Social determinants of health resources are available

Social determinants of health (SDOH) are factors that contribute to a person’s current state of health. Magellan wants you to be aware of these factors. They are important to your overall health. The three most commonly known SDOH are housing, food insecurity and employment. Other factors include:

- Transportation
- Utility needs
- Family supports
- Education
- Interpersonal violence
- Social support

Magellan wants to help you with any SDOH challenges you might have. There are also county supports that are available. Do any of these SDOH factors above create a challenge for you? For example:

- Do you or anyone you know live in a shelter or transitional housing?
- Do you or anyone you know have difficulty finding a healthy meal?
- Do you or anyone you know have difficulty finding a job?

Having a difficult time with SDOH can affect your behavioral health. Your physical health can also be affected. Magellan understands this. To help you find local SDOH resources we ask you to call our Member Services team. We also ask you to go to our website, www.MagellanofPA.com.

Our website offers many SDOH resources in our ‘Community’ section. We will keep adding new information for our members. Go there and click on ‘Community & Online Resources.’ Here you will find resources such as:

- www.211.org
- www.shelterlistings.org
- www.philabundance.org
- And more than 40 other websites offering help for human and social services

1. CDC

County Assistance Offices

Bucks County Assistance Office
Phone: 1-800-362-1291
LIHEAP: 1-800-616-6481

Cambria County Assistance Office
Phone: 1-877-315-0389

Delaware County Assistance Office – Chester District
Phone: 610-447-5500
LIHEAP: 610-447-3099

Darby District
Phone: 610-461-3800

Lehigh County Assistance Office
Phone: 1-610-821-6509

Montgomery County Assistance Office – Norristown District
Phone: 1-877-398-5571
LIHEAP: 610-272-1752

Pottstown District
Phone: 1-800-641-3940
LIHEAP: 610-272-1752

Northampton County Assistance Office
Phone: 610-250-1700
LIHEAP 610-250-1785
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
Apr. 11, May 9, June 13, 5:30 – 7:30 p.m., Christ’s Home Church, Warminster. Contact Marissa MacKeverican: 215-504-3966.

Cambria
Apr. 9, May 14, 5 – 7 p.m., Commerce Centre, Johnstown. Contact Janna Burkett: 814-961-0687.

Delaware
Apr. 2, May 7, June 4, 5:30 – 7:30 p.m., Unitarian Universalist Church of Delaware County, Media. Contact Tammi Gabriel-Berrong: 215-504-3997.

Lehigh/Northampton
Apr. 12, May 10, June 14, 5 – 7 p.m., St. Paul’s United Church of Christ, Allentown. Contact Michele Davis: 610-814-8006.

Montgomery

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

The Eight Dimensions of Wellness

What wellness means and what we focus on varies from person to person. It is useful to think about practical ways we can improve our wellness. Here are several examples:

EMOTIONAL
• Be aware of and listen to your feelings
• Express your feelings to people you trust

FINANCIAL
• Be thoughtful and creative about your budgeting and spending
• As needed, meet with financial professionals who provide free or low-cost services for guidance

SOCIAL
• Make at least one social connection per day by calling, e-mailing, or visiting someone
• Get active in a support group

SPIRITUAL
• Make time for practices that enhance your sense of connection to self, nature, and others
• Take time to discover what values, principles, and beliefs are most important to you

OCCUPATIONAL
• Work toward a career in a field you are passionate about or a volunteer activity that has meaning for you
• Communicate with your supervisor regularly and get support when needed

PHYSICAL
• Take the stairs instead of the elevator; replace driving with walking or bicycling when possible
• Get enough sleep—your body needs it to rejuvenate and stay well

INTELLECTUAL
• Research a topic that interests you and share what you learned with others
• Find creative outlets that stimulate your mind and sense of curiosity

ENVIRONMENTAL
• Appreciate nature and the beauty that surrounds you
• Seek out music and other experiences that have a calming effect on your well-being

2. www.samhsa.gov
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
Community Support Program—monthly meeting
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 Mobile 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

Member Advisory Work Group Meetings*
For more information, please contact Don Beam at dbeam@magellanhealth.com
• April 30, 12 – 2 p.m., Peer Empowerment Network, Johnstown
• May 13, 10:30 a.m. – 12:30 p.m., Horizon House, Chester
• May 20, 10 a.m. – 12 p.m., Family Service Association of Bucks County, Langhorne
• May 24, 10 a.m. – 12 p.m., Norristown Public Library, Norristown
• June 18, 2 – 3:30 p.m., Goodwill Clubhouse of Lehigh County, Allentown

*subject to change
# 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>
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<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>
</tr>
<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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<tr>
<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>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*