



# How to Obtain Mental Health Services and Substance Use Treatment in Pennsylvania

*A Guide for Consumers*

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## I. Introduction

Millions of people live with mental health and substance use disorders. The type of help available to treat these conditions is often determined by an individual's health insurance.

If you or someone you know is struggling with their mental health and/or needs substance use treatment, reach out for help. There is help available. Mental health and substance use disorders, like all other conditions, can get worse if left untreated. Read this guide to learn how to access mental health and substance use disorder treatment services in Pennsylvania, whether you have health insurance or not.

Access to services is largely determined by the kind of health insurance you have or don't have. This guide will cover access to mental health and substance use disorder (SUD) services for Pennsylvanians with the following coverages:

- Medicaid (also called Medical Assistance or MA)
- Children's Health Insurance Program (CHIP)
- Medicare

### What If I Have an Emergency?

Go to a hospital emergency room (ER) if you are having thoughts of hurting yourself or someone else, you have a plan to hurt yourself/someone else, or if you are experiencing an overdose or another serious medical emergency.

If you are in crisis but don't need the ER, call 988, the National Suicide and Crisis Lifeline. The Lifeline is a national network of local crisis centers that provides free and confidential support by trained crisis counselors to anyone in crisis, 24 hours a day, 7 days a week. Call or text 988 to reach the Lifeline.

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- Pennie (Marketplace)
- No insurance or underinsured

There is more than one way to get help for mental health or SUD. If you have health insurance, the type of insurance you have will determine how you get help. If you don't have health insurance, help is still available. Once you know what, if any, health insurance you have, use this guide to learn about your rights and where to turn for help.

## **II. Medicaid Coverage of Mental Health and SUD Treatment**

Medicaid, known as Medical Assistance (MA) in Pennsylvania, is a government-run health care program for people with low incomes, older adults, and people with disabilities. Almost everyone on MA is enrolled in either HealthChoices or Community HealthChoices (CHC), two programs in which members get their physical health care through a Managed Care Organization (MCO). If you are in an MCO, you will have an MCO member card and an ACCESS card, but you will use your MCO member card to get most of your health care services. MA recipients who are not in an MCO get care through the "Fee-for-Service" (FFS) system. Those in the Fee-for-Service system use their ACCESS card to cover their health care services. Read on to find out how to use the two different systems.

Regardless of whether someone is enrolled in an MCO or Fee-for-Service for their physical health care, they will get their behavioral health services from separate MA managed care plan for behavioral health services.

### **A. Getting Care through Medicaid Managed Care: HealthChoices and Community HealthChoices (CHC)**

If you are in HealthChoices or Community HealthChoices for physical health services, you get physical health care through one of the MCOs contracted with the state. These MCOs don't provide mental health or substance use disorder treatment, except for prescription medications that treat these conditions. Instead, you receive mental health and substance use disorder services through the behavioral health MCO (BH-MCO) that covers your county.

Your BH-MCO is determined by the county you live in. Check Appendix B of this guide to find the contact information for your Medical Assistance behavioral health MCO and the link to their websites for more detailed information about services covered in your county.

You can go through one of 2 “doors” to get mental health or substance use disorder services if you are in HealthChoices. Whatever door you choose should help you get the services you need. You can:

*1. Call your BH MCO’s Member Services line (contact info in Appendix B)*

The member services phone number is on the back of your HealthChoices or CHC card. You will not get a separate card for your BH-MCO coverage. Phone lines are answered 24/7, 365 days a year. When you call, the MCO should give you the names of at least two mental health or SUD treatment providers that can schedule you for an assessment. You will then need to call the provider directly to schedule your appointment. In a non-emergency, you have the [right](#) to be seen for an assessment within 7 days. If no provider can see you within 7 days, call the MCO back to get the names and phone numbers of other providers.

- OR -

*2. Call a mental health or an SUD treatment provider directly*

You can call a treatment provider directly for an assessment or appointment if you know one in your behavioral health MCO’s network. If you are not sure if the provider is in your MCO’s network, just ask them when you call.

If the provider you call cannot give you an appointment within 7 days, then call another provider. BH-MCOs must have enough providers in their network to ensure members can have face-to-face treatment intervention within one hour for emergencies; 24 hours for urgent situations; and 7 days for routine and specialty services.

**What Services Does My BH-MCO Cover?**

The following mental health services are available through your BH-MCO:

- Outpatient Services
- Partial Hospitalization
- Inpatient Psychiatric Hospitalization
- Crisis Services
- Case Management Services
- Peer Support Specialist

- Mobile Mental Health Treatment
- Psychiatric Rehabilitation Services
- Additional services for children under 21:
  - Family Based Mental Health
  - [Intensive Behavioral Health Services \(IBHS\)](#), including Applied Behavior Analysis (ABA)
  - Residential Treatment Facility

The following substance use disorder treatment is available through your BH-MCO:

- Outpatient Treatment
- Intensive Outpatient
- Partial Hospitalization
- Hospital Detoxification
- Hospital Rehabilitation
- Nonhospital Detoxification
- Nonhospital Rehabilitation
- Methadone Maintenance
- Opioid Use Disorder Treatment

BH-MCOs are permitted to offer additional services. Check with your plan to see what additional services they cover, if any.

### **What if My Treatment is Denied?**

If your BH-MCO denies a treatment or service you need, you have the right to appeal that decision by asking for a grievance. A grievance is your chance to explain to the BH-MCO why you need the treatment or service. You also have the right to file a complaint with your BH-MCO if you are dissatisfied with services you receive from a mental health or SUD treatment provider.

For more information on your appeal rights or for assistance with your appeal, call PHLP's Helpline at 1-800-274-3258.

## **B. Getting Care through Medicaid Fee-for-Service (ACCESS)**

Some people on Medicaid are not enrolled in a behavioral health plan (BH-MCO). These people get their care through Fee-for-Service Medicaid, sometimes referred to

as ACCESS. People in Fee-for-Service get mental health and SUD treatment services using their Medicaid ACCESS card.

### **How Do I Get Care With My ACCESS Card?**

To get treatment using your ACCESS card, start by calling your [County Mental Health Program](#). For SUD treatment, call your local [Single County Authority](#). You will be scheduled for an assessment at the county or given the name of a mental health or substance use disorder treatment provider to call directly for an assessment.

### **What Services Does My ACCESS Card Cover?**

Fee-For-Service MA does not cover all the services that are covered by BH-MCOs. Mental health services covered by the ACCESS card include:

- Outpatient Treatment
- Inpatient Psychiatric Hospitalization
- Peer Specialist Services
- Mobile Mental Health Treatment
- Psychiatric Evaluation
- Neurobehavioral Exam
- Psychological Testing
- Partial Hospital Treatment
- Medication Management
- Case Management Services

Additional services covered for children under age 21 include:

- Intensive Behavioral Health Services (IBHS)
- Family Based Mental Health
- Residential Treatment
- Multi-Systemic Therapy

SUD treatment services covered with the ACCESS card include:

- Inpatient Detox
- Inpatient Rehabilitation
- Outpatient Detox
- Outpatient Rehabilitation

- Medication Assisted Treatment

### **What if My Treatment is Denied?**

If Medicaid Fee-for-Service denies the services or treatment you need or reduces or stops services you were already getting, you have the right to appeal that decision by requesting a Fair Hearing. A Fair Hearing is a meeting with an Administrative Law Judge from the Department of Human Services (DHS) where you explain why you need the services or treatment that were denied. Instructions on how to request a Fair Hearing can be found on your denial notice.

For more information on requesting a Fair Hearing or for help with your appeal, call PHLP's Helpline at 1-800-274-3258.

### **C. Can I Get Transportation to My Mental Health or SUD Services?**

Yes! Whether you are in HealthChoices or Fee-For-Service, you can get transportation to medical care through the Medical Assistance Transportation Program (MATP). MATP provides rides or mileage reimbursement (if you use your car or someone else's) to get you to any medical appointments such as doctor's visits, therapy sessions, outpatient treatment, methadone clinic, or to the pharmacy to get your prescription medications. MATP is only required to help with transportation in the least costly way that meets your needs.

To use this service, you first must be registered with MATP, and your health care provider needs to be enrolled in the Medicaid (MA) program. To register and to get more information, call [MATP in your county](#). Click [here](#) for PHLP's MATP guide.

## **III. Pennie Coverage of Mental Health and SUD Treatment**

The Affordable Care Act (ACA) created "marketplaces" where uninsured Americans can purchase health insurance. Pennsylvania's health insurance marketplace is called [Pennie](#).

Under the ACA, marketplace plans (including those offered through Pennie) must cover mental health and SUD treatment as "essential health benefits". This includes both inpatient and outpatient mental health services and SUD treatment services.

Help comparing and selecting insurance plans, including comparing mental health and SUD services available under the plans, is available on the [Pennie website](#).

## IV. Medicare Coverage of Mental Health and SUD Treatment

Medicare is a federal program that provides health care coverage for people aged 65 and older and adults with disabilities who receive Social Security Disability Insurance (SSDI) or Railroad Retirement benefits for at least 24 months.

Medicare Part A covers mental health treatment in a hospital, including room, meals, nursing, and other services. Note that if you receive inpatient psychiatric services in a psychiatric hospital (as opposed to a general hospital), there is a lifetime cap of 190 days of treatment.

Medicare Part B covers outpatient services. Unlike Part A, most people must pay a monthly premium for Medicare Part B. If you have a low income and few assets, you may be eligible for the state Medicaid program to pay the Part B premium. Click [here](#) for our guide.

### **A Note about Dual Eligibility:**

Some people have Medicaid (MA) in addition to Medicare. These people are sometimes referred to as “dual eligibles”. In this situation, Medicaid acts as secondary insurance and can cover copays or deductibles not covered by Medicare. If you have Medicare and Medicaid, your providers must accept the payment they receive from those two coverages as “payment in full”—meaning that healthcare providers are not allowed to bill you for covered services.

Part B coverage for mental health conditions includes:

- one depression screening per year (with no co-pay)
- family counseling
- individual psychotherapy
- group psychotherapy
- psychiatric evaluation
- diagnostic tests
- partial hospitalization
- psychotherapy for crisis services
- injectable medications given in a doctor’s office

Medicare Part D covers prescription medications. Medicare health plans covering Part D prescription medications are not required to cover every mental health medication. It is important to enroll in a Medicare plan that covers all your prescribed medications.

### **What Services Does Medicare Cover?**

Medicare Part A covers inpatient substance use disorder treatment. Medicare Part D covers prescription medications to treat opioid use disorders, such as buprenorphine.

Medicare Part B covers:

- Alcohol screenings one time a year for all people with Medicare
- 4 brief one-to-one counseling sessions for people dealing with alcohol abuse (different from alcohol dependence)
- Outpatient services from Medicare enrolled psychiatrists, psychologists, clinical social workers, addiction counselors, and marriage and family therapists
- Intensive outpatient programs (IOP) provided in approved settings by Medicare approved providers
- Intensive outpatient programs for opioid use disorders (*Note that a physician must certify your need for IOP level of treatment and develop your plan of care.*)
- Partial hospitalization program – only when delivered in hospital outpatient program or community mental health center
- SBIRT services - Screening, Brief Intervention, Referral to Treatment for individuals showing signs of substance use disorder or dependency
- Methadone treatment for opioid use disorder
- Opioid treatment program services (including counseling and medications)

There are two ways to receive Medicare benefits: Original (Traditional) Medicare, and Medicare Advantage Plans.

#### **A. Original Medicare**

People who are in Original (Traditional) Medicare, receive care under a Fee-for-Service system and use the red, white and blue Medicare card to get treatment. There are substantial copays and deductibles for inpatient care in a general hospital or specialty psychiatric hospital. See your Medicare materials for more information on your payment responsibilities. There is also a lifetime limit (currently 190 days) on treatment in a psychiatric hospital.



See your Medicare materials for more information on your payment responsibilities.

Prior to receiving any care, you should ask your medical provider or call 1-800-MEDICARE (1-800-633-4227) to check if Medicare is likely to cover the treatment or service you need. Medicare does not prior-authorize treatment or services and will not guarantee you ahead of time whether a treatment or service will be covered in your situation.

If Original Medicare denies, reduces, or stops your services, you have a right to appeal that decision. You have a right to a written decision, also called a “Medicare Summary Notice”. These notices include instructions for how to file an appeal as well as appeal deadlines. See your most recent “Medicare & You” handbook for more details on how to appeal Medicare service denials.

## B. Medicare Advantage Plan

People who choose to be in Medicare Advantage Plans receive their Medicare through a private health insurance company or health plan (for example, an HMO). These companies must, at a minimum, cover the same level of services as Original Medicare. For help understanding Medicare Advantage Plans, call the [PA MEDI Program](#) in your county for free assistance.

If your Medicare Advantage Plan denies, reduces, or stops your services, you have the right to appeal. For more information on appeals, look at your [Medicare & You handbook](#) or call 1-800-Medicare (1-800-633-4227).

## V. CHIP Coverage of Mental Health and SUD Treatment

The Children’s Health Insurance Program (CHIP) offers health insurance coverage for Pennsylvania children up to age 19. CHIP health benefits are provided by managed care plans who contract with the Department of Human Services. Each county has a handful of CHIP plans to choose from. All CHIP health plans must cover mental health and SUD services.

The following mental health services are available through CHIP:

- All medically necessary prescription medications

- Autism related services for the diagnosis and treatment of autism, psychological services, psychiatric services, rehabilitation services including applied behavioral analysis
- Inpatient mental health services in hospital or residential facility
- Outpatient mental health services
- Individual, group, and family counseling
- Partial hospitalization services
- Intensive outpatient program services

The following SUD services are available through CHIP:

- Inpatient substance use disorder services in a hospital or non-hospital facility licensed by the PA Department of Health, including detoxification services
- Outpatient substance use disorder services in a facility licensed by the PA Department of Health
- Outpatient detoxification services
- Partial hospitalization services
- Intensive outpatient therapy services

Read your CHIP plan’s Member Handbook or check with your plan directly to see what other mental health and SUD services are covered. Learn more about CHIP [here](#).

### **What if my child’s CHIP plan denies treatment or services?**

If CHIP denies your child’s mental health or SUD treatment services, you have the right to file an appeal to challenge that decision. You can file a grievance (if the health plan denied the treatment because they said it wasn’t medically needed) or you can file a complaint (if the treatment was denied for some other reason). For more information on how to file a grievance or a complaint, see your CHIP plan’s Member Handbook or call PHLP’s Helpline at 1-800-274-3258.

## **VI. Getting Mental Health or SUD Treatment When Uninsured**

If you do not have insurance, call your local county mental health program for services, or call the Single County Authority for substance use disorder services. See Appendix B for contact information for your county offices.

When you call, you will be asked questions about your income to see if you can afford to pay for part of your treatment. In addition, the county has funds to cover most types of treatment.

The assessment you have at the County or with a mental health or substance use disorder provider will determine what type of treatment you need. The types of treatment that might be available are:

- Outpatient Services
- Partial Hospitalization
- Inpatient Hospitalization
- Case Management Services
- Crisis Services
- Peer Support Services
- Long Term Structured Residence (LTSR)
- Community Residential Rehabilitation (CRR)

The following types of substance use disorder treatment may be available to you even if you don't have insurance:

- Outpatient
- Partial Hospitalization
- Intensive Outpatient
- Residential Reentry Center (formerly referred to as Halfway House)
- Hospital Detoxification
- Hospital Rehabilitation
- Non-hospital Detoxification
- Non-hospital Rehabilitation
- Medication Assisted Treatment for Opioid Use Disorders

It is possible that you will need more than one level of treatment. For example, you may need non-hospital detoxification first and then non-hospital rehabilitation. Whether or not you get the type of treatment you need depends on the county's available mental health and SUD treatment funds; however, some level of treatment should always be available to you.

### **Can I get help with prescriptions if I am uninsured?**

If you can't afford your mental health prescriptions, contact your [county mental health office](#) to see if they have a mental health medication program that helps with these costs.

DHS also offers the Special Pharmaceutical Benefits Program (SPBP), which pays for certain medications for people with limited income who are diagnosed with schizophrenia or HIV/AIDS. To qualify for SPBP, you cannot be on MA. For more information or to apply for SPBP, visit [their website](#) or call 1-877-356-5355.

If you are 65 or older, you could be eligible to get help with your prescription medications from the [PACE Program](#). PACE is an income-based program that helps with medications costs for older adults. Medicare beneficiaries can be eligible for the PACE Program.

#### **A Note for People Without Insurance:**

You may be able to get health insurance through Medical Assistance (MA or Medicaid) if you have limited income and/or a disability or serious health condition, including certain mental health conditions. For more information, see our [Medical Assistance Eligibility Manual](#).

If your Medicaid application is denied or you run into other issues or problems, call PHLP's Helpline at 1-800-274-3258.

Lastly, pharmaceutical companies often offer free or low-cost help for people who cannot afford their prescriptions. For more information, go to [www.needymeds.com](http://www.needymeds.com) or call the PA Patient Assistance Program at 1-800-955-0989.

## **Getting Treatment for a Child or Adolescent**

If you are trying to get mental health or drug and alcohol treatment for a child or adolescent, you should follow the same steps listed previously in this guide, depending on the type of health insurance coverage your child has. Children access services the same way as adults, but they may be eligible for additional services that are specific to children.

If your child does not have health insurance but needs to access mental health or substance use disorder, they may qualify for coverage through Medical Assistance (MA) or through the Children's Health Insurance Program (CHIP), depending on your family income and your child's health conditions. To apply, go to [www.compass.state.pa.us](http://www.compass.state.pa.us) or go to your local [County Assistance Office](#).

### **What services can children get?**

Children can get additional services beyond what is covered for adults. If your child (under 21) has insurance through MA (whether in an MCO or Fee-For-Service), then they can get any treatment that is considered medically necessary. Your child can even get mental health treatment in your home if it is medically necessary. Some additional services that are available to children include:

- Residential Treatment Facility (RTF)
- Intensive Behavioral Health Services (IBHS)\
- Family Based Mental Health Services

### **What if my child’s mental health or SUD issues are interfering with school?**

School-based Student Assistance Programs (SAPs) are another community resource to help you get treatment for your child.

SAP teams work with students who are having problems in school to get those students the help they need to do well. If you are worried about your child’s behavior in school or concerned about possible mental health or substance use issues, SAP may be able to help.

Specially trained SAP teams in your child’s school will work with you and your child to get them the help they need. This may mean more help with schoolwork, or it may mean helping your child access a Mental Health or Drug & Alcohol specialist to see if they need treatment.

SAPs are not set up to tell you what type of treatment your child needs, nor do they treat your child’s mental health or addiction problems, but they should help you find the right program to treat your child. You do not have to work with the SAP, but if you want to know more about school or community services available for your child, your local SAP team can help. Contact your child’s school district for more information.

### **Can my child get MA because of their mental health diagnosis or treatment needs?**

A child under age 18 may be able to get health insurance through Medical Assistance due to their mental health diagnosis and/or treatment needs, regardless of parental income. If your child has been seen by a doctor and has a severe mental health “disability,” they may qualify for MA. To determine if your child can qualify for MA, view our guide, [Getting Medical Assistance for a Child with a Disability, Behavioral or Autism Spectrum Disorder under the PH-95 Category](#).

## Appendix A: Definitions

**Case Management Services** – These are services provided by staff who assist adults or children by coordinating the different needs they may have, including housing, education, employment, transportation and medical needs.

**Community Residential Rehabilitation (CRR)** – A place where people with serious mental health problems live under supervision. Trained staff are onsite 24 hours a day/ 7 days a week helping residents manage their illness and their activities of daily living. The goal of a CRR is to help people, in time, be able to live on their own. These programs are available for children and adults.

**Crisis Services** – This is a place to walk-in or call if you are having a mental health emergency to get you the immediate care or treatment you need to be safe and get well or help to stabilize your situation. Calling or texting 988 is the quickest way to get connected to mental health support and crisis services.

**Family Based Mental Health Services** – These are intensive in-home services provided to youth (under age 21) with mental health problems and their family for a short period of time (usually 8 months). Trained staff work to decrease problem behaviors for the child and family and increase the positive behaviors of the child and interaction with their family members.

**Recovery Residence (formerly referred to as “Halfway House”)** – This is a residential treatment program based in the community that provides services for adults or adolescents with substance use disorders in a drugfree environment. The treatment focuses on helping people understand their addiction and the problems it causes in many areas of their lives while helping them to rebuild their lives. The length of stay varies at this level of treatment.

**Hospital Detoxification** – This process occurs in a hospital for an adult or adolescent who is alcohol or drug intoxicated and requires medical interventions and monitoring to gradually and safely get rid of the drug/s from their system. Medical care is provided by doctors and nurses and other support staff. This process can also support and encourage the person to agree to substance use disorder treatment following detoxification.

**Hospital Rehabilitation** – Substance use disorder treatment for adults or adolescents that occurs in a hospital setting because the person also has physical and/or psychiatric

problems that require additional medical attention. This level of treatment can last from a few days to several weeks depending on the extent of the person's substance use and other medical conditions.

**Inpatient Hospitalization** – This treatment takes place in a hospital using medical staff and medications, if needed, to help someone who is experiencing serious mental health or substance use problems. Hospitalization may occur, for example, if a person feels as though he wants to hurt himself or someone else.

**Intensive Behavioral Health Services (IBHS)** – A cluster of services for children and youth under age 21 that can include treatment and support from a Behavioral Health Technician, Behavior Consultant, and Mobile Therapist. IBHS can also include various group services and Applied Behavior Analysis (ABA). IBHS is used for youth with significant mental, emotional and behavioral challenges whose needs cannot be met with less intensive services. These services can be provided in the home, school and community. Detailed information on IBHS can be found [here](#).

**Intensive Outpatient** – This treatment includes one-to-one therapy, group therapy and education groups for adults and adolescents with substance use problems. This treatment occurs at a site at least 3 days per week for 5 to 10 hours per week.

**Long Term Structured Residence (LTSR)** – This is a place where adults, 18 and older, with very serious and ongoing mental health problems can live. Residents are provided with organized day to day activities, medication management, one-to-one therapy and group therapy over a long period of time. This is a structured, supportive residence for people who may not currently be able to live independently because of their mental illness.

**Methadone Maintenance** – This treatment occurs at a site where methadone is given to people who are dependent on opiates such as heroin to help them get stable and keep them from going through withdrawal from the drug. The goal is to help the person eventually eliminate their dependency on opiates. Methadone maintenance programs also provide individual and group counseling.

**Mobile Mental Health Treatment**— Treatment for adults 21 and older with disorders such as agoraphobia or severe trauma history that may be triggered in a traditional outpatient setting. This treatment is also to assist individuals with physical limitations or mobility issues that makes getting to an outpatient clinic very difficult. Mobile Mental Health Treatment is provided in the person's home or another appropriate community setting.

**Non-hospital Detoxification** – This medical service occurs in a facility, which is not a hospital. It provides medical management by doctors and nurses of an adult or adolescent who is alcohol or drug intoxicated and requires medical attention to gradually rid their system of the drug/s. Unlike hospital detoxification, a nonhospital facility does not have the full range of medical services that are available in a hospital.

**Non-hospital Rehabilitation** – This treatment occurs in a facility where residents stay in a drug-free, supported environment for several weeks or months. The treatment consists of individual therapy, group therapy, family therapy, education groups and daily monitoring of adults or adolescents who are dependent on alcohol or other drugs. This level of treatment is necessary for people whose addiction is such that other less intensive levels of treatment would not meet their needs.

**Outpatient Services** – This treatment for adults or children is usually individual counseling or group counseling at a mental health or drug & alcohol program for 1 or 2 hours, once or twice a week.

**Partial Hospitalization** – This treatment for adults or children includes individual therapy, group therapy and education groups for people with mental health or substance use disorder problems. This treatment occurs at a facility several days a week for several hours at a time. This treatment is for adults or children who need more intensive help than intensive outpatient treatment but who do not need to go into the hospital.

**Peer Support Services** — Specialized therapeutic interventions conducted by self-identified current or former consumers of behavioral health services who are trained and certified to offer support and assistance in helping others in their recovery and community-integration process.

**Residential Treatment Facility (RTF)** – A residence where youth (under 21) stay for whatever length of time they medically need the services. The program has trained staff providing services and supervision 24 hours a day/ 7 days a week. These services include individual therapy, group therapy, family therapy, group education, medication evaluation and medication monitoring. The services are intended to decrease behaviors causing problems for the child and increase helpful, positive behaviors.



## Appendix B: Contact Information

### County Mental Health Offices:

[www.pa.gov/en/agencies/dhs/contact/county-mh-id-offices.html](http://www.pa.gov/en/agencies/dhs/contact/county-mh-id-offices.html)

### Single County Authorities (for SUD services):

[www.ddap.pa.gov/Get%20Help%20Now/Pages/County-Drug-and-Alcohol-Offices.aspx](http://www.ddap.pa.gov/Get%20Help%20Now/Pages/County-Drug-and-Alcohol-Offices.aspx)

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## Behavioral Health MCOs by County

### **Carelon Health of Pennsylvania**

Website: [www.pa.carelon.com](http://www.pa.carelon.com)

PA TTY Relay Operator at 711

### Member Services Phone Numbers by County:

- Armstrong 1-877-688-5969
  - Beaver 1-877-688-5970
  - Butler 1-877-688-5971
  - Crawford 1-866-404-4561
  - Fayette 1-877-688-5972
  - Indiana 1-877-688-5969
  - Lawrence 1-877-688-5975
  - Mercer 1-866-404-4561
  - Venango 1-866-404-4561
  - Washington 1-877-688-5976
  - Westmoreland 1-877-688-5977
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### **Community Behavioral Health (CBH) - Philadelphia only**

Website: [www.cbhphilly.org](http://www.cbhphilly.org)

Member Services: 1-888-545-2600

TTY: 1-888-436-7482

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### **Community Care Behavioral Health (CCBH)**

Website: [www.ccbh.com](http://www.ccbh.com)

TTY/TDD: Dial 711; request 1-833-545-9191

Member Services Phone Numbers by County:

Adams 1-866-738-9849  
Allegheny 1-800-553-7499  
Bedford 1-866-483-2908  
Berks 1-866-292-7886  
Blair 1-855-520-9715  
Bradford 1-866-878-6046  
Cameron 1-866-878-6046  
Carbon 1-866-473-5862  
Centre 1-866-878-6046  
Chester 1-866-622-4228  
Clarion 1-866-878-6046  
Clearfield 1-866-878-6046  
Clinton 1-855-520-9787  
Columbia 1-866-878-6046  
Delaware 1-833-577-2682  
Elk 1-866-878-6046  
Erie 1-855-224-1777  
Forest 1-866-878-6046  
Greene 1-866-878-6046  
Huntingdon 1-866-878-6046  
Jefferson 1-866-878-6046  
Juniata 1-866-878-6046  
Lackawanna 1-866-668-4696  
Luzerne 1-866-668-4696  
Lycoming 1-855-520-9787  
McKean 1-866-878-6046  
Mifflin 1-866-878-6046  
Monroe 1-866-473-5862  
Montour 1-866-878-6046  
Northumberland 1-866-878-6046  
Pike 1-866-473-5862  
Potter 1-866-878-6046  
Schuylkill 1-866-878-6046  
Snyder 1-866-878-6046  
Somerset 1-866-483-2908  
Sullivan 1-866-878-6046

Susquehanna 1-866-668-4696  
Tioga 1-866-878-6046  
Union 1-866-878-6046  
Warren 1-866-878-6046  
Wayne 1-866-878-6046  
Wyoming 1-866-668-4696  
York 1-866-542-0299

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***Magellan Behavioral Health of Pennsylvania***

Website: [www.magellanofpa.com](http://www.magellanofpa.com) TTY (all counties) PA Relay 711

Member Services Phone Numbers by County:

- Bucks 1-877-769-9784
  - Cambria 1-800-424-0485
  - Lehigh 1-866-238-2311
  - Montgomery 1-877-769-9782
  - Northampton 1-866-238-2312
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***PerformCare***

Website: [www.pa.performcare.org](http://www.pa.performcare.org)

TTY 1-800-654-5984 or PA Relay 711

Member Services Phone Numbers by County:

- Cumberland 1-888-722-8646
- Dauphin 1-888-722-8646
- Franklin 1-866-773-7919
- Fulton 1-866-773-7917
- Lancaster 1-888-722-8646
- Lebanon 1-888-722-8646
- Perry 1-888-722-8646



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