

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

***Note: Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) is working together with Behavioral Health Services of Somerset and Bedford Counties (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?**

- The member handbook for Somerset and Bedford Counties is available on [www.MagellanofPA.com](http://www.MagellanofPA.com) as of October 1, 2025. Printed copies will be available on an as needed basis in late October 2025.

## **3. Will Magellan host Member meetings either before or after the start date of the new contract with BHSSBC?**

- Magellan currently has Member Forum meetings scheduled as follows:
  - October 6 @ 10:30 a.m., Location is Windber Place in Somerset County, Address is 600 Somerset Avenue, Floor 5 next to Hospice, Windber, PA 15963
  - October 7 @ 1 p.m., Location is Our Place Drop-In Center in Somerset County, Address is 597 East Main Street, Somerset, PA 15501
  - October 22 @ 1 p.m., Location is HOPES Drop-In Center in Bedford County, Address is 123 Railroad Street, Bedford, PA 15522
- Future meeting information will be posted to the [www.magellanofpa.com](http://www.magellanofpa.com) website.

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

- The current provider directory for Somerset and Bedford Counties is available as a pdf on [www.magellanofpa.com](http://www.magellanofpa.com) website on the counties’ webpage, with an effective date of late September. Each month we will post an updated version of the pdf. By late October, the provider search webtool on the [www.magellanofpa.com](http://www.magellanofpa.com) website will include a Somerset-Bedford dropdown choice to allow for ongoing and immediate access to the current listing of providers available in Somerset and Bedford Counties.

## **5. 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.

## **6. 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.

## **7. 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 1<sup>st</sup>. 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](http://www.magellanoftpa.com).

## **8. 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 at the start of the contract, to be received around November 1, or shortly thereafter. Magellan does not provide insurance cards. We provide access to behavioral health services for everyone registered as PA HealthChoices members directly with BHSSBC.

## **9. 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 and shortly thereafter. In addition, you can send your questions to [SomersetBedfordMemberQ@magellanhealth.com](mailto:SomersetBedfordMemberQ@magellanhealth.com). We will reply to your question, or you can visit [www.magellanoftpa.com](http://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.