

REFERENCES

Important Telephone Numbers	
Department of Aging & Office of Long Term Living	
Bureau	Telephone Number
Department of Aging	
Office of the Secretary	717-783-1550
Office of the Deputy Secretary	717-783-1550
Bureau of Administrative Services	717-783-3126
Bureau of Pharmaceutical Assistance (PACE)	717-772-1624
Bureau of Program Integrity	717-265-7888
Office of Community Services & Advocacy	717-783-1550
Bureau for Advocacy, Protection, & Education	717-783-8975
Office of Long Term Living	
Project Management Office	717-772-8567
Policy & Strategic Planning	717-214-9750
Quality Management, Metrics & Analytics	717-783-6207
Bureau of Finance	717-787-7796
Bureau of Provider Support	717-783-7377
Bureau of Individual Support	717-787-8091
Bureau of Community Development	717-772-2526

Important Telephone Numbers	
Many questions can be answered close to home at your County Assistance Office	
Service or Agency	Telephone Number
Adoption Statewide Adoption Network (For information about adoption in Pennsylvania)	1-800-585-SWAN
Autism Services	1-866-539-7689
Child Care Works Helpline (For information about local child care resources, child care providers and the state child care subsidy program)	1-877-4-PA-KIDS
ChildLine (State Child Abuse Registry) (To report suspected child abuse or request Child Abuse History Clearance Form)	1-800-932-0313
Children's Health Helpline (For information about free or low-cost health coverage)	1-800-986-KIDS
Child Support Bureau of State Child Support Enforcement (For information about the child support process in Pennsylvania)	1-800-932-0211
Child Support State Collection and Disbursement Unit (SCDU) (The state child support payment processing center)	

(For people who pay or receive child support) (For employers, lien holders and title companies)	1-877-727-7238 1-877-676-9580
Disability Services (For information about programs to help persons with disabilities)	1-866-286-3636
HelpLine (For general information about Pennsylvania's public assistance programs - Cash Assistance, Medical Assistance/Medicaid, Food Stamps, LIHEAP, etc.)	1-800-692-7462 1-800-451-5886 (TDD)
Governor's Office	Harrisburg: 717-787-2500 Northeast Office: 570-614-2090 Southeast Office: 215-560-2640 Northwest Office: 814-878-5719 Southwest Office: 412-565-5700
Long Term Care Helpline (For general information regarding available programs)	1-866-286-3636
Medical Assistance HealthChoices Hotline (For information about Medical Assistance/Medicaid managed care programs) (Southeast: Philadelphia, Bucks, Chester, Delaware and Montgomery counties) (Southwest: Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Lawrence, Indiana, Washington and Westmoreland counties)	1-800-440-3989 1-800-618-4225 (TTD/TTY) 1-800-485-5998 1-800-250-5352 (TTD/TTY)
Mental Retardation Services Customer Hotline (For general information and concerns)	1-888-565-9435 1-866-388-1114 (TTY) Local (Harrisburg area) 717-265-7427
Safe Haven (Information about newborns at risk)	1-866-921-SAFE (7233)
The Office of Long Term Living Quality Assurance Helpline (for current enrolled consumers who have concerns or complaints)	1-800-757-5042
Welfare Fraud TipLine	1-800-932-0582

Medical Assistance Phone Numbers	
<i>Service or Agency</i>	<i>Telephone Number</i>
Provider Compliance Hotline (Report fraud and abuse)	1-866-DPW-TIPS
Personnel Information	717-787-5025
Estate Recovery Program Hotline	1-800-528-3708
Customer Service Center (Provides assistance to all applicants and recipients of Food Stamps, cash assistance and Medical Assistance)	Statewide: (877) 395-8930 Philadelphia: (215) 560-7226

Medical Assistance Contact Information for Consumers	
<i>Service or Agency</i>	<i>Telephone Number</i>
Office of Medical Assistance Programs	1-866-542-3015
Recipient Service Line	For Dental Call: 1-800-509-0987 M-F: 8 a.m.-5 p.m.
Primary Care Provider Selection Services	1-800-440-3989 (TTY: 1-800-618-4225) M-F: 8 a.m.-5 p.m.; Sat. 10 a.m.-2 p.m.
ACCESS Plus Recipient Helpline	1-800-543-7633 TTY: 1-800-654-5984) M-F: 7 a.m.-8 p.m.; Sat. 10 a.m.-2 p.m.
HealthChoices Clinical Sentinel Hotline	1-800-657-7925 M-F: 8 a.m.-4 p.m.
Office of Income Maintenance Recipient Hotline	1-800-692-7462 M-F: 8 a.m.-4:30 p.m.

Behavioral Health Manage Care Contacts (Member Services)	
<i>Service or Agency</i>	<i>Telephone Number</i>
Community Behavioral Health	Philadelphia County: 1-888-545-2600
Community Behavioral HealthCare Network of PA	Bedford & Somerset: 1-866-773-7891 Blair County: 1-866-772-8646 Cumberland, Dauphin, Lancaster, Lebanon, Perry Counties: 1-888-772-8646 Franklin & Fulton: 1-866-773-7917 Lycoming & Clinton: 1-866-773-7991
Community Care Behavioral Health	Adams & York: 1-888-738-9849 Allegheny County: 1-800-553-7499 Berks County: 1-866-292-7886 Bradford, Cameron, Centre, Clarion, Clearfield, Columbia, Elk, Forest, Huntingdon, Jefferson, Juniata, McKean, Mifflin, Montour, Northumberland, Potter, Schuylkill, Snyder, Sullivan, Tioga, Union, Warren & Wayne: 1-866-878-6046 Carbon, Monroe, & Pike: 1-866-473-5862 Chester County: 1-866-622-4228 Lackawanna, Luzerne, Susquehanna & Wyoming Counties:

	1-866-668-4696
Magellan Behavioral Health	<p>Bucks County: 1-877-769-9784</p> <p>Delaware County: 1-888-238-2311</p> <p>Montgomery County: 1-877-769-9782</p> <p>Northampton County: 1-866-238-2312</p>
Value Behavioral Health	<p>Armstrong County: 1-877-688-5969</p> <p>Beaver County: 1-877-688-5970</p> <p>Butler County: 1-877-688-5971</p> <p>Cambria County: 1-866-404-4562</p> <p>Crawford, Mercer & Venango Counties: 1-866-404-4561</p> <p>Erie County: 1-866-404-4560</p> <p>Fayette County: 1-877-688-5972</p> <p>Greene County: 1-877-688-5973</p> <p>Indiana County: 1-877-688-5974</p> <p>Lawrence County: 1-877-688-5975</p> <p>Washington County: 1-877-688-5976</p> <p>Westmorland County: 1-877-688-5977</p>

Physical Health Managed Care Contacts	
<i>Agency or Service</i>	<i>Telephone Number</i>
AmeriChoice of Pennsylvania	1-800-321-4462
AmeriHealth Mercy Health Plan	1-888-991-7200
Gateway Health Plan	1-800-392-1147
Health Partners of Philadelphia, Inc.	1-800-553-0784
Keystone Mercy Health Plan/Vista	1-800-521-6860
Unison/MedPlus	1-800-414-9025
UPMC Health Plan, Inc./UPMC For You	1-800-286-4242

Additional Long Term Living Resources in Pennsylvania	
<i>Agency or Service</i>	<i>Telephone Number</i>
ABUSE OR FRAUD	
Disabilities Rights Network (DRN)	1-800-692-7443 (V/TTY)
PA Healthcare Fraud Education Program (PA-SMP)	1-800-356-3606 or 1-215-545-5728
Statewide Elder Abuse Hotline	1-800-490-8505
Welfare Fraud TipLine	1-800-932-0582
DISABILITY SERVICES – COGNITIVE IMPAIRMENT	
Alzheimer’s Association	
State of Pennsylvania Hotline	1-866-286-3636
Alzheimer’s Chapters Helpline	1-800-272-3900
Greater Pennsylvania Chapter	1-717-651-5020
Delaware Valley Chapter	1-215-561-2919
Autism Services	1-866-497-6898
Disability Services – Information	1-866-286-3636
Brain Injury Association of PA (BIAPA)	1-866-635-7097
Disabilities Rights Network (DRN)	1-800-692-7443 (V/TTY)
DISABILITY SERVICES – PHYSICAL IMPAIRMENT	
Americans with Disabilities Act	1-800-514-0301
Disability Services – Information	1-866-286-3636
Disabilities Rights Network (DRN)	1-800-692-7443 (V/TTY)
DISABILITY SERVICES – SENSORY IMPAIRMENT	
Blindness & Visual Services, PA Dept of Labor and Industry	1-717-787-6176
Eye Care America	1-800-222-EYES
Deaf and Hard of Hearing	
PA Office for the Deaf & Hard of Hearing	1-800-233-3008 (V/TTY)
Social Security Administration Hearing Impaired	1-717-782-2240 or 1-800-325-0778 (TTY)

EMPLOYMENT	
Office of Vocational Rehabilitation	1-800-442-6351 or 1-866-830-7327 (TTY)
HOUSING	
Property Tax & Rent Rebates, PA Dept of Revenue	1-888-222-9190 1-888-728-2937 (Automated)
Pennsylvania Housing Finance Agency	1-717-780-3800
INSTITUTIONAL/RESIDENTIAL SERVICES	
Nursing Home – Licensing, Directories, Complaints, PA Dept. of Health	
Harrisburg Area	1-717-787-1816
Outside Harrisburg	1-800-254-5164
Personal Care Homes	
Licensing and Directories, PA Dept. of Public Welfare	1-717-783-3670
Complaints: PA Dept of Public Welfare Hotline	1-800-254-5164
INSURANCE	
APPRISE (Health Insurance Counseling & Assistance Program)	1-800-783-7067
Medicare	1-800-MEDICARE 1-800-633-4227
Department of Insurance Consumer Helpline	1-877-881-6388
Long Term Care Insurance, PA Dept. of Insurance	1-717-787-2317
Medicaid, Medical Assistance Office	1-866-542-3015

Helpful WebSites	
<i>Address</i>	<i>Description</i>
www.LTLinPA.com	The New Office of Long Term Living Website
www.dpw.state.pa.us/ServicesPrograms	A list of our many service programs in PA
http://www.dpw.state.pa.us/ServicesPrograms/MedicalAssistance/SuppServWaivers/	Information on the waiver programs to help people remain independent in their own homes.
www.aging.state.pa.us/	Aging information
www.dpw.state.pa.us/About/OIM/003670281.htm	The local County Assistance Offices – for cash, food stamp and Medical Assistance determinations.
www.dpw.state.pa.us/ServicesPrograms/Autism	Autism services in PA
www.dpw.state.pa.us/PartnersProviders/MedicalAssistance/AdvocatesStakeholders/MATP/003670191.htm	MA Transportation
www.patf.us/index.php	PA Assisted Technology. Low interest loans to people so they can buy assistive technology
http://drnpa.org	Disability Rights Network of PA. Lots of very useful information for persons with disabilities in PA. Legal assistance also
www.adapt.org	Advocates for the disabled
www.Affordablehousingonline.com/housingauthority.asp?State=PA	Section 8 and affordable housing in PA
www.affordablesearch.com	Affordable apartments in the USA
www.thearcpa.org	Advocacy and resources for citizens with cognitive, intellectual, and developmental disabilities
www.cms.hhs.gov	Federal Center for Medicare and Medicaid Services
www.pa.gov	Official PA web site
www.hcbs.org/index.php	Home and Community Based Services website
www.dsf.health.state.pa.us/health/site/default.asp	Department of Health
www.papropertytaxrelief.com	Information on Property Tax Relief in PA
www.cms.hhs.gov/HCBS/04_CMSCommunications.asp	CMS Communications
www.qualitymall.org	Place to find free information about person-centered supports for people with

	developmental disabilities.
www.hsri.org	Human Services Research Institute
www.aging.state.pa.us	PACE and other programs
www.dpw.state.pa.us/ServicesProgram/LIHEAP	Assistance with heating
www.hcbs.org/browse.php/nr/type_tool/136/sby/Date/Topic/216/Quality	Home and Community Based Services Information - Articles