

Pennsylvania HealthChoices

Member Newsletter

Understanding Fraud, Waste, and Abuse in Behavioral Health

Behavioral health includes services that help people with mental health challenges, stress, or substance use. These services are important. Unfortunately, sometimes people misuse the system. This is called fraud, waste, and abuse. These problems can take away money and resources from people who truly need help.

What Is Fraud?

Fraud is when someone like a provider **lies on purpose** to get money from an insurance company. Examples of fraud include:

- A therapist bills for counseling sessions that never happened.
- A provider gives a member a fake diagnosis so insurance will pay for extra visits.

What Is Waste?

Waste can happen when a provider uses resources without paying attention to cost. It is not usually done on purpose, but it still causes problems. Examples of waste include:

- A counselor schedules more sessions than needed for a member.
- A clinic orders expensive tests that do not help with treatment.

What Is Abuse?

Abuse is when someone like a provider uses services in a way that breaks rules or is not medically necessary. The person might not even try to cause harm. Examples of abuse include:

- A provider charges the highest price for a service that should cost less.
- A therapist keeps members in treatment even when they no longer need it.

As a member you can help with the system. You can keep an eye out for warning signs. A few examples include:

- **Ghost Billing:** You get a statement or see a bill for therapy, counseling, or medicine that you never actually received.
- **Billing Errors:** You notice your insurance is being charged for a long and expensive session when your visit only lasted a few minutes.
- **Suspicious Forms:** Your medical paperwork, like an Explanation of Benefits (EOB) from your insurance or an encounter form from your provider, shows a different doctor or counselor than the one you met with and contains no reference to times. **Never sign blank forms.**
- Remember that Medicaid members do not pay for services. Providers cannot send you a bill for covered services. If you think you were billed by mistake, ask for help right away. **Your provider should bill Magellan. The provider should not bill you for covered services.**

Community & resource information

Member resource phone lines are staffed 24 hours a day, seven days a week, or go to MagellanoPA.com.

Find specialty providers on our website

1. Go to MagellanoPA.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 MagellanoPA.com under Member Resources.

Sign up to have the newsletter emailed to you!

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Your health and medical identity are important. Always check the bills and statements you receive. If something does not look right, do not be afraid to ask questions or report it to Magellan. You can report concerns confidentially. Do this even if you are unsure if something is wrong.

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

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 magellanoPA.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 Mobile Crisis (Adult and Children): 1-877-435-7709
- Lenape Valley Foundation Bright Path Center: 267-893-5000

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

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

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

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 uhccommunityplan.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