

What if I Have Questions?

If you need to enroll in HealthChoices or change your health plan, you can call:

PA Enrollment Services 1-800-440-3989 TTY 1-800-618-4225

If you need more information about your plan or a plan you are interested in, you can call one of these numbers:

HealthChoices Southeast (Bucks, Chester, Delaware, Montgomery, and Philadelphia counties):

Aetna Better Health	1-866-638-1232	TTY 711
Health Partners Plans	1-800-553-0784	TTY 711
Keystone First	1-800-521-6860	TTY 1-800-684-5505
United Healthcare	1-800-414-9025	TTY 711

For copies of this guide or to request this information in another form such as Braille, large print, or audio tape, call: 1-800-440-3989

This guide is also available on the Department of Human Service's website at:

<https://www.dhs.pa.gov/HealthChoices/HC-Services/Documents/South%20East%20Zone.pdf>



A Guide to Pennsylvania's Medicaid HealthChoices Health Plans



Look Inside to Compare Your Choices

2020 Southeast Zone

Commonwealth of Pennsylvania
Department of Human Services
Office of Medical Assistance Programs
P.O. Box 2675
Harrisburg, PA 17105
www.dhs.pa.gov

Prepared by the Division of Quality and Special Needs Coordination

How This Guide Can Help You

This guide will help you choose a health plan.

If you are already in a HealthChoices plan, you can compare your plan to the other plans. You do not have to change plans. Remember that you can change plans if you want to.

The information in this guide comes from the HealthChoices plans and their members.



Your Health Benefits

After you join a health plan, you will get most of your Medical Assistance benefits through that plan. All plans would give you the same basic benefits. Some plans will give you some extra services.

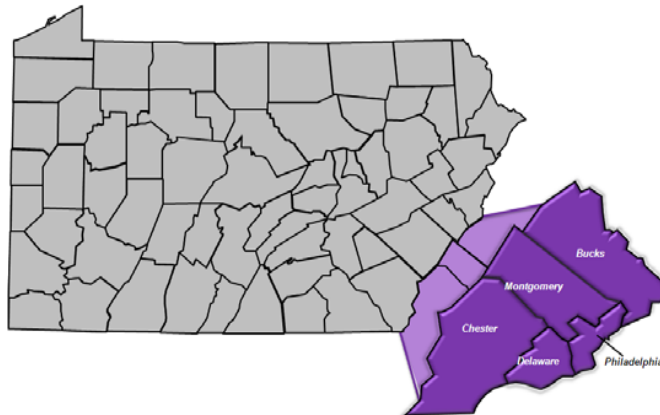
The plan will send you a handbook about your benefits and services.

The basic benefits are shown below. Your benefits will be based on how you qualify for Medical Assistance. This is called your *category of assistance*.

- **Doctor and hospital visits** - including lab and x-ray services, emergency services, and visits to specialists
- **Medicine** - prescription drugs and over-the-counter drugs if the doctor gives you a prescription for them
- **Health care for women** - pregnancy care, family planning, and birth control
- **Dental care** - routine dental care for children through age 20; benefits vary for adults
- **Vision care** - medically necessary services including eye exams, frames, and lenses
- **Medical equipment** - such as wheel chairs and diabetic supplies
- **Chiropractic care, physical therapy, foot care, and home health care**

If you live in these counties, you are in HealthChoices Southeast. You can choose:

- Aetna Better Health
- Health Partners Plans
- Keystone First
- United Healthcare



Comparing the Plans

The information in the chart shows how well the plans deliver services and how the members feel about their plan. You can use this information along with your enrollment packet or log on at www.enrollnow.net to choose a plan.

	Aetna Better Health	Health Partners Plans	Keystone First	United Healthcare
Asthma	★★	★★★★	★★★	★
Children's Dental	★★	★★★	★★★★	★★
Children's Health	★	★★★	★★★★	★★
High Blood Pressure	★★★	★★	★	★★★★
Diabetes	★★	★★★	★	★★★
Maternity	★	★★★	★★★	★★★
Women's Health	★	★★★	★★★	★★
Getting Needed Care	★★★★	★★	★★	★★★
Satisfaction with Health Plan	★	★★★★	★★★	★★

For each area, the department combined several measures to get one star rating. A plan's star rating represents only the performance measures the plan reported in each area.

★ = Lowest; ★★ = Low; ★★★ = Average; ★★★★ = Highest

What was measured?

Preventive and Well-Care for Women and Children

Did children see their doctor for a check-up?

Did women get screened for breast cancer?

Did pregnant women get the care they needed?

Did children get dental care?

Members with Chronic Illnesses

Did children and adults with asthma get the care they needed?

Did adults with diabetes get the care they needed?

Did adults get the care they needed for their high blood pressure?

Satisfaction with Services

Do members feel they are getting the care they need right away?

Are members satisfied with their health plan?