

Pennsylvania HealthChoices

Member Newsletter

July is BIPOC Mental Health Awareness Month

The way we ask for help with our mental health can vary based on our ethnic background. This can be true for the BIPOC (Black, Indigenous and People of Color) community. The BIPOC community are less likely to receive treatment for mental health or substance use disorders (SUDs).¹

In 2020:¹

- 5.7% of Asian Americans, 9.4% of Black people or African Americans, and 10.7% of Hispanic or Latinx people received mental health services
- These statistics are compared to 21% of White people

Why are the %'s less for the BIPOC community?

There can be many reasons. The most common reasons include:²

- A lack of insurance or underinsurance
- Mental illness stigma
- A lack of diversity and cultural competence among mental healthcare providers
- Language barriers
- A distrust in the healthcare system

Magellan and our county partners want the BIPOC community to feel more comfortable asking for help. This has been an area of focus for us for several years. Our work continues in July for BIPOC Mental Health Awareness Month.

We invite you to attend a BIPOC mental health webinar.

This webinar is scheduled for July 20 at 2 p.m. This webinar is free for everyone. Here are more details for the webinar:

- *"Navigating Mental Healthcare: Unique Challenges Faced by the BIPOC Community"* will explore distinct roles in behavioral healthcare and offer suggestions for overcoming stigma in the BIPOC community
- The scheduled presenters for this webinar include:
 - Samuel Williams, MD, MBA, FAPA, psychiatrist, Magellan Healthcare medical director
 - Karen Zelaya-Kendall, PhD, Magellan Healthcare senior care manager psychologist
 - Edna Richardson, MSW, LCSW, LFD, Magellan Healthcare senior care manager
 - Deborah Price, CFPS, Magellan Healthcare family support coordinator

Go to [MagellanHealthcare.com/BIPOC-MH](https://www.MagellanHealthcare.com/BIPOC-MH) to register for this webinar. On this webpage you will find other helpful resources. Please share this information with your family and friends.

1. 2020 SAMHSA National Survey of Drug Use and Health (NSDUH) Adult Mental Health Tables
2. "Mental Health Disparities: Diverse Populations" American Psychiatric Association

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

Public Health Emergency (PHE) and Medical Assistance (MA)

The Department of Human Services (DHS) is preparing for the federal COVID-19 PHE to end later this year. More details are expected to be shared by DHS over the next few months. There is no date for the end of the PHE as of June 2022.

Here are several key points to help you:

- To receive current information and find the DHS social media links, go to dhs.pa.gov/phe
- DHS will reach out to see if you are still eligible for MA
- Individuals will have to complete a renewal to maintain MA coverage if you are eligible
- Be sure to confirm your contact information is accurate with DHS
- Remain current with your Medicaid renewal

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 or visit magellanofpa.com/for-members/community/my-life:

- Bucks County: Dana Lombardi, 877-769-9779 X63805
- Cambria County: Heidi Niebauer, 814-961-0687
- Lehigh/Northampton Counties: Michele Davis, 610-814-8006
- Montgomery County: Stacey Volz, 215-504-3931

CSP monthly meetings for each County:

- Steph Cassanese, cassaneses@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

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 & 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