

## Where to Call for Help with Problems Consumers Experience in Community HealthChoices-SE

<b>CHC Plan Member Services</b>				
<i>Keystone First</i> 1-855-332-0729	<i>PA Health &amp; Wellness</i> 1-844-626-6813	<i>UPMC Community HealthChoices</i> 1-844-833-0523		
<p>Consumers should be calling their plan directly if they:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>✓ did not get a Plan ID card</li> <li>✓ want a Member Handbook</li> <li>✓ have questions about what is covered</li> <li>✓ need help accessing health care services or LTSS</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>✓ want to change their PCP</li> <li>✓ need help finding providers</li> <li>✓ want information on how CHC works with their Medicare</li> <li>✓ are being billed more than the small Medicaid co-pay for services</li> </ul> </td> </tr> </table>			<ul style="list-style-type: none"> <li>✓ did not get a Plan ID card</li> <li>✓ want a Member Handbook</li> <li>✓ have questions about what is covered</li> <li>✓ need help accessing health care services or LTSS</li> </ul>	<ul style="list-style-type: none"> <li>✓ want to change their PCP</li> <li>✓ need help finding providers</li> <li>✓ want information on how CHC works with their Medicare</li> <li>✓ are being billed more than the small Medicaid co-pay for services</li> </ul>
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<b>Independent Enrollment Broker: 1-844-824-3655</b>				
<p>Consumers should call this number if:</p> <ul style="list-style-type: none"> <li>✓ their CHC plan confirmation letter does not reflect the plan or the PCP they chose</li> <li>✓ they want to switch to another CHC plan</li> <li>✓ they do not know what plan they are enrolled in</li> <li>✓ they want to apply for LTSS either at home or in a nursing home</li> </ul>				
<b>OLTL Participant Hotline: 1-800-757-5042</b>				
<p>Consumers should call this number if:</p> <ul style="list-style-type: none"> <li>✓ they have problems with or complaints about their CHC plan, the Independent Enrollment Broker, or getting services from their current providers</li> <li>✓ they are a nursing home resident and having problems accessing the care they need within or outside of the facility</li> <li>✓ they receive LTSS at home and their CHC plan tries to change, reduce or end their services during the 180 day continuity of care period*</li> </ul>				
<b>DHS Customer Services: 1-877-395-8930</b>				
<p>Consumers should call this number if:</p> <ul style="list-style-type: none"> <li>✓ they are in the target population but have received no CHC information</li> <li>✓ they were moved to CHC but <u>are not</u> in the target population</li> <li>✓ they were told by a provider they no longer have Medicaid</li> </ul>				

### **Behavioral Health Managed Care Plans Member Services**

CHC members get their Medicaid behavioral health coverage from the BH plan that serves their county.

#### **Community Care Behavioral Health**

Chester County: 1-866-622-4228

#### **Community Behavioral Health**

Philadelphia County: 1-888-545-2600

#### **Magellan Behavioral Health**

Bucks County: 1-877-769-9784

Delaware County: 1-888-207-2911

Montgomery County: 1-877-769-9782

Consumers should call their BH plan if they:

- need, or are seeking BH services
- want to change their BH provider or need help finding BH providers
- want information on how the BH plan coverage works with their Medicare
- are being billed more than the Medicaid copay for services by their BH providers

#### **APPRISE: 1-800-783-7067**

Consumers can call this number if they have questions about:

- ✓ their Medicare coverage or their Medicare plan choices
- ✓ how CHC works with their Medicare
- ✓ if they want to enroll into Medicare plan or change plans

#### **PA Health Law Project Helpline: 1-800-274-3258**

Consumers can call this number if they:

- ✓ are having problems getting care or services under CHC
- ✓ need help understanding how CHC works with their Medicare
- ✓ need help understanding their rights under CHC
- ✓ are being denied health care or LTSS services by their CHC plan or BH Managed Care Plan\*

***\* Remember! Any consumer who is denied services by their CHC plan or who is having their services reduced or terminated has the right to appeal.***

This publication is intended to provide general legal information, not legal advice. Each person's situation is different. If you have questions about how the law applies to your particular situation, please call the Helpline at 1-800-274-3258.