

Member FAQ for Somerset and Bedford Counties – As of October 30, 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 as of October 1, 2025. Printed copies are available on an as needed basis.

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

- Magellan hosted Member Forum meetings at several locations in October.
- Future meeting information will be posted to the 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 website on the counties’ webpage, with an effective date of October 28. Each month we will post an updated version of the pdf. The provider search webtool on the www.magellanofpa.com website is live as of October 14. This tool includes 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. 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. The Member Services phone # for Somerset and Bedford Counties is 1-800-424-5860, with representatives available 24/7 starting on November 1. We also encourage you to visit www.magellanofpa.com for resources.

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 in early-mid November. 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 have a full staff of professionals working in Somerset and Bedford Counties. In addition, you can send your questions to SomersetBedfordMemberQ@magellanhealth.com. We will reply to your question, or you can call the Member Services phone # for Somerset and Bedford Counties at 1-800-424-5860 starting on November 1 to talk with a Magellan representative.