



Pennsylvania HealthChoices

Member Newsletter

International Overdose Awareness Day is August 31

Help people with opioid use disorder to find the right treatment.

Overdose has impacted too many families and friends. It is important to remember those we have lost. We also need to reduce the stigma of overdose and help those impacted with their grief. These are some of the key messages shared by SAMHSA¹. Magellan and our county partners also want to help.

It is vital to give care and compassion to families in grief. Find some time to talk with friends and family to remember those we have lost to overdose. These things help to give hope for their recovery.

Many factors can lead to an overdose. It can happen when a substance is mixed with a potent opioid or other drug. Sometimes the person takes the wrong dosage. Often the person is not aware of any danger at the time. No matter the cause, overdose continues to have a lasting impact in our communities.

We know that the overdose crisis is preventable. Department of Human Services (DHS) created the Overdose Prevention Strategy with four primary areas of focus. They are:

- Primary prevention.
- Harm reduction.
- Evidence-based treatment.
- Recovery support.

Each of us have a role to play to fix this crisis. We can help those in grief by giving hope. We can learn more about overdose. We can have naloxone (i.e. Narcan) available in our homes. See the details on the right side of this page for tips and signs. Call Magellan's Member Services (see page 3) if you have any questions.

¹ Substance Abuse and Mental Health Services Administration (SAMHSA), www.samhsa.gov

Helpful resources are available:

- www.Findtreatment.gov
- www.Findsupport.gov
- SAMHSA's National Helpline is 1-800-662-HELP (4347)
- 988 Suicide & Crisis Lifeline: 988 or www.988Lifeline.org

Signs of overdose:

- Small, constricted 'pinpoint pupils'.
- Falling asleep or losing consciousness.
- Slow, weak, or no breathing.
- Choking or gurgling sounds.
- Limp body.
- Cold and/or clammy skin.
- Discolored skin (especially in lips and nails).

Steps to take if someone is overdosing:

1. Call 911.
2. Administer naloxone, if available.
3. Try to keep the person awake and breathing.
4. Lay the person on their side to prevent choking.
5. Stay with the person until emergency assistance arrives.

View the [Member Handbook](#) and [Newsletter](#) at MagellanofPA.com under Member Resources. 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 'Provider Search' and follow next steps

Have a question about Community HealthChoices?

Participants: 1-833-735-4416

Providers: 1-800-932-0939

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

View the *Member Handbook and Newsletter* at MagellanofPA.com under Member Resources.

Sign up to have the newsletter emailed to you!

Voting information resources are available

The summer is a good time to review things. This helps to keep you on schedule. Your plan to vote is one thing to review. All adults should review your voting plans.

- Pennsylvania residents can find helpful information at www.vote.pa.gov/register-to-vote.

This website is a good place to learn about the voting process. You can learn how to register to vote. Key topics include:

- County election office locations.
- Polling locations.
- Voter education toolkit.
- Mail-in and absentee ballot details.
- Military and overseas voters.
- First time voters.
- Volunteer opportunities.

Here are some important dates to add to your schedule. Share these dates with friends and family members.

- The deadline to register to vote this year is October 21.
- The general election is November 5.

Upcoming community meetings

Please connect with the points of contact below. Meetings are subject to change.

Contact your county facilitator below to learn more about MY LIFE or visit magellanofpa.com/for-members/community/my-life:

- Bucks County: Marissa MacKeverican, 484-724-0844
- Cambria County: Camette Standley, 814-961-0719
- Lehigh/Northampton Counties: Michele Davis, 610-814-8006
- Montgomery County: Stacey Volz, 215-504-3931

CSP monthly meetings for each County:

- Steph Cassanese, cassaneses@magellanhealth.com

County resources

Bucks County

Member: 1-877-769-9784

TTY: PA Relay 7-1-1

Emergency & Crisis Information:

Dial 988 for the National Suicide Hotline or contact one of the Crisis Centers below:

- 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:

- Dial 988 for the National Suicide Hotline

Cambria County Reach Crisis Center:

- 1-877-268-9463

Lehigh County

Member: 1-866-238-2311

TTY: PA Relay 7-1-1

Emergency & Crisis Information: 610-782-3127 or dial 988 for the National Suicide Hotline

Montgomery County

Member: 1-877-769-9782

TTY: PA Relay 7-1-1

- 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)

Emergency & Crisis Information:

Dial 988 for the National Suicide Hotline or contact one of the Crisis Centers below:

- Access Mobile Crisis Services: 1-855-634-HOPE (4673)
- 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 or dial 988 for the National Suicide Hotline

Community HealthChoices

Managed care physical health care plan contact information

AmeriHealth Caritas CHC

amerihealthcaritaschc.com

- Participant Services: 1-855-235-5115 (TTY 1-855-235-5112)
- Nurse Call Line: 1-844-214-2472

Keystone First CHC

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

pahealthwellness.com/members.html

- Participant Hotline: 1-844-626-6813 (TTY 1-844-349-8916)

UPMC Health Plan

upmchealthplan.com/chc

- 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
 - Northwest, Northeast, and Lehigh/Capital: 1-833-280-8508



PA COMPASS website to check contact information for Medical Assistance Renewal



Consent form to receive text messages from Magellan

PA HealthChoices plan contact information

Plan	Bucks	Cambria	Lehigh	Montgomery	Northampton
AmeriHealth Caritas Pennsylvania Members: 1-888-991-7200 TTY: 1-888-987-5704 Special Needs Unit: 1-800-684-5503		X	X		X
Geisinger Health Members: 1-855-227-1302 TTY: PA Relay 7-1-1 Special Needs Unit: 1-855-214-8100 ghpfamily.com	X	X	X	X	X
Health Partners Members: 1-800-553-0784 TTY: 1-877-454-8477 Special Needs Unit: 1-866-500-4571 HPPplans.com	X	X	X	X	X
Highmark Wholecare Members: 1-800-392-1147 TTY: PA Relay 7-1-1 Special Needs Unit: 1-800-392-1147 highmarkwholecare.com		X	X		
Keystone First Members: 1-800-521-6860 TTY: 1-800-684-5505 Special Needs Unit: 1-800-573-4100 keystonefirstpa.com	X			X	
United Healthcare Community Plan Members: 1-800-414-9025 TTY: PA Relay 7-1-1 Special Needs Unit: 1-877-844-8844 uhcommunityplan.com	X			X	
UPMC for You Members: 1-800-286-4242 TTY: PA Relay 7-1-1 Special Needs Unit: 1-866-463-1462 upmchealthplan.com	X	X	X	X	X



HealthChoices Help Line: 1-800-440-3989 or enrollnow.net
 Medicare primary information: benefitscheckup.org

