

Pennsylvania HealthChoices

Member Newsletter

Community Healthchoices Program will start soon in our Southeast counties

COMMUNITY HEALTHCHOICES is the state's new mandatory managed care program. It covers:

- Individuals who are eligible for both Medicaid and Medicare (dual eligibles)
- Older adults
- Individuals with physical disabilities

This program will change the coordination of your physical health (PH) benefits. Eligible members will have one Physical Health-Managed Cared Organization (PH-MCO) to manage PH and long-term services and supports (LTSS). You get to choose this PH-MCO. Your benefits will not change. They could even improve. Behavioral health (BH) services are handled by us. We will work with your PH-MCO to coordinate your care.

Nursing facility residents and members with an aging waiver will have some change. We start taking care of your BH services when you are enrolled in CHC. Our staff are here to help you. We know you will have questions. This is natural. Please contact our member services team for your county so that we can help you. Our phone numbers are on page three.

CHC serves more people in their communities. This improved coordination can help you with:

- Work
- Spending more time with your family
- Experiencing an overall better quality of life

The start dates of this program for members in our counties are:

- *Cambria County*—Started in January 2018
- *Bucks, Delaware and Bucks Counties*—Starts in January 2019
- *Lehigh and Northampton Counties*—Starts in January 2020

Who will be enrolled in CHC?

Individuals will be enrolled in CHC if they are 21 years old or over and are:

- Receiving both Medicare and Medicaid
- Receiving Medicaid LTSS both in the community and a nursing home
- Receiving services in the OBRA waiver AND determined nursing facility clinically-eligible
- Receiving care in a nursing home paid for by Medicaid
- An Act 150 participant who is dually eligible for Medicare and Medicaid
- State blind and State blind pension recipients

How do you contact the PH-MCO's?

- UPMC: **1-866-407-8762**
- AmeriHealth Caritas/ Keystone First Community HealthChoices: **1-800-521-6007**
- PA Health and Wellness: **1-844-626-6813**

View the [Member Handbook and Newsletter](#) at [MagellanofPA.com](#).
Sign up to have the newsletter emailed to you!

Upcoming MY LIFE meetings by county

Call to confirm meeting dates and locations. Or visit www.MagellanofPA.com and go to the Community tab to find the MY Life page.

Bucks

Oct. 11, Nov. 8, Dec. 13,
5:30 – 7:30 p.m., Abington
Health Center, Warminster.
Contact Marissa Gates:
215- 504-3966.

Cambria

Oct. 18, Nov. 15, 5:30 – 8 p.m.,
Commerce Centre, Johnstown.
Contact Janna Burkett:
814-961-0687.

Delaware

Oct. 9, Nov. 13, Dec. 11,
5:30 – 7:30 p.m., Merakey
(formerly NHS), Sharon Hill.
Contact Tammi Gabriel-
Berrong: 215-504-3997.

Lehigh/Northampton

Oct. 12, Nov. 9, Dec. 14,
5 – 7 p.m., St. Paul's United
Church of Christ, Allentown.
Contact Michele Davis:
610-814-8006.

Montgomery

Oct. 10, Nov. 14, Dec. 12,
5 – 7 p.m., Norristown Public
Library, Norristown. Contact
Collette D'Angelo:
610-272-3042, ext. 318.

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*



Changes for complaints and grievances process

There is still no cost to file a complaint or a grievance. The changes are:

Member Complaints

- You are able to attend a complaint committee review meeting in person or by phone
- We will find a meeting place that is easy for you to get to
- Any decision about your complaint will be sent to you within 30 days of filing the complaint
- All of the people in your committee review meeting will have training on how to best help you

Member Grievances

- There are two levels of grievance available to you (internal and external reviews)
- The internal review will have three people on a committee to review the grievance—a doctor, someone who doesn't work for Magellan and a person from the county
- You are able to attend this internal review
- The decision about your grievance will be sent to you within 30 days of filing the grievance
- All of the people in your committee review meeting will have training on how to best help you
- The external review hasn't changed for you and is the same as it has been

Please call Magellan's member services if you have any questions.

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, Pennel Mental Health Center, Pennel, 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

Lehigh Valley Community Support: Second Monday, NAMI, Bethlehem, 9:30 – 11 a.m. Contact Donna, NAMI PA Lehigh Valley, 610-882-2102.

Lehigh 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— 4th Annual Montgomery County Wellness Fair

Oct. 20: 10 a.m. – 1 p.m.
Plymouth Meeting Mall
xhezor@magellanhealth.com

SAVE THE DATE—Upcoming Member Advisory Workgroup Meetings

Oct. 26: 10 a.m. to noon
Giant Store
315 S. York Road
Willow Grove, PA 19090
dbeam@magellanhealth.com

Oct. 30: 12 – 2 p.m.
Peer Empowerment Network
514 Somerset St.
Johnstown, PA 15901
cmstandley@magellanhealth.com

PA HealthChoices managed care physical health care plan contact information

Bucks, Delaware & Montgomery Counties	Member Lines	Special Needs Unit	Website
Aetna Better Health	1-866-638-1232 PA Relay 7-1-1 (TTY)	1-855-346-9828	www.aetnabetterhealth.com
Health Partners	1-800-553-0784 PA Relay 7-1-1 (TTY)	215-967-4690	www.healthpartners.com
Keystone First	1-800-521-6860 1-800-684-5505 (TTY)	1-800-573-4100	www.keystonefirstpa.com
UnitedHealthcare Community Plan	1-800-414-9025 PA Relay 7-1-1 (TTY)	1-877-844-8844	www.uhccommunityplan.com

Cambria County	Member Lines	Special Needs Unit	Website
Aetna Better Health	1-866-903-0748 PA Relay 7-1-1 (TTY)	1-855-346-9828	www.aetnabetterhealth.com
Gateway	1-800-392-1147 PA Relay 7-1-1 (TTY)	1-800-642-3550	www.gatewayhealthplan.com
United Healthcare Community Plan	1-800-414-9025 PA Relay 7-1-1 (TTY)	1-877-844-8844	www.uhccommunityplan.com
UPMC for You	1-800-286-4242 1-800-361-2629 (TTY)	1-866-463-1462	www.upmchealthplan.com

Lehigh & Northampton Counties	Member Lines	Special Needs Unit	Website
Aetna Better Health	1-866-638-1232 PA Relay 7-1-1 (TTY)	1-855-346-9828	www.aetnabetterhealth.com
AmeriHealth Caritas Pennsylvania	1-888-991-7200 1-888-987-5704 (TTY)	1-888-991-7200	www.amerihealthcaritasp.com
Gateway	1-800-392-1147 PA Relay 7-1-1 (TTY)	1-800-392-1146	www.gatewayhealthplan.com
UnitedHealthcare Community Plan	1-800-414-9025 PA Relay 7-1-1 (TTY)	1-877-844-8844	www.uhccommunityplan.com
UPMC for You	1-800-286-4242 1-800-361-2629 (TTY)	1-866-463-1462	www.upmchealthplan.com

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