

Pennsylvania HealthChoices

Member Newsletter

Coping Tips for Traumatic Events and Disasters¹

People can experience a wide range of emotions before and after a disaster or traumatic event. There is no right or wrong way to feel. It is important to find healthy ways to cope when these events happen.

Take Care of Yourself and Your Loved Ones

It is important to reduce stress and anxiety. Activities as simple as taking a walk or stretching can help relieve stress. Other helpful tips for yourself and your loved ones include:

- Eat healthy and find time to exercise. Deep breathing can help.
- Avoid use of alcohol and drugs.
- Reach out to friends and family to talk with someone you trust about how you are doing.
- If you have children, talk to them. They may feel scared, angry, sad, worried, and confused. Let them know it is okay to talk about what is on their mind.
- Limit your consumption of news.
- Avoid making major life decisions.
- Take care of pets or get outside into nature when it is safe.

Several warning signs of distress are listed below. If you or a loved one have any of these issues, please look for some additional help (see suggestions to the right).

- Sleeping too much or too little.
- Stomach aches or headaches.
- Anger, extreme sadness, feeling edgy or lashing out at others.
- Eating too much or too little.
- Not connecting with others.

Getting Help

- It is important to pay attention to any big changes in health or emotions for you or those you care about. Everyday stress can sometimes be depression or a substance use disorder.
- Support groups provide a safe place for people to find comfort in knowing they are not alone.
- Financial advisers do not immediately come to mind as a resource after a disaster, but they should be among the first people you call when developing a strategy to rebuild your life.
- If you or your loved ones continue to have feelings of anxiety, fear, and anger for two weeks or more, with no improvement, it is best to seek professional help. Call or text SAMHSA's Disaster Distress Helpline at 1-800-985-5990 to locate services and speak with trained crisis counselors.

1. Substance Abuse and Mental Health Services Administration (SAMHSA) provided helpful information for this full story. Additional resources, videos, and infographics are available at <https://www.samhsa.gov/find-help/disaster-distress-helpline/coping-tips>.

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.

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 \[MagellanofPA.com\]\(http://MagellanofPA.com\) 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 county facilitator below to learn more about MY LIFE or visit magellanofpa.com/for-members/community/my-life:

- Bucks County: Steph Cassanese, 814-915-0569
- 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

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

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		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

