Physical Health Managed Care Organizations

Special Needs Units

Working together to serve HealthChoices members

### Assist Members

Navigate the Physical Health Managed Care Organization (PH-MCO)
Access Timely & Effective Services

### MCO Special Needs Units

- Each physical health managed care organization has a Special Needs Unit (SNU)
- Designated Special Needs Unit Coordinators
- Experienced Special Needs Unit Staff
- Providing Case Management Services
- Transition Assistance from Pediatric to Adult Providers
- Referrals to other services and resources

### Examples of MCO Special Needs Coordination

- Behavioral Health MCO’s
- Other PH-MCO’s & their Special Needs Units
- Medical Assistance Transportation Program (MATP)
- Home and Community Based Waiver Services
- DHS Special Needs Staff
- Community Based Organizations/Agencies
- Public Health Departments
- PA Government Agencies
- Other state, county and local agencies
- Waiver Providers
- Community Resources
- Primary care providers, specialists, pharmacies, DME suppliers, facilities, etc.

### Coordination Within the MCO

- Member Services
- Provider Relations
- Pharmacy Services
- Disease Management
- Utilization Management/Quality Management
- Complaints & Grievances
### MCO | ZONES | SPECIAL NEEDS HOTLINE NUMBERS
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AmeriHealth Caritas PA | NW, NE, LC, SW | 1-800-684-5503
Geisinger Health Plan Family | All Zones | 1-855-214-8100
Health Partners Plan | All Zones | 1-866-500-4571
Highmark WholeCare | LC, SW | 1-800-392-1147
Keystone First | SE | 1-800-573-4100
United Healthcare Community Plan | SE | 1-877-844-8844
UPMC for You | All Zones | 1-866-463-1462