



Pennsylvania HealthChoices

# Member Newsletter

## What is a Co-occurring Disorder?

**A mental health diagnosis and substance use disorders (SUDs) sometimes occur together. This is because:**

- Certain substances can cause people with an addiction to experience one or more symptoms with a mental health diagnosis
- A mental health diagnosis can sometimes lead to alcohol or drug use, as some people with a mental health diagnosis may misuse these substances as a form of self-medication
- A mental health diagnosis and SUDs share some underlying causes, including changes in brain composition, genetic vulnerabilities, and early exposure to stress or trauma

Do you know that about six in ten people with a SUD are also living with a mental health condition? ***This is known as a co-occurring disorder.*** A co-occurring disorder can present unique challenges for a teenager. The changes caused by these disorders can be troubling for both teens and their family.

Families often struggle to figure out the reasons for a teenager's change in behavior. This is often true when SUDs and a mental health diagnosis are both factors. Frequent questions include:

- Is their moodiness a sign of a mental health issue?
- Or is their moodiness a side effect of substance use?
- What are the signs of a co-occurring disorder?
- How do the challenges create new issues, or complicate treatment?

Magellan's member services staff are available to talk with you. They can help you find answers to these questions. They can determine the next clinical steps to take to keep your child healthy and safe. The phone numbers for each County are on page 3.

### Helpful resources:

- [SAMHSA resources for families coping with a mental health diagnosis and a substance use disorder: Samhsa.gov/families](https://www.samhsa.gov/families)
- [Young adults: It's okay to ask for help: Samhsa.gov/young-adults](https://www.samhsa.gov/young-adults)
- [The case for screening and treatment of co-occurring disorders: Samhsa.gov/co-occurring-disorders](https://www.samhsa.gov/co-occurring-disorders)

If your teenager shows any changes listed below, you should seek help. The first step is to schedule an assessment. This can help you create a road for healing. This will help with your teenager's co-occurring disorder. Examples of changes in behavior include:

- Loss of interest in hobbies or activities
- Depression, irritability, and/or argumentativeness
- Agitation, restlessness, or hyperactivity
- Lethargy or lack of motivation
- Changes in friendships
- Declining grades or skipping school
- Engaging in risky behaviors
- Locking doors, isolating themselves, or missing family events
- Lack of pleasure in daily activities
- Weight changes
- Sleeping too much or too little
- Overly self-conscious behavior
- Stomach aches or other physical problems

## 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).

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### Find specialty providers on our website

1. Go to [MagellanofPA.com](https://www.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](https://www.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

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

- Bucks County: Marissa MacKeverican, 484-724-0844
- 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:**

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](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 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
<b>AmeriHealth Caritas Pennsylvania</b> Members: 1-888-991-7200 TTY: 1-888-987-5704 Special Needs Unit: 1-800-684-5503		X	X		X
<b>Geisinger Health</b> 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
<b>Health Partners</b> Members: 1-800-553-0784 TTY: 1-877-454-8477 Special Needs Unit: 1-866-500-4571 HPPplans.com	X	X	X	X	X
<b>Highmark Wholecare</b> Members: 1-800-392-1147 TTY: PA Relay 7-1-1 Special Needs Unit: 1-800-392-1147 highmarkwholecare.com		X	X		
<b>Keystone First</b> Members: 1-800-521-6860 TTY: 1-800-684-5505 Special Needs Unit: 1-800-573-4100 keystonefirstpa.com	X			X	
<b>United Healthcare Community Plan</b> Members: 1-800-414-9025 TTY: PA Relay 7-1-1 Special Needs Unit: 1-877-844-8844 uhcommunityplan.com	X			X	
<b>UPMC for You</b> 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](https://enrollnow.net)  
 Medicare primary information: [benefitscheckup.org](https://benefitscheckup.org)

