



FAQ for Cambria County Implementation

(updated June 30, 2017)

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

- The Cambria County member handbook is now available on our website. Each member household should have received a copy of the handbook in the mail by the end of June or early July.

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

- Magellan has contracted with the majority of the existing Cambria County HealthChoices provider network. The provider information can be found on www.magellanofpa.com under “find a provider.” A pdf of the provider directory is available on our website and this will get updated on a regular basis. Each member household will receive a copy of the directory in the mail by the end of July.

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 are available 24/7 from 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. For more information, we encourage you to visit www.magellanofpa.com.

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

- Magellan forwarded a welcome letter and a member handbook to all PA HealthChoices member households in Cambria County in June. In July, Magellan will mail the provider directory to all PA HealthChoices member households. Magellan 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 supports the 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 have a full staff of professionals working in our Cambria County office located at 1003 Broad Street, Suite 301, in Johnstown. 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.

9) What are the member services and provider services phone numbers?

- Member services: 1-800-424-0485
- Provider services: 1-800-424-3711