

Pennsylvania HealthChoices

Member Newsletter

Find support and local resources in your community with PA Navigate

PA Navigate is a statewide network of local resources. The web address is www.pa-navigate.org. The website connects people in Pennsylvania with healthcare choices and social care services. It helps people of all ages find local resources in an easy way. The PA DHS funds PA Navigate to help make connections for you.

Magellan and our county partners know that communities are in a unique position to help families. It is important to have access to local support. This support can give you emotional well-being and continued learning options. This can create long-term success for you and your family.

PA Navigate will connect you to community-based organizations. Their website includes county and state agencies. You can also find local healthcare provider suggestions based on your zip code. Your primary care provider can make a referral for you based on your choices. Behavioral health providers can also help find resources for you.

You and your family will find help with your basic needs. Examples include food suggestions and transportation options. They even offer childcare choices for you to contact.

There are many services you can find at PA Navigate. Services include:

- Healthcare providers (physical health and behavioral health)
- Food pantries
- Utility support for heating, air conditioning, and electricity
- Financial assistance programs
- Childcare choices
- Transportation options
- Employment services
- Job training
- Many more options!

The PA Navigate website is easy to use. We have listed the few steps you will need to help with your experience. Follow these steps to find local resources to help you.

Website step-by-step instructions

- Go to www.pa-navigate.org
- Enter your zip code
- Find the service or resource you are looking for from a menu of options
- Choose an organization from the list of choices that can help
- Contact the organization or share information with friends or family

Call Member Services with Magellan if you have any questions. Phone numbers for each of the Magellan counties are on **page 3**.

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!

Behavioral Health Matters podcast is available

Check out our podcast, with new episodes posted every 4-6 weeks. The show aims to promote positive mental health, increase our understanding of behavioral health (BH) topics and services, and reduce stigma.

Each episode includes engaging content focused on BH related topics. The conversations help the audience to better understand BH topics and services. Podcasts can help you relax. They can also help to inform the listener.



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: Katie Bandish, 215-360-6586
- Cambria County: Camette Standley, 814-999-5851
- Lehigh/Northampton Counties: Janet Verga, 610-858-3116
- Montgomery County: Coleen McGeehan, 610-906-9474
- Somerset/Bedford Counties: Natalie Kauffman, 814-622-7305

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:

- Lenape Valley Foundation, Bristol: 215-785-9765
- Lenape Valley Foundation, Doylestown: 215-345-2273
- Lenape Valley Mobile Crisis: 1-877-435-7709
- Penn Foundation, Quakertown: 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

Community HealthChoices

Managed care organization 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

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

Somerset & Bedford Counties

Member: 1-800-424-5860

TTY: PA Relay 7-1-1

Emergency & Crisis Information:

- Dial 988 for the National Suicide Hotline

UPMC Community HealthChoices

www.upmchealthplan.com/CHC

- Participant Services: 1-844-833-0523 (TTY 711)

PA Health & Wellness Community HealthChoices

pahealthwellness.com

- Participant Hotline: 1-844-626-6813 (TTY 711)



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 <i>EMSU: Enhanced Member Supports Unit</i>	Bedford / Cambria / Somerset	Bucks / Montgomery	Lehigh / Northampton
AmeriHealth Caritas Pennsylvania Members: 1-888-991-7200 TTY: 1-888-987-5704 EMSU: 1-800-684-5503 amerihealthcaritaspa.com	X		X
Geisinger Health Plan Members: 1-855-227-1302 TTY: PA Relay 7-1-1 EMSU: 1-855-214-8100 ghpfamily.com	X	X	X
Health Partners Plans Members: 1-800-553-0784 TTY: 1-877-454-8477 EMSU: 1-866-500-4571 healthpartnersplans.com	X	X	X
Highmark Wholecare Members: 1-800-392-1147 TTY: PA Relay 7-1-1 EMSU: 1-800-642-3550 highmarkwholecare.com	X		X
Keystone First Members: 1-800-521-6860 TTY: 1-800-684-5505 EMSU: 1-800-573-4100 keystonefirstpa.com		X	
United Healthcare Community Plan Members: 1-800-414-9025 TTY: PA Relay 7-1-1 EMSU: 1-877-844-8844 uhcommunityplan.com		X	
UPMC for You Members: 1-800-286-4242 TTY: 1-800-361-2629 EMSU: 1-866-463-1462 upmchealthplan.com	X	X	X



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