



## The APPRISE program can answer your Medicare questions

Pennsylvania offers a free health insurance counseling program called APPRISE. Counselors can answer questions about Medicare, Medicare Supplemental Insurance, Medicaid, and Long-Term Care.

Call the toll-free APPRISE Helpline at **1-800-783-7067**. All services are free and private.

Or visit [www.aging.pa.gov/aging-services/insurance](http://www.aging.pa.gov/aging-services/insurance).

You can get this information in other languages or formats, such as large print or audio.

**ATTENTION:** For free interpreter services, call 1-844-824-3655 (TTY: 1-833-254-0690).

Español (Spanish)  
**ATENCIÓN:** Para servicios gratuitos de interprete, llame al 1-844-824-3655 (Número de TTY: 1-833-254-0690).

繁體中文 (Chinese)  
注意：如需免費的譯員服務，請撥打 1-844-824-3655 (TTY: 1-833-254-0690)。

### Behavioral health care

If you need mental health, drug, or alcohol treatment, you can get these services from the behavioral health plan that serves your county. To get the phone number of the behavioral health plan in your county:

- Visit [www.enrollchc.com](http://www.enrollchc.com)
- Or call **1-844-824-3655** (TTY: 1-833-254-0690)

### If you have a problem with your health plan

If you have a problem with your CHC health plan, please call the plan. The phone number will be on your health plan ID card. Your plan will send you the ID card.

If the health plan does not fix the problem, you can file a complaint or grievance. You can also ask for a Fair Hearing from the Department of Human Services.

- ▶ If you need help filing a complaint, please call us at: **1-844-824-3655** (TTY: 1-833-254-0690).



Community HealthChoices complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

# Community HealthChoices

## WELCOME TO COMMUNITY HEALTHCHOICES!

### It's time to choose your health plan and doctor



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# About Community HealthChoices

Community HealthChoices (CHC) is a new Medicaid managed care program. CHC uses health plans to coordinate physical health care and long-term services and supports (LTSS). A health plan will give you better access to health care.

## Who qualifies for CHC?

CHC is a mandatory program for people who are age 21 or older and qualify for:

- Both Medicare and Medicaid, **or**
- Medicaid LTSS because you need the level of care provided in a nursing facility or through one of the home and community-based waivers

## The Living Independence for the Elderly (LIFE) program

If you are 55 or older, you may qualify for the LIFE program instead of being enrolled in CHC.

To learn more:

- Go to [www.enrollchc.com](http://www.enrollchc.com) or
- Call **1-844-824-3655** (TTY: 1-833-254-0690).

## What does CHC cover?

CHC covers the same physical health benefits you have now in your Medicaid Adult Benefit Package.

If you receive LTSS, you will now get those services and supports through your CHC health plan. All health plans have care coordination to manage all your health care.

## What happens next?

You will choose a health plan and primary care practitioner (PCP). Your plan and PCP will manage your health care and LTSS. Read this brochure to help you choose the best health plan and PCP for you.

## 1. Choose a health plan

Your health plan has a group of doctors, hospitals and other providers who work together to give you the health care you need.

All health plans offer the same **basic** benefits, such as office visits, blood tests and X-rays.

Health plans also have **added** benefits such as wellness programs and phone services.

You have 3 plans to choose from. To learn more about a plan and the added benefits it offers, visit [www.enrollchc.com](http://www.enrollchc.com). You can also read the Health Plan Comparison Chart that came with this brochure.

### CHC DOES NOT CHANGE YOUR MEDICARE.

Your CHC health plan will work with your Medicare plan to make sure you get the services you need.

## Things to think about when you choose a plan

### Do you have a doctor or clinic you like?

Choose a plan that works with the providers you want.

**Do you need special services, such as for diabetes or certain health conditions?** Choose a plan that offers the added benefits you want.

- ▶ To learn more, go to [www.enrollchc.com](http://www.enrollchc.com)
- ▶ Or call us at **1-844-824-3655** (TTY: 1-833-254-0690)

### CHOOSE YOUR HEALTH PLAN NOW!

You need to choose a plan by the date on the form that came with this brochure.

If you don't choose a plan, we will choose one for you. But it's best if you choose.

## 2. Choose a primary care practitioner

Choose a doctor or clinic to be your primary care practitioner (PCP). Your PCP is the doctor or clinic you usually go to for health care. They give you routine care and other basic services. They send you to a specialist when you need one.

### CHOOSE YOUR PCP NOW!

If you have Medicare **and** Medicaid, you can keep your Medicare PCP. But if your Medicare PCP is not a Medicaid PCP, you will need to choose a CHC health plan PCP.

## How to choose a PCP

If you like the doctor you go to now, ask us if the doctor can be your PCP. Call us at **1-844-824-3655** (TTY: 1-833-254-0690).

Here are some things to keep in mind when choosing a PCP.

- How far away is the doctor?
- Do you or your family members have special needs?
- Do you want a doctor's office where staff speak a language other than English?
- Is it important for you to go to a certain hospital, and does the doctor work with that hospital?

## Find a PCP near you

It's easy to find a PCP. To find providers in your county, go to [www.enrollchc.com](http://www.enrollchc.com). You can search by name, medical specialty, or location.

## If you want help finding a new doctor

Visit [www.enrollchc.com](http://www.enrollchc.com), or call **1-844-824-3655** (TTY: 1-833-254-0690). We can help you choose a PCP.

## 3. Enroll

There are 3 ways to enroll:

- ▶ **Online** at [www.enrollchc.com](http://www.enrollchc.com)
- ▶ **Call** us at **1-844-824-3655** (TTY: 1-833-254-0690)
- ▶ **Mail** your completed form in the envelope that came in your enrollment packet.

After you enroll, your health plan will mail you a Welcome Packet and ID card.



## Long-term services and supports

You may be able to get long-term services and supports such as adult daily living and personal assistance services.

To learn more, go to [www.paieb.com](http://www.paieb.com). Or call **1-844-824-3655** (TTY: 1-833-254-0690).

## When to call your health plan's participant services

Call your health plan if you need a new participant ID card. You can also call to ask questions about coverage.

## If you need help getting to your doctor

If you need transportation to medical appointments, the Medical Assistance Transportation Program (MATP) in your county can help.

To learn more, go to [matp.pa.gov](http://matp.pa.gov).