

Member Newsletter

Help Prevent Suicide¹

Suicide can touch anyone at any time. But it is not inevitable. There is hope. Everyone has a role to play in preventing suicide.

Suicide takes precious lives. It can devastate families. It can also hurt entire communities. Help prevent suicide and offer support to those in crisis by sharing these resources.

- SAMHSA's Suicide Prevention Resource Center ([sprc.org](https://www.sprc.org)) helps anyone, including suicide loss survivors, find local and national resources.

At-Risk Populations

Certain groups are at a greater risk of suicide. Middle-aged people, especially men, have the highest rate of suicide compared to other groups. Eighty percent of all deaths by suicide in the U.S. are among adults aged 45-54. Many factors contribute to this risk. Factors can include isolation, a history of violence or access to lethal means.

Other groups at a higher risk for suicide include:

- Veterans
- LGBTQIA+
- Youth and Young Adults
- Attempt Survivors
- Loss Survivors
- Disaster Survivors

Help for You or Someone You Know

Talking with someone about your thoughts and feelings can save your life. There are steps you or a friend can take to help with a crisis.

- If you or a friend are feeling alone and having thoughts of suicide, do not remain silent. Help is available by calling or texting 988 to the Suicide and Crisis Lifeline for free and confidential support.
- You can also chat 24/7 at [988lifeline.org](https://www.988lifeline.org).
- The Suicide and Crisis Lifeline also provides resources on finding a therapist/support group, on how to build and use a support network, and on how to make a safety plan for yourself.

Learn how to recognize the warning signs when someone is at risk. If you believe someone may be in danger of suicide:

- Call 911
- Call or text 988 to talk with a caring professional.
- Stay with the person.
- Listen without judging.
- Go to [988lifeline.org/help-someone-else](https://www.988lifeline.org/help-someone-else) to learn more.

Suicide Warning Signs for Youth¹

- Talking about or making plans for suicide
- Hopelessness for the future
- Severe/overwhelming pain or distress
- Worrisome changes in behavior
- Sudden changes in social connections/situations
- Significant changes in sleep
- Increases in anger, hostility, agitation and/or irritability that is out of character

Suicide Warning Signs for Adults¹

- Talking about or making plans for suicide
- Acting anxious or agitated, and behaving recklessly
- Talking about being a burden
- Talking about feeling trapped
- Talking about unbearable pain
- Increasing the use of alcohol and/or drugs
- Talking about having no reason to live
- Extreme mood swings
- Talking about seeking revenge
- Seeking isolation

¹Substance Abuse and Mental Health Services Administration (SAMHSA) provided helpful information for this full story. Additional resources, videos, and infographics are available at [samhsa.gov/suicide](https://www.samhsa.gov/suicide) and [samhsa.gov/mental-health/suicidal-behavior](https://www.samhsa.gov/mental-health/suicidal-behavior).

Community & resource information

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

Find specialty providers on our website

1. Go to [MagellanofPA.com](https://www.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](https://www.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 \[MagellanofPA.com\]\(https://www.MagellanofPA.com\) under Member Resources.](#)

Sign up to have the newsletter emailed to you!

Your action is needed. Members must renew Medical Assistance eligibility at the renewal date.

- Make sure your contact information is up to date and check your renewal date. If your address has changed since 2020 and/or you are unsure of when your renewal is coming:
 - Use the myCOMPASS PA mobile app.
 - Visit the PA COMPASS website at dhs.pa.gov/COMPASS (see QR code on page 4).
 - Call the Customer Service Center at **1-877-395-8930**.
- Check your mail. Your renewal packet will be coming in the mail.
- Complete and return your renewal by the due date printed in the renewal packet. There are four ways you can complete and submit your renewal:
 - By mail—Complete and return the forms by mailing them back in the provided envelope
 - Online—Complete your renewal online in COMPASS
 - Telephone—Call **1-866-550-4355** to complete your renewal over the phone
 - In-Person—Complete and submit your renewal in person at any local county assistance office (CAO)

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](https://www.magellanofpa.com/for-members/community/my-life):

- Bucks County: Amanda Grace Krier, 215-595-5795
- 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

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:

- 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:

- Dial 988 for the National Suicide Hotline

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

- 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

PA Health & Wellness Community HealthChoices

pahealthwellness.com/members.html

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

UPMC Health Plan

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 COMPASS website to check contact information for Medical Assistance Renewal



Consent form to receive text messages from Magellan

PA HealthChoices plan contact information

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



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

