

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

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		
<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"> ✓ 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 </td> <td style="width: 50%; vertical-align: top;"> <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 </td> </tr> </table>			<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
<p>For CHC Plan Enrollment: 1-844-824-3655</p> <p>Consumers should call this number if:</p> <ul style="list-style-type: none"> ✓ 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 <p>For Long-Term Care Applications: 1-877-550-4227</p> <ul style="list-style-type: none"> ✓ To apply for long term care services at home or in a nursing home

OLTL Participant Hotline: 1-800-757-5042
<p>Consumers should call this number if:</p> <ul style="list-style-type: none"> ✓ 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
<p>Consumers should call this number if:</p> <ul style="list-style-type: none"> ✓ 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

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.**