

# PA Medical Assistance

Bureau of Managed Care  
Operations

Division of Quality & Special  
Needs Coordination

# Medical Assistance - HealthChoices

The Office of Medical Assistance Programs administers the joint state/federal Medical Assistance (also known as Medicaid) program that purchases health care for over 2.8 million Pennsylvania residents.

Local [County Assistance Offices](#) determine eligibility for Medical Assistance. The majority of individuals who are eligible for Medicaid will be enrolled in a managed care plan.

Medical Assistance purchases services through agreements with managed-care organizations or the traditional fee-for-service system.

Medicaid that is delivered via managed care organizations (MCO's) and in Pennsylvania is referred to as the HealthChoices Program (HC).

# Applying for Benefits

**Online** - using the [COMPASS](https://www.compass.state.pa.us/Compass.Web/public/cmphome) website



<https://www.compass.state.pa.us/Compass.Web/public/cmphome>

**Paper Application** - Download the paper application and mail it to your local county assistance office



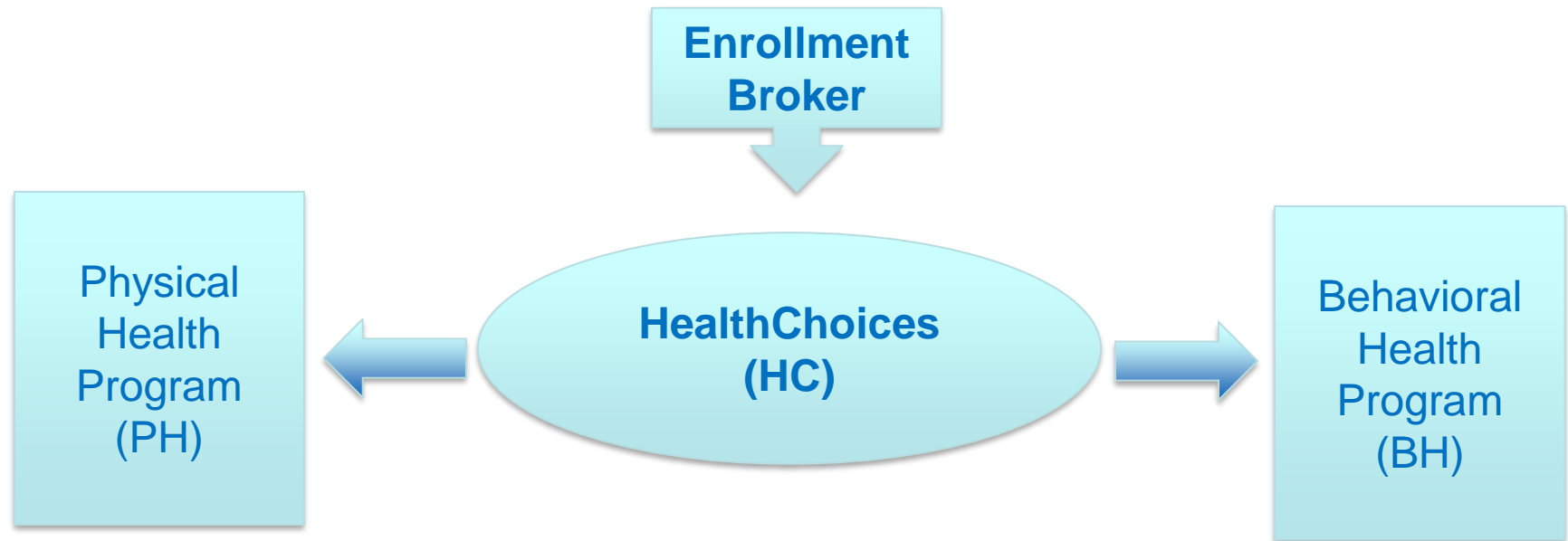
**In Person** - Visit your local [county assistance office](#) and apply in person



**By Phone** – Call the Consumer Service Center at 1-866-550-4355



# Main Components of PA Medicaid



# PA HealthChoices

- Choice of Physical Health Managed Care Plans
- Behavioral Health Managed Care Plans assigned by county of residence
- Choice of Physical Health Primary Care Physician/Practitioner (PCP)
- At a minimum, the HealthChoices MCO's must provide in the amount, duration, and scope of benefits that are provided by the MA Fee-for-Service (FFS) Program

# PA Enrollment Program

PA Enrollment Services (Maximus)

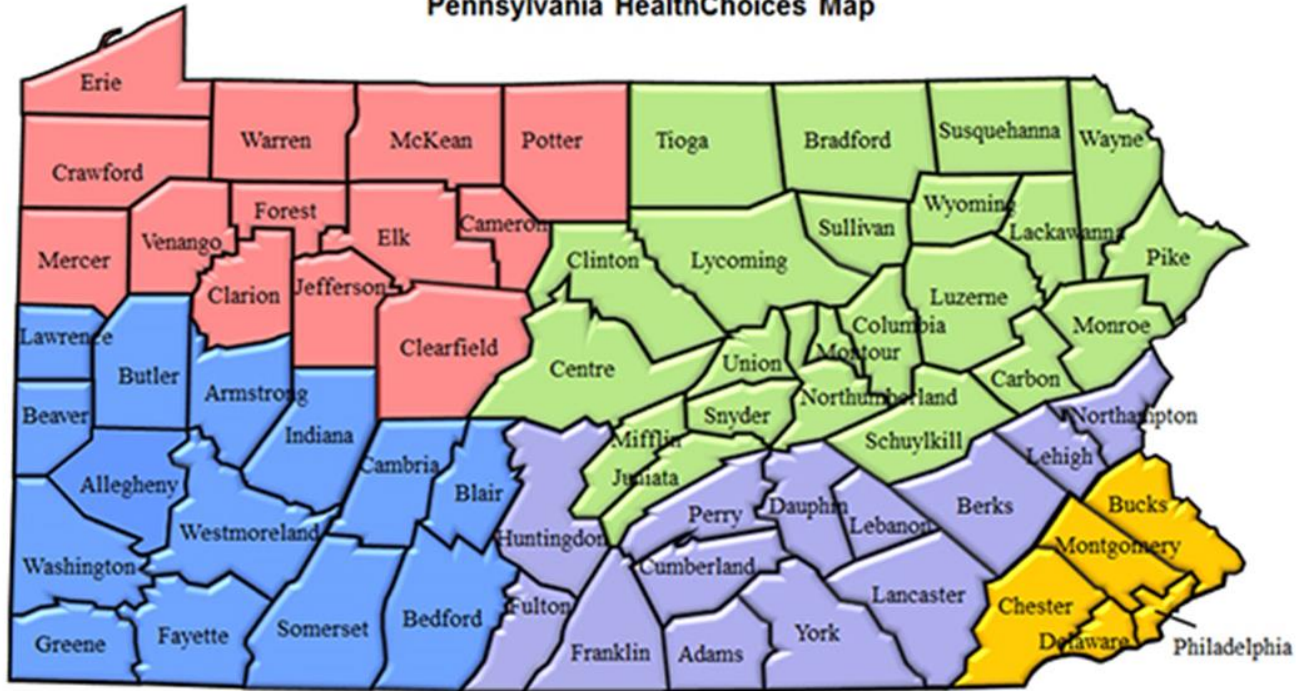
1-800-440-3989


Website:

[www.enrollnow.net](http://www.enrollnow.net)

# HealthChoices Managed Care

Pennsylvania HealthChoices Map



-  = HealthChoices Southeast  
Aetna, Health Partners, Keystone First, United
-  = HealthChoices Southwest  
Aetna, Gateway, United, UPMC
-  = HealthChoices New West  
AmeriHealth, Aetna, Gateway, UPMC
-  = HealthChoices Lehigh/Capital  
Aetna, AmeriHealth, Gateway, United, UPMC
-  = HealthChoices New East  
AmeriHealth, Aetna, Geisinger

# HealthChoices PH-MCO by zone

## **SE zone**

Aetna Better Health  
Health Partners Plans  
Keystone First  
UnitedHealthCare Community Plan

## **Lehigh/Capital Zone**

Aetna Better Health  
AmeriHealth Caritas PA  
Gateway Health Plan  
UnitedHealthCare Community Plan  
UPMC for You, Inc. (University of Pittsburgh Medical Center)

## **SW Zone**

Gateway Health Plan  
UnitedHealthCare Community Plan  
UPMC for You, Inc.  
Aetna Better Health

## **NW Zone**

AmeriHealth Caritas PA  
Gateway Health Plan  
UPMC for You, Inc.  
Aetna

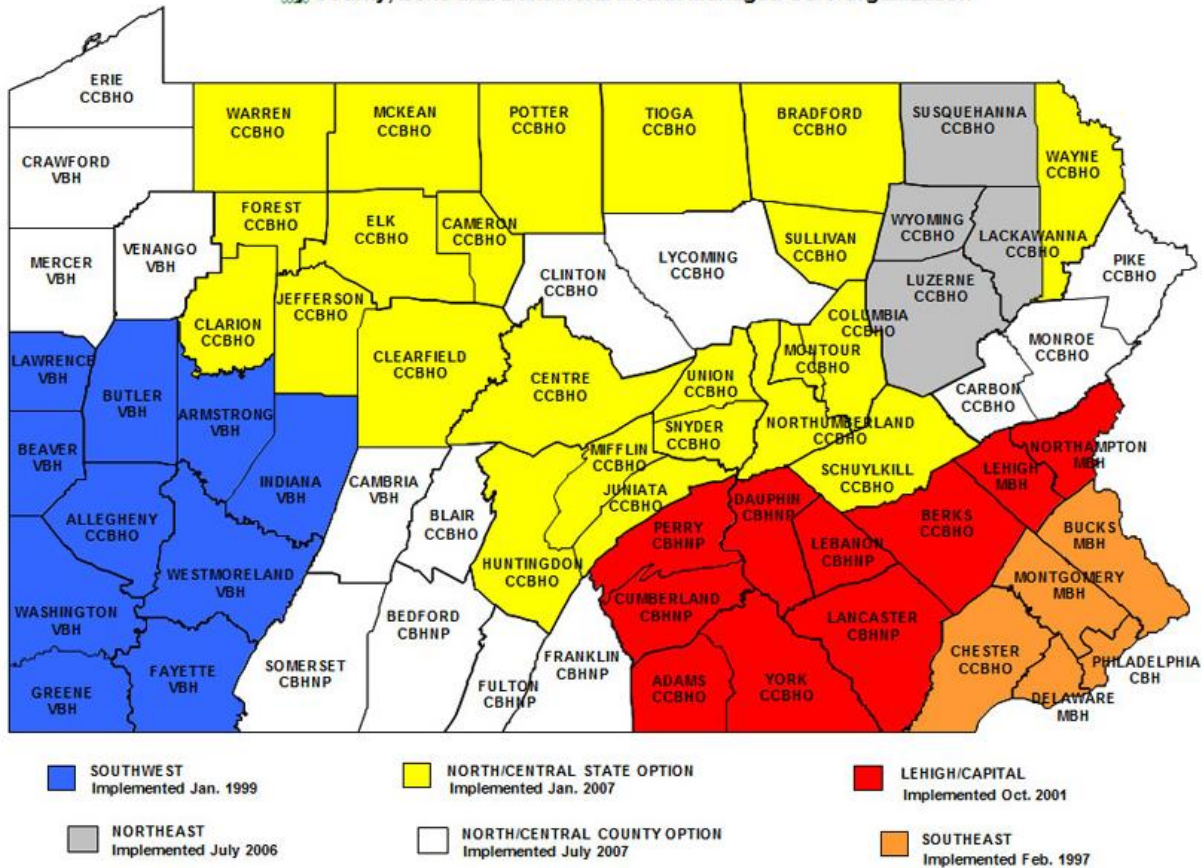
## **NE Zone**

AmeriHealth Caritas North East  
Geisinger Health Plan Family  
Aetna Better Health



# Behavioral Health Managed Care Coverage

HealthChoices Behavioral Health Coverage Map,  
by County, Zone and Behavioral Health Managed Care Organization



# Behavioral Health Managed Care by County

County	MCO/ASO
Bucks	Magellan, Inc. of PA (MBH)
Chester	CCBHO
Montgomery	Magellan, Inc. of PA
Delaware	Magellan, Inc. of PA
Philadelphia	Community Behavioral Health (CBH)
Allegheny	Community Care Behavioral Health Organization (CCBHO)
Beaver	Value Behavioral Health of PA (VBH-PA)
Fayette	Value Behavioral Health of PA
Greene	Value Behavioral Health of PA
Southwest: Westmoreland, Washington, Indiana, Armstrong, Butler, Lawrence Counties	Value Behavioral Health of PA
Berks	Community Care Behavioral Health Organization (CCBHO)
York/Adams	Community Care Behavioral Health Organization
Lehigh	Magellan Inc. of PA
Northampton	Magellan Inc. of PA
Capital 5: Dauphin, Cumberland, Perry, Lancaster, Lebanon	Health Assurance Community Behavioral Care Network of Pa (CBHNP)

# Who is considered as having a Special Need?

## The PH-MCO must comply with the Department's definition of a Special Need

A member with Special Needs is based upon a non-categorical or generic definition of Special Needs. This definition will include but not be limited to key attributes of ongoing physical, developmental, emotional or behavioral conditions or life circumstance which may serve as a barrier to the member's access to care or services.

# Definition of a Special Need

The term “Special Needs” is Non-categorical.

Anyone who feels that they need the assistance of the special needs unit can call and request help.

*Examples:*

## Short term

*“Hello, I need help in getting crutches for my son who broke his ankle and I don’t know where to find a DME supplier”*

## Long term

*“Hello, my child was diagnosed with a developmental delay during a visit with our pediatrician and my child will need PT, OT, Speech and many other specialist visits. I need help! I feel overwhelmed.”*

## Social needs

*“Hello, my family has been evicted and we have no place to go. I can stay with family temporarily but it isn’t in my child’s school district. I have no money for food let alone to find another place to live.”*

# MCO Special Needs Units

## **ASSIST MEMBERS**

Navigate the Physical Health Managed Care Organization (PH-MCO)

Access Timely & Effective Services

Care Coordination

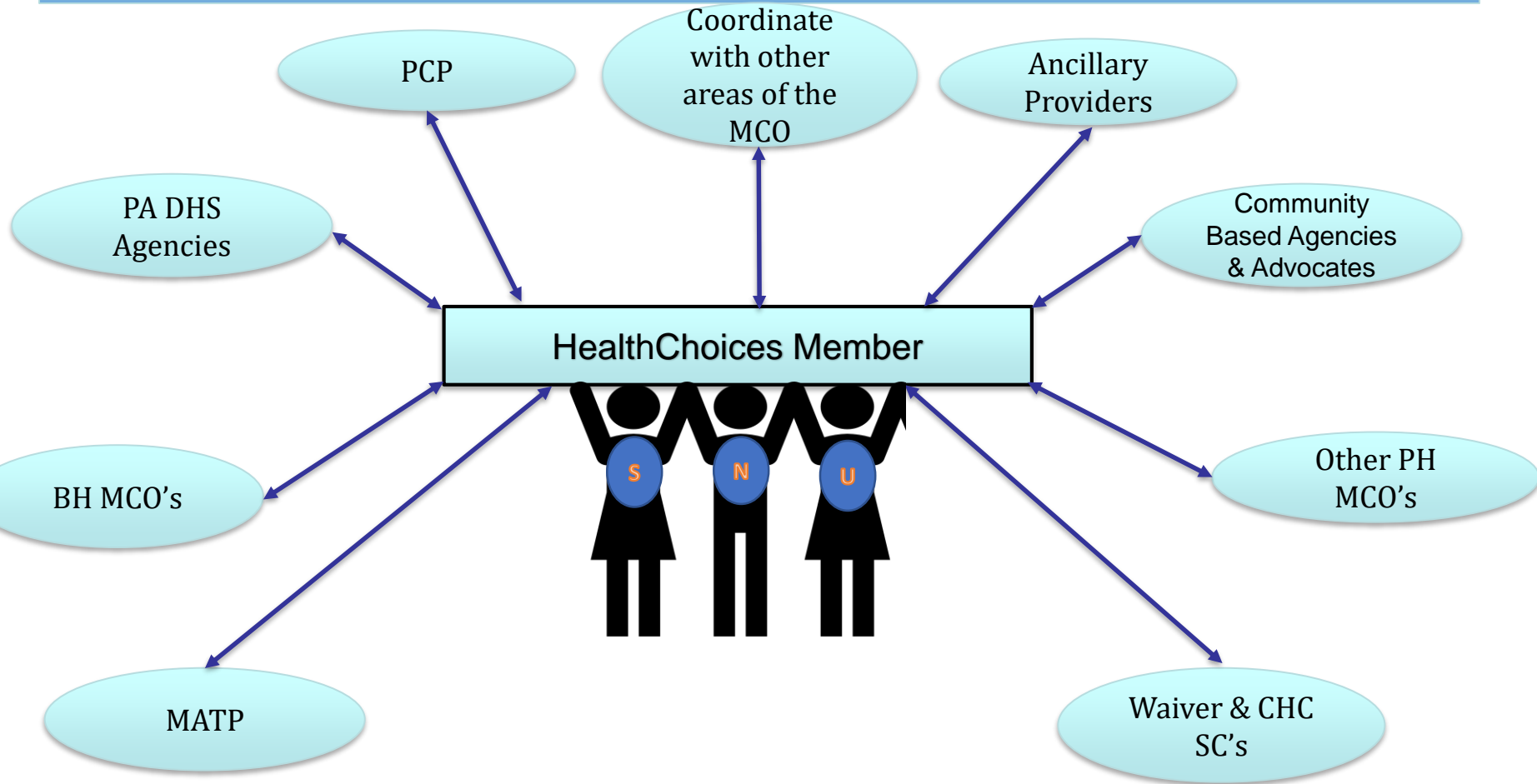
# Special Needs Units – HC Requirements

- Each physical health managed care organization has a Special Needs Unit stand alone or contained within their Integrated Care Management Unit
- Designated Special Needs Unit Coordinators – who will have access to and periodically consult with the Medical Director.
- Experienced Special Needs Unit Staff in sufficient number to initiate a response to a member's inquiry within two business days or sooner in urgent situations. The staff will have access to resources in other departments within the PH-MCO to supplement the Special Needs Unit in assisting members. This includes other staff with expertise in the treatment of members with special needs.
- Dedicated Special Needs Hotline Numbers

# MCOs' Special Needs Units Phone #s

Aetna Better Health	1-855-346-9828
AmeriHealth Caritas PA	1-800-684-5503
AmeriHealth Caritas Northeast	1-888-498-0766
Geisinger Health Plan Family	1-855-214-8100
Gateway Health	1-800-392-1147
Health Partners Plans	1-866-500-4571
Keystone First Health Plan	1-800-573-4100
UnitedHealth Care Community Plan	1-877-844-8844
UPMC for You, Inc.	1-866-463-1462

# Special Needs – How they support members





# Examples of SNU Functions

## **Selection of a Primary Care Practitioner (PCP)**

- Medically Fragile Transition to adult provider assistance
- Designating a specialist as a PCP

## **Identifying non-MA Resources**

- Addressing all needs identified for the family
- Connecting them to services and programs & helping them navigate the process

## **Transition to Home and Community based Waiver services**

- Valuable part of the DHS “Age Out Process” with designated Age Out Single Point of Contact
- Coordination with the Service Coordination Agencies
- Preparing families for the transition of services

## **Participate in interagency teams**

- Coordination efforts with BH MCO's
- Working with OCYF
- IEP Participation (relies upon parent requesting participation)

## **Complaint and Grievance procedure**

- Helping families understand the process
- Assist in providing documentation to support necessity
- Proactive efforts to avoid the need to enter into this process

# Special Needs Units Make a Difference

ONE PERSON AT A TIME

Each individual's coordination needs and challenges are unique and they deserve the individualized attention necessary in order for those needs to be met.

This is the role of our Special Needs Units

# Sharing information on the Special Needs Units



*Working together to serve HealthChoices members*

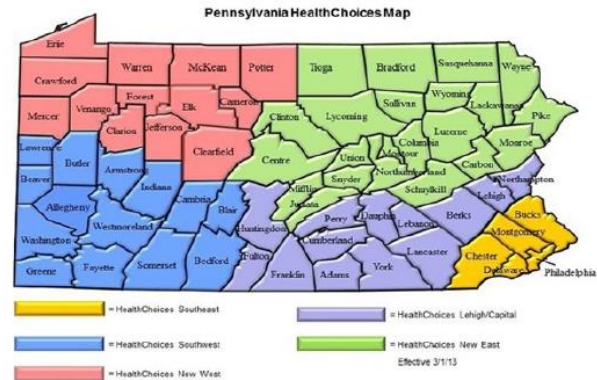
**Assist Members**  
 Navigate the Physical Health Managed Care Organization (PH-MCO)  
 Access Timely & Effective Services

- Examples of MCO Special Needs Coordination**
- Behavioral Health MCOs
  - Other Physical Health MCOs & their Special Needs Units
  - Medical Assistance Transportation Program
  - Home and Community Based Services Waivers
  - DHS Special Needs Staff
  - Community Based Agencies
  - Public Health Departments
  - PA Government Agencies
  - Other state, county and local agencies
  - Waiver Providers
  - Community Resources
  - Transition Assistance from Pediatric to Adult Providers

- MCO Special Needs Units**
- Each physical health managed care organization has a Special Needs Unit (SNU), stand alone or contained within their Integrated Care Management Unit
  - Designated Special Needs Unit Coordinators
  - Experienced Special Needs Unit Staff
  - Dedicated Special Needs Hotline Numbers

- Coordination Within the MCO**
- Member Services
  - Provider Relations
  - Pharmacy Services
  - Disease Management
  - Utilization Management/Quality Management

*Each individual's coordination needs and challenges are unique and they deserve the individualized attention necessary in order for those needs to be met.  
 This is the role of our Special Needs Units*



MCO	Zones	Special Needs Hotline Numbers
Aetna Better Health	All Zones	1-855-346-0828
AmeriHealth Caritas PA	Lehigh/Capital, NW	1-800-884-5503
AmeriHealth Caritas Northeast	NE	1-888-498-0766
Geisinger Health Plan Family	NE	1-855-214-8100
Gateway Health Plan	Lehigh/Capital, SW, & NW	1-800-392-1147
Health Partners Plan	SE	1-866-500-4571
Keystone First Health Plan	SE	1-800-573-4100
United Health Care Community Plan	SE, Lehigh/Capital, & SW	1-877-844-8844
UPMC for You	Lehigh/Capital, NW, & SW	1-866-463-1462

**Contact Us:**  
 Division of Quality & Special Needs Coordination  
 Bureau of Managed Care Operations  
 717-772-6300  
 Katrina Becker  
 (717)772-8843  
 kbecker@pa.gov

# DHS' Special Needs Unit

- Oversight and Coordination with the MCO Special Needs Unit
- Management and facilitation of the EPSDT Age Out Process and Complex Care Process
- SN Staff are each assigned as the direct contact between the Department and the PH-MCO's Special Needs Unit Coordinator

# DHS Special Needs Unit at work



Case  
Discussions  
via  
Conference  
calls



Collaboration  
with other  
offices



Annual  
Special  
Needs  
Training Day



Getting the word  
out about the  
MCO Special  
Needs Units



Assisting families



# Bureau of Managed Care Operations

## Contact Us:

Division of Quality &  
Special Needs Coordination

**Bureau of Managed Care Operations**  
**717-772-6300**

Katrina Becker  
(717)772-6843  
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# QUESTIONS?

Thank you for the opportunity to share our presentation with you today.