

Contacting your Health Plan and Service Coordinator

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Director of LTSS Program Management and Quality



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Generation
of Health Care

How do Participants know who their Service Coordinator is and how to contact them?

Each Service Coordinator (SC) assignment is documented in our eLTSS platform.

- Options for reaching your SC by phone:
 - Dialing your SC directly (SCs have company-issued mobile phones)
 - Calling Participant Services, 24 hours a day, 7 days a week:
 - ❖ 1-855-235-5115 (TTY: 1-855-235-5112) [LC, NE, NW, SW zones]
 - ❖ 1-855-332-0729 (TTY 1-855-235-4976) [SE zone]
- Health Plan Associates have access to all assigned SC contact information (phone/email).
- SCs send visit reminder and welcome letters to Participants, which contain SC contact information.
- SCs are trained to conduct outreach calls to introduce themselves whenever a change has been made to the SC assignment.
- SCs distribute “leave behind” magnets with replaceable cards that contain important contact numbers, including how to reach the Participant’s SC.

Magnetic Information Card Example



Welcome to AmeriHealth Caritas Pennsylvania Community HealthChoices!

I am your Service Coordinator, _____.

Please feel free to call me at _____

for more information on your plan benefits.

If you need assistance outside of my office hours, please call Participant Services at **1-855-235-5115 (TTY 1-855-235-5112)** 24 hours a day, 7 days a week.

Coverage by AmeriHealth First.

CHCPA_19656552

Contacting Service Coordination vs. Participant Services



Service Coordination roles

- SCs facilitate Long-Term Services and Supports (LTSS) benefits and services.
- Personal Care Connectors (PCCs) are trained on LTSS benefits and services, SC processes, and have read-only access to the eLTSS system.

Questions handled by SCs and PCCs

- LTSS benefits and services.
- Help with transportation.
- Connect Participants to community resources.

Participant Services role

- Participant Services Associates are trained to manage Participant inquiries about physical health benefits.
- Participant Services Associates have read-only access to eLTSS and other systems to be able to answer benefit-specific questions.

Questions handled by Participant Services

- Replacement ID cards.
- Explanation of benefits information.
- Primary Care Provider (PCP) changes.
- Grievance and appeal information.
- Adult Protective Services and Older Adult Protective Services inquiries.

How does my Personal Assistance Services (PAS) provider know who my SC is?

- Our SCs are responsible for coordinating and communicating with the Participant's chosen PAS agency.
- SCs are trained to coordinate and collaborate with PAS agency staff as appropriate.
- SCs are responsible for making any changes, updates or extensions of Service Authorizations, which require communicating with PAS agencies on behalf of Participants.
- SC contact information is available for provider reference in HHAeXchange and NaviNet®.
- SC contact information is also accessible in eLTSS, which can be referenced by our Provider Network Management and Provider Services Associates.

How is a SC change communicated to Participants?

- ✓ PCCs, Senior SCs, and Supervisors are trained to outreach to Participants to confirm that SC changes align with the Participant's request(s).
- ✓ When a new SC is chosen by the Participant and the assigned SC is updated in the eLTSS system, a letter introducing the new SC is sent to the Participant. The letter contains the newly assigned Service Coordinator's contact information.
- ✓ All SC changes are documented in eLTSS progress notes and change history.

Questions?

More than
35 YEARS
of making
care the heart
of our **work.**



MLTSS Subcommittee Meeting Topic: Contacting CHC MCO Service Coordinator & Questions for Health Plan or Service Coordinator



March 9, 2021

How do I know who my Service Coordinator is and how do I contact my service coordinator?



- PHW has 1 toll-free number to call statewide for participants for all purposes 1-844-626-6813
- PHW call center representatives will conduct a warm transfer to their specific Service Coordinator
- If there is a change of service coordinator participants are notified in advance verbally and by a letter
- Participants may always choose their service coordinator and can call to request a change
- PHW service coordinators outreach to participants routinely and no less than monthly by phone and quarterly in person visits
- Letters are mailed to participants and well-being checks when participants are unable to reach

What are questions we should ask our **Service Coordinator** and what should be calls to the Participant Services line?

- PHW has 1 toll-free number to call statewide for participants for all purposes 1-844-626-6813
- Report a change of condition or service need
- Obtain benefits counseling, information on LTSS, physical health, behavioral health and community services, resources or other support
- Request an assessment or an updated PCSP
- Information and coordination of services and benefits
- Information and assistance with employment, housing, transportation and 32 unique CHC MLTSS services
- Assistance navigating health plan benefits and services
- Reporting a critical incident or service interruption
- Assistance filing a complaint, grievance or appeal

What are questions we should ask our Service Coordinator and what should be calls to the **Participant Services line**?



- PHW has 1 toll-free number to call statewide for participants for all purposes 1-844-626-6813
- Update your information (address, contact information)
- Request a new participant ID Card
- Update your PCP or find a provider
- Questions about eligibility, benefits and services
- Information about community resources
- Change a provider or arrange transportation
- Assistance resolving an issue or filing a complaint, grievance or appeal
- Assistance using our website or establishing a participant portal account
- Request information or assistance

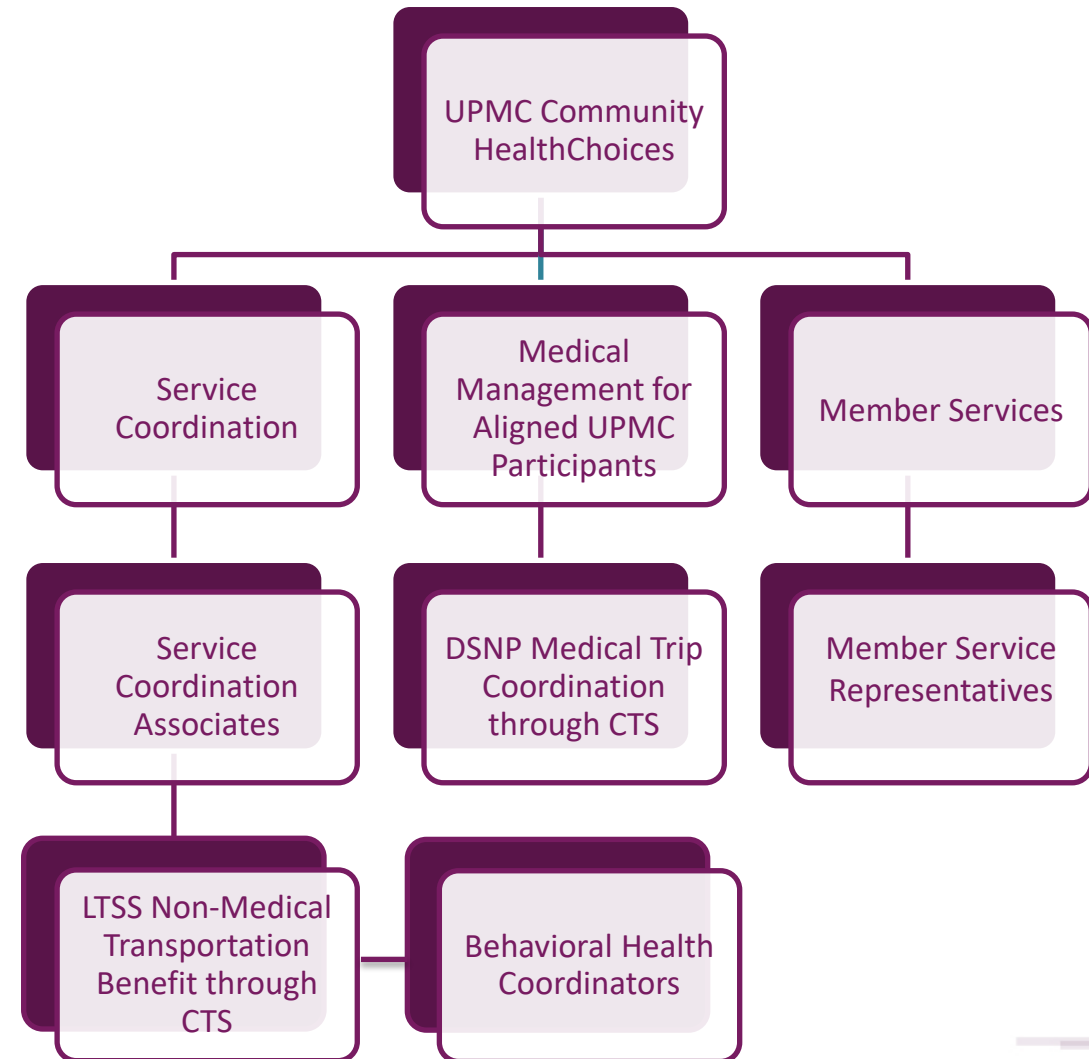
UPMC Community HealthChoices

MLTSS Sub MAAC

March Focus: CHC-MCO Service Coordination Contact

Service Coordination Infrastructure

- The overarching goal of UPMC's CHC is to provide services and supports needed to help individuals live independently, and to optimize the health and well-being of individuals who are elderly or have complex and chronic illnesses and disabilities.
- UPMC is an MCO that delivers both a service and product. Many teams and departments provide support and services to those who choose UPMC CHC.



Know & Contact Your UPMC CHC Service Coordinator (SC)

E-mail to Service Account


Email Boxes

Southwest	chc_servicecoord@upmc.edu
Southeast	chcscse@upmc.edu
Central	chcscentral@upmc.edu

Business Card


Service Coordinator
Community HealthChoices

1901 Centre Avenue
Pittsburgh, PA 15219
T +1 844-860-9302
F +1 844-890-7458
www.upmchealthplan.com



John Smith

Service Plan



UPMC Community HealthChoices


Participant's Name: TEST TEST ZzTEST

Participant Support Team		
Team Member Designation	Name	Phone Number
Service Coordinator	John Smith	1-833-280-8508

Informational Magnet

UPMC Community HealthChoices (CHC) Service Coordination: M-F, 8 a.m.-5 p.m.	Southwest PA 1-844-860-9302 (TTY: 711)	Southeast PA 1-833-672-8078 (TTY: 711)	Central PA 1-833-280-8508 (TTY: 711)
UPMC CHC Health Care Concierge: Call 24/7 for help with benefits, providers, claims, transportation, and more			1-844-833-0523 (TTY: 711)
UPMC MyHealth 24/7 Nurse Line: Call 24/7 for advice on health issues			1-866-918-1591 (TTY: 711)
Pennsylvania Adult Protective Services: Call 24/7 to report abuse, neglect, exploitation			1-800-490-8505 (TTY: 711)

www.upmchealthplan.com/chc



John Smith

UPMC Community HealthChoices

230C146486

Getting to Know Your SC & when to Contact

Welcome To UPMC CHC

- Your Service Coordinator will contact you after coverage with UPMC Community HealthChoices starts.
- If you are getting or will be getting LTSS, UPMC Community HealthChoices will schedule a meeting with you to go over what all of your needs are during a comprehensive needs-based assessment.
- At the end of the meeting, your SC will provide a business card so you can contact the Service Coordination Department or your Service Coordinator.

Once Assessed

- You will get a service coordinator who will work with you to create a person-centered service plan (PCSP). It will include all of the services you need, whether or not UPMC Community HealthChoices covers the services.
- Once your PCSP is complete, reviewed, and signed, you will receive a copy. Your Service Coordinator's name can also locate on the PCSP document

When to Contact SC

You should contact your service coordinator in the following situations:

- If you have a question about anything on your PCSP
- If you would like to change your PCSP
- If you are having problems with any of your services, supports, or providers

When to Contact Member Services

- To verify benefit coverage or to request a summary of CHC benefits or locate providers for benefits dental and vision care
- To Requests for new medical ID cards
- To Request forms like the Personal Representative Designation Form or a new CHC participant Handbook
- For Assistance with filing an appeal or grievance
- To file a formal complaint