



FAQ for Cambria County Implementation

(updated Feb. 9, 2017)

1) When will the Cambria County Member Handbook be available?

- We expect the Magellan of PA member handbook for Cambria County to be available by June 1.

2) How will we know if our current providers are in-network with Magellan?

- Magellan will contract with the existing Cambria County HealthChoices provider network. We have started the credentialing process with providers. This will take a few months to complete. The provider information can be found on www.magellanofpa.com under “find a provider.” A printed provider directory will also be available by June 1.

3) What is the difference between “behavioral health” and “physical health?”

- Behavioral health includes treatments and services related to mental health and substance abuse services. Physical health includes treatments and services for all other conditions related to the human body. Magellan encourages and promotes the importance of integrated care. Our member services team provides tips for ensuring all of your providers receive updates on your overall health.

4) Does Magellan help with the cost of medications?

- Most medication is covered by your physical health insurance plan. Each of the physical health plans have medication information on their websites. Some medications require prior approval. Please check with your doctor or physical health plan.
- Some medications may be covered by Magellan. These include Methadone and Clozaril.

5) Could Magellan have someone on its team help with med education?

- Yes, our Customer Care and Care Management teams will be available 24/7 at the start of the contract on July 1. These teams can handle a variety of questions related to the covered services from Magellan. We can also link you to resources outside of Magellan to get your questions answered. In the meantime, we encourage you to visit www.magellanofpa.com.

6) What will PA HealthChoices members in Cambria County receive?

- Magellan of PA will forward a welcome letter, a member handbook and a provider directory to all PA HealthChoices members in Cambria County in June, 2017. Magellan of PA does not provide insurance cards. We provide access to behavioral health services for everyone registered as PA HealthChoices members directly with Cambria County.

7) Will the Consumer/Family Satisfaction Team (CFST) continue in Cambria County?

- Yes. Magellan of PA will support the current local consumer/family satisfaction team in Cambria County.

8) Will there be Magellan representatives in Cambria County that I can contact for questions?

- Yes, we will have a full staff of professionals working in our Cambria County office. Their start dates will be in May and June, 2017. In addition, you can send your questions to CAmemberquestions@magellanhealth.com or CAproviderquestions@magellanhealth.com. We will reply to your question, or you can visit www.magellanofpa.com and click on Cambria County within “county info.” Here you can receive current information including future additions to this FAQ.