Tobacco support is available

Using tobacco and nicotine are harmful to your health. This includes smoking, chewing and vaping.

- Studies show people with a mental health illness smoke more cigarettes each year compared to people without a mental health illness.
- People with a mental health illness also may die 25 years sooner compared to people without a mental health illness.

Most people getting help for an addiction do smoke cigarettes. Many people think stopping tobacco will be a bad idea for their recovery. Science shows that this is in fact not true. Stopping tobacco use can be very good for your recovery. It is also a very good idea for your health.

Science shows that there are good ways to quit your tobacco use.

- Nicotine replacement therapy is one good way.
- Chantix™ and Bupropion are two other ways.
- Counseling is also helpful.

These are all covered by insurance. This will help you get these options at low or no cost. Please talk with your doctor about getting help with your tobacco use.

Our Magellan website has information about how to get help with tobacco use. You can also email us with your tobacco questions.

- www.MagellanofPA.com
- TobaccoSupport@MagellanHealth.com

You can also call our member services team. We have staff who know a lot about tobacco help. Our team wants to talk with you about getting help. We want you to be as healthy as you can be.

Additional tobacco support resources

Call 1-800-Quit-Now (1-800-784-8669)

A free support line offering:
- Telephone/text tobacco counseling
- Face-to-face counseling
- Information on and a short-term supply of nicotine replacement therapy products (e.g. gum, patches)
- Help with local county supports and resources

Regional contractors for tobacco support

**Bucks/Delaware/Montgomery Counties**
Public Health Management Corporation, Jamie Magee, 215-731-6154

**Cambria County**
Adagio Health, Katie Hartman, 724-944-2433

**Lehigh/Northampton Counties**
American Lung Association, Chelsey Hildebrand, 717-971-1126 or Caitlin Cluck, 717-971-1121
Surveys to verify services

Magellan complies with all state and federal Medicaid rules. This includes our process for verifying with members whether the services billed by providers were received.

We send surveys in the mail at random to members. These surveys are based on services received during a 30-day period. We may include up to five services on a survey.

If you receive a survey in the mail we ask for your help. Our goal for each survey is to confirm the services received.

Each survey will have instructions. Please follow these instructions. Please return the survey to us. We will also include a postage paid envelope for you.

☑ Circle either yes or no to the question asking if you received the service listed.

☑ If you circle no, this would mean that you in fact did not receive service that was paid for.

☑ Check the box next to the specific provider and date if in fact you did not receive that service.

☑ Be sure to include any comments.

☑ Sign, date and include your phone number at the bottom of the form. We need this information so we may outreach you if we have additional questions.

We will follow up on any “no” responses. These answers will concern us. This would mean that you in fact did not receive a service that was paid for.

Member feedback and input is critical for us. We want to hear from you. This helps us to review our providers. We take provider fraud, waste and abuse seriously. We want to make sure Medicaid dollars are used in a good way.
Upcoming events & resource information by county

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

BUCKS
Community Support Programs—monthly meetings
Lower Bucks: Second Thursday, Penndel Mental Health Center, Penndel, 3 – 5 p.m. Contact Nancy Scheible, NScheible@PenndelMHC.org, 267-269-7882.
Central Bucks: First Wednesday, Lenape Valley Foundation, Doylestown, 11 a.m. – 12:30 p.m. Contact Phil Braun, Philip.Braun@LenapeVF.org, 215-893-5282.
Upper Bucks: Second Friday, Penn Foundation, Sellersville, 10:30 a.m. – noon. Contact A.J.Derro, DerroAJ444@gmail.com, 215-869-4722.

Resources
Member: 1-877-769-9784, TTY: PA Relay 7-1-1
Emergency & Crisis Information:
• 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
Resources
Member: 1-800-424-0485, TTY: PA Relay 7-1-1
Emergency & Crisis Information:
• Cambria County Reach Line: 877-268-9463
• Meadows Psychiatric Center: 800-641-7529

DELAWARE
Resources
Member: 1-888-207-2911, TTY: PA Relay 7-1-1
Emergency & Crisis Information:
• Crisis Connections Team: 855-889-7827
• Crozer-Chester Medical Center, Upland: 610-447-7600
• Mercy Fitzgerald Hospital, Darby: 610-237-4210

LEHIGH & NORTHAMPTON

Resources
Member: 1-866-238-2311, TTY: PA Relay 7-1-1
Emergency & Crisis Information: 610-782-3127

Northampton Resources
Member: 1-866-238-2312, TTY: PA Relay 7-1-1
Emergency & Crisis Information: 610-252-9060

MONTGOMERY
Resources
Member: 1-877-769-9782, TTY: PA Relay 7-1-1
Emergency & Crisis Information:
• Access Crisis Services: 1-855-634-HOPE (4673)
• 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)
• Montgomery County Emergency Services: 610-279-6100 or 1-844-455-7455

SAVE THE DATE
8th Annual MY FEST
Sept. 22, 12 – 4 p.m.

Northampton Municipal Park
(Laubach Ave., Northampton, PA)
www.facebook.com/MYLIFEyouth
### PA HealthChoices managed care physical health care plan contact information

<table>
<thead>
<tr>
<th>Bucks, Delaware &amp; Montgomery Counties</th>
<th>Member Lines</th>
<th>Special Needs Unit</th>
<th>Website</th>
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<tbody>
<tr>
<td>Aetna Better Health</td>
<td>1-866-638-1232 PA Relay 7-1-1 (TTY)</td>
<td>1-855-346-9828</td>
<td><a href="http://www.aetnabetterhealth.com">www.aetnabetterhealth.com</a></td>
</tr>
<tr>
<td>Health Partners</td>
<td>1-800-553-0784 PA Relay 7-1-1 (TTY)</td>
<td>215-967-4690</td>
<td><a href="http://www.healthpartners.com">www.healthpartners.com</a></td>
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<tr>
<td>Keystone First</td>
<td>1-800-521-6860 1-800-684-5505 (TTY)</td>
<td>1-800-573-4100</td>
<td><a href="http://www.keystonefirstpa.com">www.keystonefirstpa.com</a></td>
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<tr>
<td>UnitedHealthcare Community Plan</td>
<td>1-800-414-9025 PA Relay 7-1-1 (TTY)</td>
<td>1-877-844-8844</td>
<td><a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a></td>
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<td>Aetna Better Health</td>
<td>1-866-903-0748 PA Relay 7-1-1 (TTY)</td>
<td>1-855-346-9828</td>
<td><a href="http://www.aetnabetterhealth.com">www.aetnabetterhealth.com</a></td>
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<td>Gateway</td>
<td>1-800-392-1147 PA Relay 7-1-1 (TTY)</td>
<td>1-800-642-3550</td>
<td><a href="http://www.gatewayhealthplan.com">www.gatewayhealthplan.com</a></td>
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<td>1-877-844-8844</td>
<td><a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a></td>
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<td>UPMC for You</td>
<td>1-800-286-4242 1-800-361-2629 (TTY)</td>
<td>1-866-463-1462</td>
<td><a href="http://www.upmchealthplan.com">www.upmchealthplan.com</a></td>
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<td>1-866-638-1232 PA Relay 7-1-1 (TTY)</td>
<td>1-855-346-9828</td>
<td><a href="http://www.aetnabetterhealth.com">www.aetnabetterhealth.com</a></td>
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<tr>
<td>AmeriHealth Caritas Pennsylvania</td>
<td>1-888-991-7200 1-888-987-5704 (TTY)</td>
<td>1-888-991-7200</td>
<td><a href="http://www.amerihealthcaritaspa.com">www.amerihealthcaritaspa.com</a></td>
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<td>Gateway</td>
<td>1-800-392-1147 PA Relay 7-1-1 (TTY)</td>
<td>1-800-392-1146</td>
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*HealthChoices Help Line: 1-800-440-3989 or www.enrollnow.net
  Medicare primary information: www.benefitscheckup.org*