



Pennsylvania HealthChoices

# Member Newsletter

## How to find help with food resources

Are you or someone you know having a difficult time paying for food? Could you or your family use some help with finding more nutrition in your diet? It is okay to ask for help. This is a normal part of life. Asking for help should never be a bad thing. We should not try to take on the world alone.

Millions of people have a tough time paying for food. This is known as food insecurity. A person's overall health is affected by food shortage. People of all ages can be affected.

### **Key information about food insecurity**

- Food insecurity is when people are not sure when their next meal will be or how they will get their next meal.
- Food insecurity is a social determinant of health because of the impact it has on our overall wellness.
- Food insecurity is when there is a difficulty in getting affordable, nutritious meals on a regular basis.
- Children, seniors, and even those that are fully employed can be affected by this challenge.
- The COVID-19 pandemic has increased the number of people affected.

Going without food can cause stress. It is normal to feel anxiety when food is not available all of the time. This extra anxiety affects mental health. If you are feeling this way, please reach out for help. You can talk to a friend or even your provider about this. It is okay to ask for help. The extra support will lead to improved care.

Together with our county partners we want to share food resources with you. It is critical to know of the local food banks available to help. There are many options. Regional and national resources are also able to help. See page 2 for helpful resources to include our Member Services team. Please share this information with friends and family.

View the *Member Handbook* and *Newsletter* at [MagellanofPA.com](https://www.magellanofpa.com) under Member Resources. Sign up to have the newsletter emailed to you!

## Community & resource information

Member resource phone lines are staffed 24 hours a day, seven days a week, or go to [MagellanofPA.com](http://MagellanofPA.com).

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### Find specialty providers on our website

1. Go to [MagellanofPA.com](http://MagellanofPA.com)
2. Click 'Provider Search' and follow next steps

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### Have a question about Community HealthChoices?

Participants: 1-833-735-4416

Providers: 1-800-932-0939

[healthchoices.pa.gov/info/about/community](http://healthchoices.pa.gov/info/about/community)

Email: [RA-PWCHC@pa.gov](mailto:RA-PWCHC@pa.gov)

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### 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

## Wellness and nutrition programs are available to help

### National resources

- Supplemental Nutrition Assistance Program (SNAP), [fns.usda.gov/snap](http://fns.usda.gov/snap)
- Women, Infants, and Children (WIC) Program, [fns.usda.gov/wic](http://fns.usda.gov/wic)
- National School Lunch Program, [fdns.usda.gov/nslp](http://fdns.usda.gov/nslp)
- Summer Food Service Program, [fns.usda.gov/sfsp](http://fns.usda.gov/sfsp)
- Meals on Wheels, [mealsonwheelsamerica.org](http://mealsonwheelsamerica.org)
- USDA National Hunger Hotline, 1-866-348-6479

### Regional and local resources

- Call the 211 United Way Resource Line or visit [211.org](http://211.org)
- Visit [magellanofpa.com/for-members/community/community-and-online-resources](http://magellanofpa.com/for-members/community/community-and-online-resources) for county-based food banks, food pantries, and more
- Magellan's Member Services team (see page 3) is available by telephone

## Upcoming community meetings

Please connect with the points of contact below. Meetings are subject to change.

### Contact your MY LIFE facilitator below to receive the schedule for the upcoming meetings in each County or visit [magellanofpa.com/for-members/community/my-life](http://magellanofpa.com/for-members/community/my-life):

- Bucks County: Dana Lombardi, 877-769-9779 X63805
- Cambria County: Camette Standley, 814-961-0719
- Lehigh/Northampton Counties: Michele Davis, 610-814-8006
- Montgomery County: Stacey Volz, 215-504-3931

### CSP monthly meetings for each County:

- Steph Cassanese, [cassaneses@magellanhealth.com](mailto:cassaneses@magellanhealth.com)

# County resources

## Bucks County

**Member:** 1-877-769-9784

**TTY:** PA Relay 7-1-1

### **Emergency & Crisis Information:**

- Crisis Hotline: 1-800-499-7455
- Lenape Valley Foundation, Bristol: 215-785-9765
- Lenape Valley Foundation, Doylestown: 215-345-2273
- Lenape Valley Mobile Crisis: 1-877-435-7709
- Penn Foundation, Sellersville: 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:**

- Cambria County Crisis Reach Line: 877-268-9463

## Lehigh County

**Member:** 1-866-238-2311

**TTY:** PA Relay 7-1-1

**Emergency & Crisis Information:** 610-782-3127

## 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:**

- 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

## Community HealthChoices

# Managed care physical health care plan contact information

### **AmeriHealth Caritas CHC**

[amerihealthcaritaschc.com](http://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](http://keystonefirstchc.com)

- Participant Services: 1-855-332-0729 (TTY 1-855-235-4976)
- Nurse Call Line: 1-855-332-0117

### **PA Health & Wellness Community HealthChoices**

[pahealthwellness.com/members.html](http://pahealthwellness.com/members.html)

- Participant Hotline: 1-844-626-6813 (TTY 1-844-349-8916)

### **UPMC Health Plan**

[upmchealthplan.com/chc](http://upmchealthplan.com/chc)

- Health Care Concierge: 1-844-833-0523 (TTY 711)
- Nursing Facility Clinically Eligible (NFCE) participants can call the Service Coordination Departments (TTY 711):
  - Southwest: 1-844-860-9302
  - Southeast: 1-833-672-8078
  - Northwest, Northeast, and Lehigh/Capital: 1-833-280-8508

# PA HealthChoices managed care physical health care plan contact information

<b>Bucks &amp; Montgomery</b>	<b>Member Lines</b>	<b>For TTY Users</b>	<b>Special Needs Unit</b>	<b>Website</b>
Geisinger Health Plan	1-855-227-1302	PA Relay 7-1-1	1-855-214-8100	ghpfamily.com
Health Partners	1-800-553-0784	1-877-454-8477	1-866-500-4571	HPPlans.com
Keystone First	1-800-521-6860	1-800-684-5505	1-800-573-4100	keystonefirstpa.com
UnitedHealthcare Community Plan	1-800-414-9025	PA Relay 7-1-1	1-877-844-8844	uhccommunityplan.com
UPMC for You	1-800-286-4242	PA Relay 7-1-1	1-866-463-1462	upmchealthplan.com
<b>Cambria County</b>	<b>Member Lines</b>	<b>For TTY Users</b>	<b>Special Needs Unit</b>	<b>Website</b>
Amerihealth Caritas Pennsylvania	1-888-991-7200	1-888-987-5704	1-800-684-5503	amerihealthcaritaspa.com
Geisinger Health Plan	1-855-227-1302	PA Relay 7-1-1	1-855-214-8100	ghpfamily.com
Health Partners	1-800-553-0784	1-877-454-8477	1-866-500-4571	HPPlans.com
Highmark Wholecare	1-800-392-1147	PA Relay 7-1-1	1-800-392-1147	highmarkwholecare.com
UPMC for You	1-800-286-4242	PA Relay 7-1-1	1-866-463-1462	upmchealthplan.com
<b>Lehigh &amp; Northampton</b>	<b>Member Lines</b>	<b>For TTY Users</b>	<b>Special Needs Unit</b>	<b>Website</b>
AmeriHealth Caritas Pennsylvania	1-888-991-7200	1-888-987-5704	1-800-684-5503	amerihealthcaritaspa.com
Geisinger Health Plan	1-855-227-1302	PA Relay 7-1-1	1-855-214-8100	ghpfamily.com
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HealthChoices Help Line: 1-800-440-3989 or [enrollnow.net](http://enrollnow.net)  
 Medicare primary information: [benefitscheckup.org](http://benefitscheckup.org)

