

Pennsylvania HealthChoices

Member Newsletter

Stress awareness can help you get through challenges

The month of April is Stress Awareness Month. It is the right time to review what we know about stress. It is also good to know that everyone gets stress at one time or another. Stress is the result of pressures or tensions and how our body responds.

Many of us face stressful situations. You might feel like a situation is too much to handle. Maybe the pandemic made you feel isolated or lonely. Your job could be stressful. Maybe your young adult is having a tough time financially. Or watching the news can lead to feeling more stress. These are all normal things. People can go through these situations in various ways.

Common reactions to stressful events:

- Disbelief
- Feelings of fear, shock, anger, sadness, worry, numbness, or frustration
- Changes in appetite, energy, desires, and interests
- Difficulty sleeping or nightmares, concentrating, and making decisions
- Physical reactions, such as headaches, body pains, stomach problems, and skin rashes
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of tobacco, alcohol, and other substances

Being aware of these reactions can lead to a solution. It is helpful to practice healthy ways to cope with stress. Getting the right care and support is also critical in helping ourselves. Be sure to talk with your provider if you need

more help. Or you can call our Member Services phone number for your County. See page 3 for the phone numbers.

Healthy ways to cope with stress:

- Take breaks from watching, reading, or listening to news stories
- Take care of your mind and body
- Make time to unwind
- Talk to others
- Connect with your community- or faith-based organizations.
- Avoid drugs and alcohol

Parents and caregivers must watch for signals from kids and young adults. It is natural to worry about scary or stressful events. It is always best to listen to kids and young adults for clues. Be ready to ask questions. Your provider can offer help if necessary. Our Member Services team can also assist.

Tips for parents and caregivers:

- Maintain a normal routine
- Talk, listen, and encourage expression
- Reassure your child about his or her safety and well-being
- Connect with others

Source: Centers for Disease Control and Prevention (CDC)

View the *Member Handbook and Newsletter* at www.MagellanofPA.com. Sign up to have the newsletter emailed to you by sending an email to MBHofPA@magellanhealth.com!

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



April is Autism Acceptance Month

Please join us in celebrating Autism Acceptance month.

Acceptance is a new name used to replace **Awareness**. Awareness is about teaching people about autism. Acceptance is about being kind and respecting people with Autism.

- Continue to check the Magellan Autism page, www.magellanofpa.com/for-members/services-programs/autism-resources, to see how you can support and learn about the resources available this month and moving forward
- If you do not have access to the internet, please contact Member Services for your County at one of the phone numbers listed on the next page
- Emily Kocher, Lead Autism Care Manager and Autism Subject Matter Expert, continuously gathers resources to add to the website or to share in community settings.

If you wish to share resources or suggestions for Emily to consider, please send an email to MBHofPA@magellanhealth.com.

Upcoming community meetings

Please connect with the points of contact below. Meetings are subject to change.

Contact your MY LIFE facilitator below to receive the schedule for the upcoming meetings in 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: Stacey Volz, 215-504-3931

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
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