Helpful resources for families during COVID-19

COVID-19 has changed all of our lives. We have learned about social distancing. We have also had to learn about the importance of masks. Of greatest concern is our health and that of our family members. These new things can create stress and uncertainty. Magellan wants you to know we understand. We are here for you and your family.

It is likely that your services are being delivered in a new way. Maybe your services now use telehealth with video. Maybe only a phone call is possible. Either way it is important to stay connected to your supports.

What is telehealth?

• Telehealth uses technology such as a smart phone or other electronic device to deliver health related services
• During this state of emergency, the Commonwealth is:
  - Allowing more services to use telehealth to serve members
  - Allowing the use of telephonic video technology commonly available on a smart phone or other electronic device
  - Allowing telephone only services in situations where video technology is not available
  - Adjusting some rules around program requirements or program limits

Many families require BHRS or IBHS. During COVID-19 these services have had to make adjustments. For example:

• Most agencies and families have agreed in several circumstances to reduce the prescription
• Based on the state guidelines, TSS by telehealth has limited hours allowed per day unless the agency has a different plan approved by the state

If you have concerns about how BHRS or IBHS is currently being delivered, please do not hesitate to speak with your BSC, agency case manager, and/or agency’s clinical supervisor.

Here are some additional ways to find help with your services or to have questions answered:

• MagellanofPA.com – provider search
• Magellan Member Services (see phone numbers for your county of residence on page 3)
• PAautism.org
• Aidinpa.org/community-preparedness

See page 2 for additional COVID-19 resources and information

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 ‘Find a Provider’
3. Click ‘Provider Search’ and follow next steps

Have a question about Community HealthChoices?
Participants: 1-833-735-4416
Providers: 1-800-932-0939
www.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

Staying connected...
While we are apart

COVID-19 resources are on our website
It takes everyone to fight COVID-19. It is important to listen to the advice of experts. All crowds should be avoided. It is important to protect public health.

Local COVID-19 resources are available to help you and your family. For example:
• Go to www.health.pa.gov for COVID-19 updates
• Our website has over 200 helpful resources, including many COVID-19 resources to help you with financial, housing and food solutions
• Magellan staff are available to help you with access to services or to answer your questions at PACOVID19membersupport@MagellanHealth.com
• Magellan Member Services staff are available at the phone numbers listed on page 3 for your county of residence

Upcoming community meetings
Please connect with the point of contact below. Some meetings are held virtually. Meetings are subject to change.

• Member Advisory Work Group meetings in September:
  Don Beam, dbeam@magellanhealth.com

• MY LIFE monthly Meetings:
  Bucks County: Marissa MacKeverican, 215-504-3966
  Cambria County: Heidi Niebauer, 814-961-0687
  Delaware County: Marissa MacKeverican, 215-504-3966
  Lehigh/Northampton Counties: Michele Davis, 610-814-8006
  Montgomery County: Kara Henry, 610-209-8590

• CSP monthly meetings for each county:
  Emily Ferris, eferris@magellanhealth.com
County resources

**Bucks County**
*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 County**
*Member:* 1-800-424-0485  
*TTY:* PA Relay 7-1-1

**Emergency & Crisis Information:**
- Cambria County Crisis Reach Line: 877-268-9463

**Delaware County**
*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

**Lehigh County**
*Member:* 1-866-238-2311  
*TTY:* PA Relay 7-1-1

**Emergency & Crisis Information:**
- 610-782-3127

**Montgomery County**
*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

**Northampton County**
*Member:* 1-866-238-2312  
*TTY:* PA Relay 7-1-1

**Emergency & Crisis Information:**
- 610-252-9060

Community HealthChoices
Managed care physical health care plan contact information

**AmeriHealth Caritas CHC**
www.amerihealthcaritaschc.com  
- Participant Services: 1-855-235-5115 (TTY 1-855-235-5112)
- Nurse Call Line: 1-844-214-2472

**Keystone First CHC**
www.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**
www.pahealthwellness.com/members.html  
- Participant Hotline: 1-844-626-6813 (TTY 1-844-349-8916)

**UPMC Health Plan**
www.upmchealthplan.com  
- 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
## 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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<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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<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>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>
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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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<tr>
<td>AmeriHealth Caritas Pennsylvania</td>
<td>1-888-991-7200 1-888-987-5704 (TTY)</td>
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<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>
<td><a href="http://www.gatewayhealthplan.com">www.gatewayhealthplan.com</a></td>
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*HealthChoices Help Line: 1-800-440-3989 or [www.enrollnow.net](http://www.enrollnow.net)*

*Medicare primary information: [www.benefitscheckup.org](http://www.benefitscheckup.org)*