

Pennsylvania HealthChoices

Member Newsletter

Medication Advice to Share with Friends and Family

There can be many challenges with taking medication. It is important to develop good medication habits. This will help to not miss your doses. Taking each dose allows you to get the most benefit.

Magellan has a Medication Adherence Program. The program is designed to offer the support you need. It helps you stay on schedule with your medicine. Some struggles can occur when having medicine to take. You can feel stressed by taking a lot of medication. You might also doubt the importance of medication. The time after being in the hospital can also be tough.

We focus on six areas to help with taking medicine and to help you improve your habits. We want you to have:

- The medications that you need
- A good system for taking medication every day
- The ability to talk with your doctor about medication side effects
- Your questions answered
- Coordinated care among healthcare providers
- Support in recognizing improvements due to medication

Tips for taking medication correctly:

Consider using a medication tray/pill organizer:

- To reduce bottles lying around
- To reduce risk of errors and missed doses
- To include several visual cues
- To easily take medication with you

Use a pharmacy that provides:

- Delivery
- Special packaging
- Automatic refills
- Reminders to pickup medications

Call for refills several days before running out of medications:

- To avoid possible prior authorization delays
- To avoid potential supply issues
- To work around holiday hours
- In case of poor weather

Plan to take along more medication than needed when traveling:

- To avoid unexpected flight delays

Get rid of expired prescription medication and over the counter medication:

- To reduce confusion
- To avoid storing unwanted or expired medications
- To find a prescription drug take-back location near you in Pennsylvania, visit: www.pa.gov/agencies/ddap/substance-use-prevention/prescription-drug-take-back-program

Send an email with any questions to Lori Samer at samerl@magellanhealth.com.

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
Highmark Wholecare Members: 1-800-392-1147 TTY: PA Relay 7-1-1 EMSU: 1-800-642-3550 highmarkwholecare.com	X		X
Jefferson Health Plans EverWell Members: 1-800-553-0784 TTY: 1-877-454-8477 EMSU: 1-866-500-4571 Jeffersonhealthplans.com/medicaid	X	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