

Pennsylvania HealthChoices

Member Newsletter

June is PTSD Awareness Month¹

Posttraumatic stress disorder (PTSD) is a mental health diagnosis. PTSD can develop after you go through a life-threatening event. PTSD can also occur when you see such an event. It is normal to have stress after these events. Most times a person feels better after a few weeks. If stress or other symptoms last longer than a month, PTSD could be the diagnosis.

Symptoms of PTSD

PTSD symptoms often start right after the traumatic event. Sometimes it takes a few months. For some people the symptoms can reappear after a few years. In all cases there are four types of symptoms. A PTSD diagnosis requires each of these types of symptoms:

- Reliving the event (i.e. nightmares, flashbacks, trauma reminders)
- Avoiding things or people that remind you of the event
- Having more negative thoughts or feelings than before the event
- Feeling on edge or keyed up (i.e. your world around you feels unsafe)

PTSD affects all ages. It is more likely though when certain factors are involved. These factors typically are not under a person's control. For example:

- A very intense or long-lasting traumatic event
- An injury occurs during the life-threatening event
- Trauma caused by combat, sexual assault, or domestic violence

It is very important to have social supports around a person or group following trauma. These social supports make PTSD far less likely. The supports help to reduce the stress levels for those affected. Other treatment options available for PTSD include counseling and medication. Talk to your provider to learn more about PTSD treatment. Help is also available by calling Magellan's Member Services (phone numbers on page 3).

PTSD in Veterans

Serving in the military has more risk for possible traumatic events and PTSD. These possible events include:

- War zone deployment
- Training accidents
- Military sexual trauma (MST) during peacetime, training, or war

Veterans who use the VA for health care are more likely to have PTSD. This is due to the MST and PTSD screenings for all VA patients.

1. U.S. Department of Veterans Affairs (VA), www.ptsd.va.gov

View the [Member Handbook](#) and [Newsletter](#) at MagellanofPA.com under Member Resources. 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 'Provider Search' and follow next steps

Have a question about Community HealthChoices?

Participants: 1-833-735-4416

Providers: 1-800-932-0939

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

View the *Member Handbook and Newsletter* at MagellanofPA.com under Member Resources.

Sign up to have the newsletter emailed to you!

Your action is needed. Members must renew Medical Assistance eligibility at the renewal date.

- Make sure your contact information is up to date and check your renewal date. If your address has changed since 2020 and/or you are unsure of when your renewal is coming:
 - Use the myCOMPASS PA mobile app.
 - Visit the PA COMPASS website at dhs.pa.gov/COMPASS (see QR code on page 4).
 - Call the Customer Service Center at **1-877-395-8930**.
- Check your mail. Your renewal packet will be coming in the mail.
- Complete and return your renewal by the due date printed in the renewal packet. There are four ways you can complete and submit your renewal:
 - By mail—Complete and return the forms by mailing them back in the provided envelope
 - Online—Complete your renewal online in COMPASS
 - Telephone—Call **1-866-550-4355** to complete your renewal over the phone
 - In-Person—Complete and submit your renewal in person at any local county assistance office (CAO)

Upcoming community meetings

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

Contact your county facilitator below to learn more about MY LIFE or visit magellanofpa.com/for-members/community/my-life:

- Bucks County: Marissa MacKeverican, 484-724-0844
- Cambria County: Camette Standley, 814-961-0719
- 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:

Dial 988 for the National Suicide Hotline or contact one of the Crisis Centers below:

- 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:

- Dial 988 for the National Suicide Hotline

Cambria County Reach Crisis Center:

- 1-877-268-9463

Lehigh County

Member: 1-866-238-2311

TTY: PA Relay 7-1-1

Emergency & Crisis Information: 610-782-3127 or dial 988 for the National Suicide Hotline

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:

Dial 988 for the National Suicide Hotline or contact one of the Crisis Centers below:

- 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 or dial 988 for the National Suicide Hotline

Community HealthChoices

Managed care physical health care plan contact information

AmeriHealth Caritas CHC

amerihealthcaritaschc.com

- Participant Services: 1-855-235-5115 (TTY 1-855-235-5112)
- Nurse Call Line: 1-844-214-2472

Keystone First CHC

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

pahealthwellness.com/members.html

- Participant Hotline: 1-844-626-6813 (TTY 1-844-349-8916)

UPMC Health Plan

upmchealthplan.com/chc

- 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 COMPASS website to check contact information for Medical Assistance Renewal



Consent form to receive text messages from Magellan

PA HealthChoices plan contact information

Plan	Bucks	Cambria	Lehigh	Montgomery	Northampton
AmeriHealth Caritas Pennsylvania Members: 1-888-991-7200 TTY: 1-888-987-5704 Special Needs Unit: 1-800-684-5503		X	X		X
Geisinger Health Members: 1-855-227-1302 TTY: PA Relay 7-1-1 Special Needs Unit: 1-855-214-8100 ghpfamily.com	X	X	X	X	X
Health Partners Members: 1-800-553-0784 TTY: 1-877-454-8477 Special Needs Unit: 1-866-500-4571 HPPplans.com	X	X	X	X	X
Highmark Wholecare Members: 1-800-392-1147 TTY: PA Relay 7-1-1 Special Needs Unit: 1-800-392-1147 highmarkwholecare.com		X	X		
Keystone First Members: 1-800-521-6860 TTY: 1-800-684-5505 Special Needs Unit: 1-800-573-4100 keystonefirstpa.com	X			X	
United Healthcare Community Plan Members: 1-800-414-9025 TTY: PA Relay 7-1-1 Special Needs Unit: 1-877-844-8844 uhcommunityplan.com	X			X	
UPMC for You Members: 1-800-286-4242 TTY: PA Relay 7-1-1 Special Needs Unit: 1-866-463-1462 upmchealthplan.com	X	X	X	X	X



HealthChoices Help Line: 1-800-440-3989 or enrollnow.net
 Medicare primary information: benefitscheckup.org

