

**Where to Call for Help with Problems Consumers
Experience in Community HealthChoices: Northwest PA, Northeast PA,
Lehigh/Capitol**

CHC Plan Member Services

<i>Amerihealth Caritas</i> 1-855-235-5115	<i>PA Health & Wellness</i> 1-844-626-6813	<i>UPMC Community HealthChoices</i> 1-844-833-0523
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Consumers should be calling their plan directly if they:

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| <ul style="list-style-type: none"> ✓ did not get a Plan ID card ✓ want a Member Handbook ✓ have questions about what is covered ✓ need help accessing health care services or LTSS* | <ul style="list-style-type: none"> ✓ want to change their PCP ✓ need help finding providers ✓ want information on how CHC works with their Medicare ✓ are being billed more than the small Medicaid co-pay for services |
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Independent Enrollment Broker: 1-844-824-3655

Consumers should call this number if:

- ✓ their CHC plan confirmation letter does not reflect the plan or the PCP they chose
- ✓ they want to switch to another CHC plan
- ✓ they do not know what plan they are enrolled in
- ✓ they want to apply for LTSS either at home or in a nursing home

OLTL Participant Hotline: 1-800-757-5042

Consumers should call this number if:

- ✓ they have problems with or complaints about their CHC plan, the Independent Enrollment Broker, or getting services from their current providers
- ✓ they are a nursing home resident and having problems accessing the care they need within or outside of the facility
- ✓ 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*

DHS Customer Services: 1-877-395-8930

Consumers should call this number if:

- ✓ they are in the target population but have received no CHC information

- ✓ they were moved to CHC but are not in the target population
- they were told by a provider they no longer have Medicaid

Behavioral Health Managed Care Plans Member Services

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

Beacon Health Options

Crawford County 1-866-404-4561
 Mercer County 1-866-404-4561
 Venango County 1-866-404-4561

Magellan Behavioral Health

Lehigh 1-866-238-2311
 Northampton 1-866-238-2312

Community Care Behavioral Health

Adams County 1-866-738-9849 Berks County 1-866-292-7886 Bradford County 1-866-878-6046 Cameron County 1-866-878-6046 Carbon County 1-866-473-5862 Center County 1-866-878-6046 Clarion County 1-866-878-6046 Clearfield County 1-866-878-6046 Clinton County 1-855-520-9787 Columbia County 1-866-878-6046 Elk County 1-866-878-6046 Erie County 1-855-224-1777 Forest County 1-866-878-6046 Huntingdon County 1-866-878-6046 Jefferson County 1-866-878-6046 Juniata County 1-866-878-6046 Lackawanna County 1-866-668-4696 Luzerne County 1-866-668-4696 Lycoming County 1-855-520-9787 McKean County 1-866-878-6046 Mifflin County 1-866-878-6046 Monroe County 1-866-473-5862 Montour County 1-866-878-6046 Northumberland County 1-866-878-6046 Pike County 1-866-473-5862 Potter County 1-866-878-6046 Schuylkill County 1-866-878-6046 Snyder County 1-866-878-6046 Sullivan County 1-866-878-6046 Susquehanna County 1-866-878-6046 Tioga County 1-866-878-6046 Union County 1-866-878-6046 Warren County 1-866-878-6046 Wayne County 1-866-878-6046 Wyoming County 1-866-878-6046 York County 1-866-542-0299

PerformCare

Cumberland County 1-888-722-8646
 Dauphin County 1-888-722-8646
 Franklin County 1-866-773-7917
 Fulton County 1-866-773-7917
 Lancaster County 1-888-722-8646
 Lebanon County 1-888-722-8646
 Perry County 1-888-722-8646

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 a 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**

*** LTSS stands for Long Term Services and Supports**

**** 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.