

nearest emergency room. You or someone else needs to call your services manager as soon as possible to let them know. Your behavioral health plan will pay for medically necessary transportation (ambulance) to the emergency room.

### **What do I do if I have a problem with the behavioral health services I receive?**

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You can file a grievance or a complaint with your plan or request a Department of Public Welfare Fair Hearing. Your member handbook or a plan member services representative can explain this process.

You can also call the Pennsylvania Health Law Project Help Line for information on how to request a fair hearing or file a grievance or complaint, at **215-625-3663 or 1-800-274-3258**.

If a service that you were receiving is about to be reduced or stopped, you can keep it coming if you file for a fair hearing **within 10 days of the date on your written notice**.

If you are being denied a service that is urgently needed, and your life or health are in danger if the service isn't

delivered quickly, call the Department of Public Welfare's Clinical Sentinel Hotline, at 1-800-426-2090.

### **IMPORTANT NUMBERS**

#### **Behavioral Health Plans:**

##### Community Behavioral Health

Philadelphia County

1-888-545-2600 or

1-215-413-3100

##### Magellan Behavioral Health

Bucks, Chester, Delaware &  
Montgomery Counties

1-877-769-9782

#### **Clinical Sentinel Hotline:**

1-800-426-2090

### **PENNSYLVANIA HEALTH**

### **LAW PROJECT**

**215-625-3663 OR**

**1-800-274-3258**

## **HEALTH CHOICES**

### **Getting Mental Health & Substance Abuse Services in Southeast Pennsylvania**



**Help Line: 1-800-274-3258**

# Getting Behavioral Health Services Under HealthChoices

## About HealthChoices

HealthChoices is the Medical Assistance managed care program for Bucks, Chester, Delaware, Montgomery, & Philadelphia Counties. You will get your Medical Assistance mental health and substance abuse services (called **behavioral health services**) through this program.

## Do I have a choice of behavioral health plans?

No. Each county has its own behavioral health plan. You must use the health plan in the county where you live. You do, however, have a choice of providers.



## How do I sign up?

You do not need to enroll with your behavioral health plan. When you enroll with a physical health plan, you are also automatically enrolled in a

behavioral health plan.

Contact your behavioral health plan when you need services. The phone number for each county is on the back of this brochure. On your first call, your behavioral health plan may assign a services manager to you who will help you get services.

## Which services are available?

Your behavioral health plan offers the following services:

- Drug and alcohol detoxification
- Drug and alcohol rehabilitation
- Drug and alcohol outpatient services
- Methadone maintenance clinic
- Psychiatric hospital services
- Partial hospitalization
- Outpatient psychiatric services
- Psychiatric clinic
- Behavioral health services for children and adolescents (including wrap-around)
- Residential treatment for children and adolescents
- Lab services
- Other behavioral health prescriptions (filled by your physical health plan's pharmacies)

Your plan may provide more services. Call your behavioral health plan for more information.

You should work with the plan pro-

viders who are treating you to figure out what services you need. Contact your services manager to figure out what services your plan will cover. All medically necessary services are covered for children under 21. If your plan did not assign a manager to you, call the number for your plan listed on the back of this brochure. They will help you arrange for the services you need.

## What if it is an emergency?

Contact the crisis services in your



area if you are having a psychiatric crisis. If you don't get a response or if you also have a physical health emergency, go

to a hospital in your Physical Health plan. If you are not sure if it is an emergency or where to go but you have time, call your services manager or Primary Care Provider (in your physical health plan). They will tell you what to do.

You may need behavioral health care when you are not close to home or are out of the health plan's service area. If it is an emergency, go directly to the