PENNSYLVANIA Health Law PROJECT

Helping People in Need Get the Health Care They Deserve

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

CHC Plan Member Services

AmeriHealth Caritas 1-855-235-5115	*PA Health & Wellness* 1-844-626-6813	*UPMC Community HealthChoices* 1-844-833-0523

Consumers should be calling their plan directly if they:

- ✓ 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
- ✓ 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

Independent Enrollment Broker

For CHC Plan Enrollment: 1-844-824-3655

Consumers should call this number if:

- ✓ their CHC plan confirmation letter does not reflect the plan or PCP they chose
- ✓ they want to switch to another CHC plan
- ✓ they do not know what plan they are enrolled in

For Long-Term Care Applications: 1-877-550-4227

- ✓ To apply for long term care services 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 <u>are not</u> in the target population
- ✓ they were told by a provider they no longer have Medicaid

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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
Allegheny County: 1-800-553-7499
Blair County: 1-866-773-7892

Magellan Behavioral Health
Cambria County: 1-800-424-0485

PerformCare
Bedford and Somerset County:
1-866-773-7891

Value Behavioral Health
Armstrong County: 1-877-688-5969
Beaver County: 1-877-688-5970
Butler County: 1-877-688-5971
Fayette County: 1-877-688-5972
Greene County: 1-877-688-5973
Indiana County: 1-877-688-5974
Lawrence County: 1-877-688-5975
Washington County: 1-877-688-5976
Westmoreland County: 1-877-688-5977

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.***

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