

Member FAQ for Somerset and Bedford Counties – As of July 1, 2025

Note: Magellan Behavioral Health of Pennsylvania (Magellan) is working together with Behavioral Health Services of Somerset and Bedford Counties, Inc. (BHSSBC) on this implementation.

1. When is the “Go Live” date?

- November 1, 2025.

2. When will the Member Handbook be available for Somerset and Bedford Counties?

- We expect the member handbook for Somerset and Bedford Counties to be available on www.MagellanofPA.com around October 1, 2025. Printed copies will be available on an as needed basis in late October 2025.

3. How will we know if our current providers are in-network with Magellan?

- Magellan will contract with the existing BHSSBC provider network. We have started the credentialing process with providers. This will take a few months to complete. The current provider information is available on www.magellanofpa.com under “find a provider.” Updates will continue over the next few months. A pdf copy of the provider directory will be available on www.magellanofpa.com in late October 2025.

4. What is the difference between “behavioral health” and “physical health?”

- Behavioral health includes treatments and services related to mental health and substance use disorder services. Physical health includes treatments and services for all other conditions related to the human body. Magellan encourages and promotes the importance of integrated care. Our member services team provides tips for ensuring all of your providers receive updates on your overall health.

5. Does Magellan help with the cost of medications?

- Most medications are covered by your physical health insurance plan. Each of the physical health plans have medication information on their websites. Some medications require prior approval. Please check with your doctor or physical health plan.
- Some medications and medication monitoring/support may be covered by Magellan. Methadone and Clozaril are examples.

6. Could Magellan have someone on its team to help with behavioral health questions?

- Yes, our Customer Care and Care Management teams will be available 24/7 at the start of the contract on November 1st. These teams can handle a variety of questions related to the covered services from Magellan. We can also link you to resources outside of Magellan to get your questions answered. In the meantime, we encourage you to visit www.magellanoftpa.com.

7. What will PA HealthChoices members in Somerset and Bedford Counties receive from Magellan?

- Magellan will forward a welcome letter to all PA HealthChoices members in Somerset and Bedford Counties in October 2025. Magellan does not provide insurance cards. We provide access to behavioral health services for everyone registered as PA HealthChoices members directly with BHSSBC.

8. Will there be Magellan representatives in Somerset and Bedford Counties that I can contact for questions?

- Yes, we will have a full staff of professionals working in Somerset and Bedford Counties. Their start dates will be at various times leading up to the contract start date of November 1, 2025. In addition, you can send your questions to SomersetBedfordMemberQ@magellanhealth.com. We will reply to your question, or you can visit www.magellanoftpa.com and click on the link at the top of the homepage to go to the Somerset and Bedford Counties webpage. Here you can receive current information including future additions to this FAQ.