

Pennsylvania HealthChoices

# Member Newsletter

## Our Behavioral Health Matters Podcast Celebrates 1-Year Anniversary

In October 2023 we launched our first episode of Behavioral Health Matters. This is a podcast series available on our website. We now have seven episodes. Each episode is less than an hour in length.

We saw that the BH community needed a podcast series. The episodes are a unique way to engage with members. They can also help to inform the listener about supports. Podcasts are a very popular medium.

- According to Edison Research's 2024 Infinite Dial survey:
  - 100 million Americans now listen to at least one podcast every week
  - Accounting for 34% of Americans aged 12+
  - This is an increase from 31% in 2023 and 26% in 2022
- Among regular listeners, on average, 8.3 podcast episodes are listened to weekly<sup>1</sup>

Our episodes include engaging content focused on behavioral health (BH) related topics. Our aim is to promote positive mental health. We also want to reduce stigma. The conversations help the audience to better understand BH topics and services.

Podcasts can help you relax. They can also help to inform the listener. Our podcast host is John Lees. Go to our website to listen to our current and future podcasts.

John is the Member and Family Advocate for Lehigh and Northampton Counties. He asks the guests questions on a variety of subjects. The conversations are friendly and easy to listen to. Sometimes it can be helpful to re-listen to a podcast. Our guests talk about innovative topics and include:

- Key customer representatives
- Community partners
- Regional leaders
- Magellan staff

### Goals for the Behavioral Health Matters Podcast

- Demonstrate leadership across a popular platform
- Create a new engagement opportunity with members and local/regional stakeholders
- Showcase innovative work done by partners, collaborators, and Magellan staff
- Convenient opportunity for the listener to hear engaging content without needing to be physically present, and for this to occur at a preferred time and place

<sup>1</sup> Forbes Magazine, April 2, 2024

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](http://MagellanofPA.com).

### Find specialty providers on our website

1. Go to [MagellanofPA.com](http://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](http://healthchoices.pa.gov/info/about/community)

Email: [RA-PWCHC@pa.gov](mailto: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](http://MagellanofPA.com) under Member Resources.

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## Opioid Centers of Excellence (COE) Services

Our provider network includes Opioid COE programs. COEs assist members with an opioid use disorder (OUD). Members have access to a variety of COE services. These services can include:

- Community supports
- Health service

COEs focus is to care for members. The staff help members:

- Having challenges with opiate use
- Needing connections to treatment and other services to help with the recovery journey

COE services support members. Examples of services offered with a COE include:

- Case Management
- Certified Recovery Specialist (CRS)

Things to know:

- Members are not allowed to receive identical services from two different providers, this is called a duplication of services
- It is important to tell all agencies what services you are receiving and to update each agency if services change
- Member feedback is important for our oversight of providers
- We take provider fraud, waste, and abuse seriously and want to ensure Medicaid dollars are utilized in an appropriate manner
- Please reference your member handbook or our website for more information on fraud, waste, and abuse

## 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](http://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](mailto: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](http://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](http://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](http://pahealthwellness.com/members.html)

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

### UPMC Health Plan

[upmchealthplan.com/chc](http://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
<b>AmeriHealth Caritas Pennsylvania</b> Members: 1-888-991-7200 TTY: 1-888-987-5704 Special Needs Unit: 1-800-684-5503		X	X		X
<b>Geisinger Health</b> 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
<b>Health Partners</b> Members: 1-800-553-0784 TTY: 1-877-454-8477 Special Needs Unit: 1-866-500-4571 HPPplans.com	X	X	X	X	X
<b>Highmark Wholecare</b> Members: 1-800-392-1147 TTY: PA Relay 7-1-1 Special Needs Unit: 1-800-392-1147 highmarkwholecare.com		X	X		
<b>Keystone First</b> Members: 1-800-521-6860 TTY: 1-800-684-5505 Special Needs Unit: 1-800-573-4100 keystonefirstpa.com	X			X	
<b>United Healthcare Community Plan</b> Members: 1-800-414-9025 TTY: PA Relay 7-1-1 Special Needs Unit: 1-877-844-8844 uhcommunityplan.com	X			X	
<b>UPMC for You</b> 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](https://enrollnow.net)  
 Medicare primary information: [benefitscheckup.org](https://benefitscheckup.org)

