to go for help.

Community Support Programs (CSPs) are an important example of a system advocacy group. Magellan and our county partners work closely with CSPs. They are community based. They are also recovery focused. CSPs are led by a group of:

- Individuals that receive mental health services
- Family members of individuals that receive mental health services
- Local providers
- Local behavioral health department staff

CSPs do not offer services directly to members. Their mission is for members to live successfully in the community. CSPs have a core set of principles. These principles include being:

- Member centered/member empowered
- Flexible
- Culturally competent
- Able to meet special needs
- Community-based with natural supports
- Coordinated
- Accountable
- Strengths based

Magellan and our county partners also work with member focused agencies. The agencies offer families extra help. The agencies include staff with experience living with a SMI. This experience helps them to be a strong advocate for members. It also helps to create impactful connections. These agencies serve as a key local support for members.

Another organization with a member focus is NAMI. This national leader for mental health has support groups. They also have a help line for local resources.

A list of resources for your county can be found to the right. The NAMI Keystone website is also listed to find your local NAMI office. Please share these resources with your friends and family. Please contact Member Services for your County if you need more information. The phone numbers for Member Services are on page 3.

Community Support Programs

Bucks County: cspbucks.org

Cambria County:
pendropincenter.org

Delaware County:
delcopacsp.org

Lehigh County: Send an email to: vergaj@magellanhealth.com

Montgomery County:
montcopacsp.org

Northampton County:
Send an email to: vergaj@magellanhealth.com

Member Focused Agencies

Bucks County LIFE Program:
lifeinbucks.org

Bucks & Delaware Counties:
voiceandvisioninc.org

Cambria County – P.E.N. Drop-in Center: pendropincenter.org

Lehigh & Northampton Counties – Recovery Partnership:
recoverypartnership.us

Montgomery County – Hopeworx including FamilyWorx & AdvocacyWorx:
hopeworxinc.org

NAMI Keystone Pennsylvania
namikeystonepa.org

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

Special request: OMHSAS recently released a behavioral health survey request to gather member feedback regarding telehealth since March 2020. The survey is open until February 25, 2022. Please go to the links below to complete the survey. Thank you.

- **Individuals/Families English:** <https://www.surveymonkey.com/r/OMHSAS2021TelehealthSurvey-IndividualsFamilies>
- **Individuals/Families Spanish:** <https://www.surveymonkey.com/r/OMHSAS2021TelehealthSurvey-IndividualsFamiliesSpanish>

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

View the [Member Handbook](#) and [Newsletter](#) at www.MagellanofPA.com.

Sign up to have the newsletter emailed to you!

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
Highmark Wholecare Blue Cross – Blue Shield	1-800-392-1147 PA Relay 7-1-1 (TTY)	1-800-392-1147	www.highmarkwholecare.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
Highmark Wholecare Blue Shield	1-800-392-1147 PA Relay 7-1-1 (TTY)	1-800-392-1147	www.highmarkwholecare.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