

# Pennsylvania HealthChoices Member Newsletter

## A peer specialist offers an experienced view

Certified Peer Specialists (CPS) help those age 14 and above. They help those living with Serious Mental Illness (SMI). All of the trained specialists have lived mental health experience. Over 200 studies support the use of Peer Specialists.

A CPS gives support for individual goals. They try to inspire hope. They focus on recovery and resiliency. They are role models.

### CPS goals

- Provide confidence
- Teach new recovery skills
- Provide supports
- Promote available services
- Promote community resources
- Develop wellness
- Share principles
- Explore social networks

### A survey that is hopeful

In February 2015, we surveyed some of our members. The survey sampled those using CPS services. A total of 266 surveys were returned.

Each member had SMI. A contracted provider cared for each member.

Survey questions focused on quality and recovery. This survey went to our five counties in our service area.

### SURVEY RESPONSES:

98%

were pleased with their Peer Services, noting better relationships, self-care and employment as the reasons

96%

received help in avoiding a hospital admission

## Community support is available

- Peer Networks
- Peer Warm Lines
- Family Networks
- Consumer and Family Satisfaction Teams
- Peer Employment Task Force
- Certified Recovery Specialists
- Member Advisory Group
- County Groups
- Local Events

### Bucks County

- Voice and Vision, Inc.: 800-734-5665
- Lenape Valley Foundation Peer WarmLine: 215-896-9717

### Delaware County

- Consumer Satisfaction Team: 610-713-5915
- Warm Line: 855-464-9342

### Lehigh & Northampton Counties

- Recovery Partnership, Lehigh Valley Consumer/Family Satisfaction Team, Inc.: 610-861-2741
- Recovery Partnership Northampton County PEER Line: 855-727-3377

### Montgomery County

- Family Mentor and Advocacy Network: 267-507-3486
- Consumer Satisfaction Team-Hopeworx: 610-270-3685
- Peer Talk Line: 855-715-8255

## Upcoming MY LIFE meetings by county

Call to confirm meeting dates and locations. Or visit [www.MagellanoofPA.com](http://www.MagellanoofPA.com) and click on MY LIFE.

**Bucks:** April 13, May 11, June 8, 5:30 – 7:30 p.m., Abington Health Center, Warminster. Contact Emily Ferris: 215-504-3960.

**Delaware:** April 11, May 9, June 13, 6:30 – 8 p.m., YMCA, Lansdowne. Contact Shawn Carroll: 215-504-3934.

**Lehigh/Northampton:** April 8, May 13, June 10, 5 – 7 p.m., St. Paul's United Church of Christ, Allentown. Contact Michele Davis: 610-814-8006.

**Montgomery:** April 12, May 10, June 14, 5:30 – 7:30 p.m., Norristown Public Library, Norristown. Contact Tim Connors: 215-504-3961.

## Mental health awareness

### April

National Autism Awareness Month  
[www.autism-society.org](http://www.autism-society.org)

### May

National Mental Health Month  
[www.nami.org](http://www.nami.org)

### June

PTSD Awareness Month  
[www.ptsd.va.gov](http://www.ptsd.va.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

After the survey, we then studied the previous three years. We chose 778 of our members that were living with SMI. These people all used CPS services. A contracted provider cared for each member.

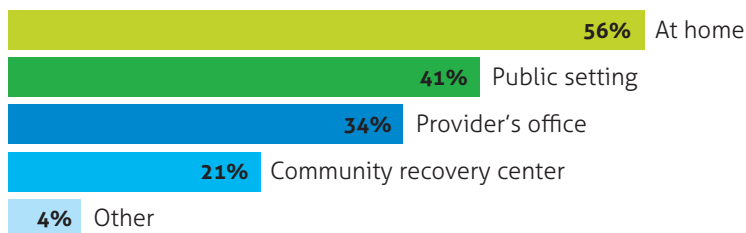
A second group had 805 of our members. All of these members also had SMI. This second group did not use CPS services. A contracted provider cared for each member of this group.

### Positive outcomes when CPS services are included

- 43% decline in psychiatric inpatient admissions
- 14% decline in psychiatric inpatient days
- 16% decline in crisis service use
- 20% decline in inpatient and crisis spending
- 15% decline in per-member spending

### Location of CPS service

The survey showed that our CPS services are easy to schedule. They meet individual needs. Most members visit weekly with their CPS. Services typically occur at the following locations based on our survey.<sup>1</sup>



1. A member was asked to check each answer that applied.

### Type of CPS service

Each member has a maximum number of hours for CPS services. Services are based on medical needs. The daily maximum time is 4 hours. The annual maximum time is 225 hours. Use of each visit is individual focused.

CPS services usually occur in person. Most visits are one to one. Sometimes a group is better. Sometimes a phone call is best. Social activities as visits are not an option.

CPS suggest the preferred session type. The member then agrees if this type of visit meets their goals. This creates the best results for the member.

### Next steps

Do you want to feel more hopeful? Do you want to improve your self-esteem? Do you want to improve your quality of life? If so, a CPS might be a solution.

Give Member Services a call today. Calls are answered 24 hours a day. The county phone numbers are on the back of this newsletter. Ask if a CPS is right for your situation.

# Recovery and resiliency: Magellan's core treatment principles

**A job you like. Good relationships with family and friends. Your own home. Most of us take these things for granted.**

At Magellan, helping people reach their goals for a better life is a primary focus. That is why recovery and resiliency are at the core of what we do.

We believe that all people can recover from trauma, tragedy or other stressors. We are all able to go on with life and feel hopeful. That is resiliency.

We believe that all people can learn, grow and change. We are all able to build a life filled with meaning and purpose. That is recovery.

We help individuals and families achieve a number of things through resiliency and recovery:

- A sense of belonging.
- A safe place to live.
- Days full of purpose.
- Skills to get well.
- A strong voice in their lives.
- Hope for the future.

We support resiliency and recovery in all of our programs. We:

- Appreciate those we serve.
- Respect culture and language.
- Communicate well.
- Support the strengths and skills of others.
- Think about all areas of people's lives. This includes their:
  - Physical health
  - Mental health
  - Addictions
  - Background
  - Education
  - Work
  - Relationships
  - Housing status
  - Spirituality
  - and more.
- Offer meaningful choices.
- Use peer, family and natural supports.
- Help others build confidence.
- Celebrate and share stories of success.
- Involve individuals and their families in planning, delivering and evaluating services.
- Measure, monitor and improve.

**Do you want to learn more about this topic?**

Visit [www.MagellanHealth.com/training](http://www.MagellanHealth.com/training).

## County events

### Bucks

#### *Community Support Programs*

*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.

### Delaware

*April 3: Multi-Systems Training,* 8:30 a.m. – 4:30 p.m., DCIU. Contact Shannon Thomas, 610-713-2365.

*PEAK 8-week workshop,* Mar. 30 – May 18, Ichiban Buffet in Springfield. Contact Marylou Shirley at 267-507-3796.

### Lehigh & Northampton Counties

*Comm. Support Program,* 2nd Monday, NAMI, 9:30 – 11 a.m. Contact Donna 610-882-2102

*May 5: Mental Health Walk,* 10 – 2 Bethlehem Rose Gardens. Call Angela, 610-861-2741

*May 20: Rally in the Valley,* 11 a.m. – 6 p.m., Cedar Crest College, Allentown. [www.rallyinthevalleypa.com](http://www.rallyinthevalleypa.com)

### Montgomery

*April 6: MCIU Resource Expo,* 6:30-8:30 p.m., Perkiomen Valley High School. Contact kkoberlein@mciu.org.

## Contact and resource information

The following phone lines are staffed 24 hours a day, seven days a week, or go to [www.MagellanofPA.com](http://www.MagellanofPA.com).

### Bucks County

Member: 1-877-769-9784

TTY: 1-877-769-9785 (8:30 a.m. – 6 p.m.)

TTY: 1-800-787-1730 (6 p.m. – 8:30 a.m.)

#### Emergency & Crisis Information:

- Lenape Valley Foundation, Bristol: 215-785-9765
- Lenape Valley Foundation, Doylestown: 215-345-2273
- Lenape Valley Adult Mobile Crisis: 215-785-9765
- Penn Foundation, Sellersville: 215-257-6551 (crisis services 7 a.m. – 11 p.m. daily)
- Access Child/Adolescent Mobile Crisis Services: 1-877-435-7709

### Delaware County

Member: 1-888-207-2911

TTY: 1-888-207-2910 (8:30 a.m. – 6 p.m.)

TTY: 1-800-787-1730 (6 p.m. – 8:30 a.m.)

#### Emergency & Crisis Information:

- Crisis Connections Team: 855-889-7827
- Mental Health: 610-713-2365
- Drug & Alcohol: 610-713-2365
- Crozer-Chester Medical Center, Upland: 610-447-7600
- Mercy Fitzgerald Hospital, Darby: 610-237-4000

### Lehigh County

Member: 1-866-238-2311 | TTY: 1-866-238-2313

Emergency & Crisis Information: 610-782-3127

### Montgomery County

Member: 1-877-769-9782

TTY: 1-877-769-9783 (8:30 a.m. – 6 p.m.)

TTY: 1-800-787-1730 (6 p.m. – 8:30 a.m.)

#### Emergency & Crisis Information:

- Access Adult Mobile Crisis Services: 1-855-634-HOPE (4673)  
Peer Support Talk Line: 1-855-715-8255
- Access Child/Adolescent Mobile Crisis Services: 1-888-HELP-414 or 1-888-435-7414  
Teen Talk Line: 1-866-825-5856 (talk) or 1-215-703-8411 (text)
- Montgomery County Emergency Services: 610-279-6100 or 1-800-452-4189

### Northampton County

Member: 1-866-238-2312 | TTY: 1-866-780-3367

Emergency & Crisis Information: 610-252-9060

## PA HealthChoices managed care physical health care plan contact information

<b>Bucks, Delaware &amp; Montgomery Counties</b>	<b>Member Lines</b>	<b>For TTY Users</b>	<b>Special Needs Unit</b>	<b>Website</b>
Keystone First	1-800-521-6860	1-800-684-5505	1-800-573-4100	<a href="http://www.keystonefirstpa.com">www.keystonefirstpa.com</a>
UnitedHealthcare Community Plan	1-800-414-9025	1-800-654-5984	1-877-844-8844	<a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>
Health Partners	1-800-553-0784	215-849-1579	215-967-4690	<a href="http://www.healthpartners.com">www.healthpartners.com</a>
Aetna Better Health	1-866-638-1232	1-866-638-1232	1-855-346-9828	<a href="http://www.aetnabetterhealth.com">www.aetnabetterhealth.com</a>
<b>Lehigh &amp; Northampton Counties</b>	<b>Member Lines</b>	<b>For TTY Users</b>	<b>Special Needs Unit</b>	<b>Website</b>
UnitedHealthcare Community Plan	1-800-414-9025	1-888-616-0021	1-877-844-8844	<a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>
AmeriHealth Caritas Pennsylvania	1-888-991-7200	1-888-987-5704	1-888-991-7200	<a href="http://www.amerihealthcaritaspa.com">www.amerihealthcaritaspa.com</a>
Gateway	1-800-392-1147	1-800-654-5988	1-800-392-1146	<a href="http://www.gatewayhealthplan.com">www.gatewayhealthplan.com</a>
Aetna Better Health	1-866-638-1232	PA Relay 7-1-1	1-855-346-9828	<a href="http://www.aetnabetterhealth.com">www.aetnabetterhealth.com</a>
UPMC for You	1-888-876-2756	1-800-361-2629	1-866-463-1462	<a href="http://www.upmchealthplan.com">www.upmchealthplan.com</a>

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)