

# Community HealthChoices

## COMMUNITY HEALTHCHOICES

Your guide to  
getting care and  
services



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES



**pennsylvania**  
DEPARTMENT OF AGING

# About Community HealthChoices

Welcome to Community HealthChoices (CHC)! With CHC, you can get physical health care and long-term services and supports (LTSS) from your health plan.

Read this brochure to learn about getting care and services.

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## **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).



## Managed long-term services and supports

You can get long-term services and supports (LTSS) such as adult daily living and personal assistance services if:

- You qualify for Medicaid LTSS through a Medicaid home and community-based waiver, **or**
- You qualify for Medicaid nursing facility services.

To find out if you qualify for LTSS, call the Independent Enrollment Broker (IEB) at 1-877-550-4227 (TTY: 1-877-824-9346). Or go to [www.paieb.com](http://www.paieb.com).

# Your CHC 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.

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## How your Medicare plan works with CHC

CHC does not change your Medicare plan. Your CHC health plan will work with your Medicare plan to make sure you get the services you need.

## Your health plan's Participant Services Department

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

Their phone number is on the health plan website and on the back of your ID card.

## For plan changes or questions

You can change your health plan or, if eligible, choose to enroll in the LIFE Program at any time after you become a CHC member.

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

## Behavioral health services in your county

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 Community HealthChoices: **1-844-824-3655** (TTY: 1-833-254-0690).

# Your primary care practitioner (PCP)

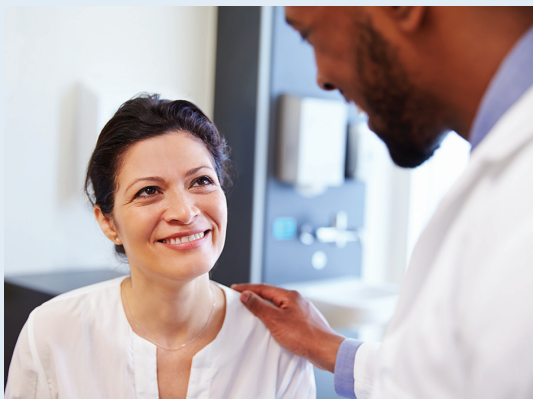
Your PCP is the doctor or clinic you go to for routine health care and other basic services. Your PCP sends you to a specialist when you need one.

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 PCP who is in your CHC plan.

## When you need emergency care

If you have an emergency, call 911 or go to the emergency room immediately! An emergency is a serious medical problem that puts your health in danger – or can cause serious harm to your body.

If you're not sure you have an emergency, call your PCP. Your PCP can help you get the care you need.



## **The APPRISE program can answer your Medicare questions**

Pennsylvania offers a free health insurance counseling program called APPRISE. It helps Pennsylvanians understand Medicare benefits.

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).

## **Medical Assistance Advisory Committee (MAAC)**

The Medical Assistance Advisory Committee (MAAC) gives the Department of Human Services advice about health care services for people with low income. The Managed Long-Term Services and Supports (MLTSS) Subcommittee is a resource to the MAAC.

To learn more about MAAC, visit [ow.ly/yjJt30houcg](http://ow.ly/yjJt30houcg). To find out about the MLTSS Subcommittee, go to [ow.ly/uBTX30lcK4W](http://ow.ly/uBTX30lcK4W).

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

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

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Español (Spanish)

**ATENCIÓN:** Para servicios gratuitos de interprete, llame al 1-844-824-3655 (Número de 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.