

MLTSS Sub-Committee Meeting: Mental Health Services-How to Navigate and Access Treatment in Behavioral HealthChoices

January 4, 2023

Behavioral Health HealthChoices

Behavioral health is part of an integrated human services model in Pennsylvania. Behavioral health care is for:

- Mental health conditions
- Substance use disorders
- Developmental disabilities

Behavioral HealthChoices is operated under direction of the counties

- This is a newer benefit for individuals in nursing homes and those who receive Home and Community-Based Services (HCBS).

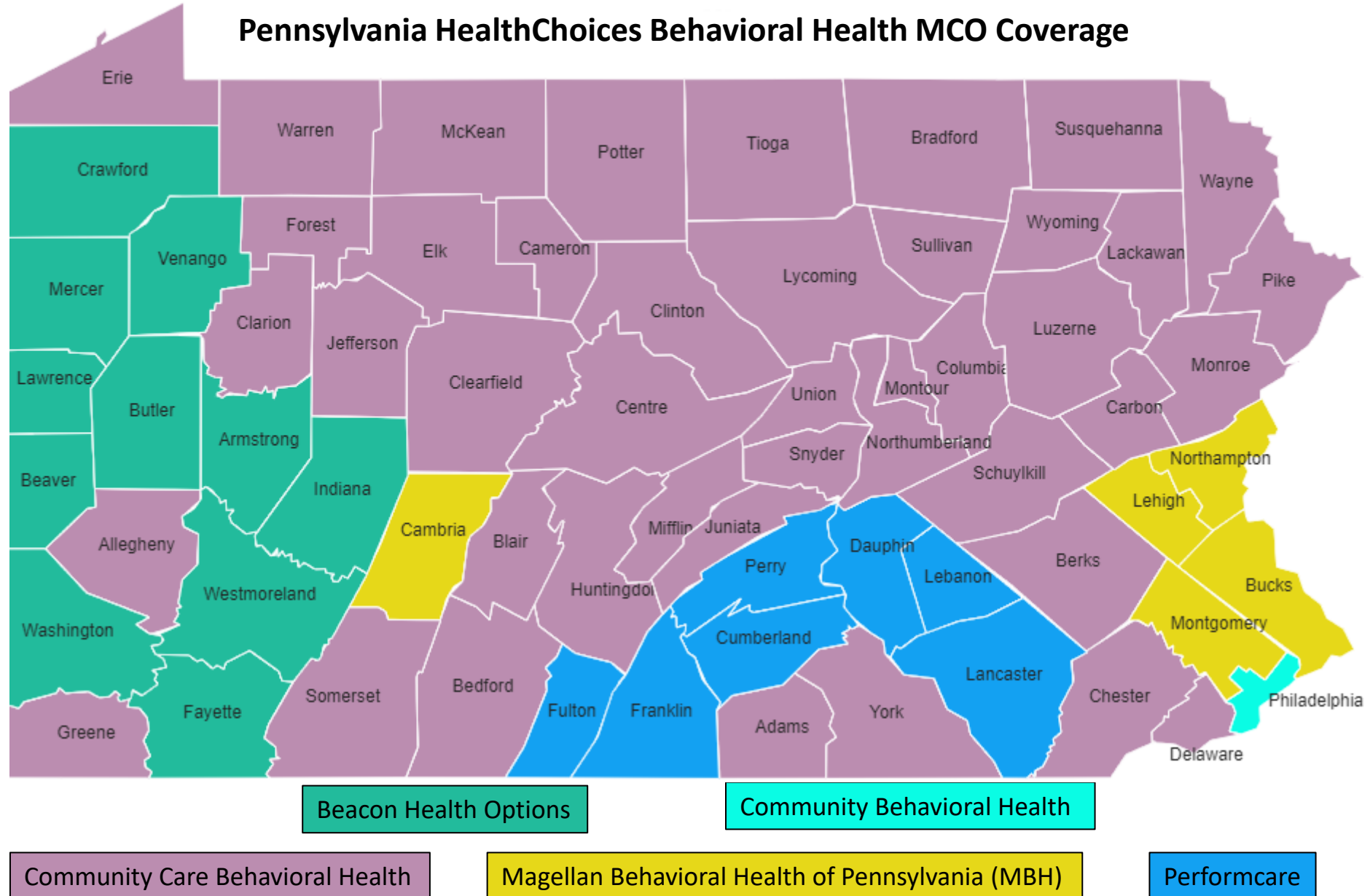
The company that manages behavioral health needs will depend on the county in which you live

- This differs from the Physical and Community HealthChoices that allows individuals to choose a specific MCO

Many people who are covered by Medicaid also have other health insurance - Medicare is an example.

- Medicaid is the payor of last resort that means a person must use their primary first.
- Many people in the Community HealthChoices program are dual eligible for Medicare and Medicaid- This means that Medicare will cover much of the behavioral health benefits.

Pennsylvania HealthChoices Behavioral Health MCO Coverage



BH-MCO's and Areas Served

Behavioral Health MCO	Area
Beacon Health Options	Armstrong, Beaver, Butler, Crawford, Fayette, Indiana, Lawrence, Mercer, Venango, Washington, Westmoreland
Community Behavioral Health	Philadelphia
Community Care Behavioral Health	Adams, Allegheny, Bedford, Berks, Blair, Bradford, Cameron, Carbon, Centre, Chester, Clarion, Clearfield, Clinton, Columbia, Delaware, Elk, Erie, Forest, Greene, Huntington, Jefferson, Juniata, Lackawanna, Luzerne, Lycoming, McKean, Mifflin, Monroe, Montour, Northumberland, Pike, Potter, Schuylkill, Snyder, Somerset, Sullivan, Susquehanna, Tioga, Union, Warren, Wayne, Wyoming, York
Magellan	Bucks, Montgomery, Lehigh, Northampton , Cambria
PerformCare	Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, Perry,

State In-Plan Benefits

All Behavioral Health MCO's must cover these services

Mental Health Services	Substance Use Treatment
Inpatient psychiatric	Diagnostic evaluation/level of care assessment
Outpatient mental health	Drug and alcohol IOP
MH acute/non-acute partial hospital	Drug and alcohol outpatient
Crisis services	Halfway house
Psychological/neuro psych testing	Hospital-based detox/withdrawal management
Blended case management	Hospital-based rehabilitation
Psychiatric rehab services	Medication-assisted treatment: Methadone, Suboxone, Vivitrol
Peer support services	Non-hospital detox/withdrawal management
Mobile mental health	Non-hospital rehabilitation
Clozapine support service	Targeted case management
Clozaril	
Inpatient and outpatient ECT	
Laboratory testing ordered by psychiatrist	
Telepsychiatry	

In Lieu/Supplement Services

BH-MCOs may provide additional services beyond those required as part of the State plan services

- These services are called “In-lieu of services” or “supplemental service”.
- The services need to be medically necessary and cost-effective alternatives.
- The services that are available may differ between regions.

Get to know your BH-MCO

- The BH-MCO’s can help you figure out if there are any supplemental services that may benefit individuals you are working with.

Coordination & Collaboration

Customer Service



- All BH-MCO's Operate 24 hours/day, 365 days/year
- Provides benefit and coverage information and eligibility verification
- Evaluates member's level of need; escalated to clinical staff if urgent or emergent
- Answers member and provider calls

Care Management



- Licensed and specialty clinicians
- Collects and reviews clinical information
- Ensures coordination and continuity of care
- Promotes full member and family participation in treatment plan development
- Assesses medical necessity
- Participates in interagency team meetings

Coordination & Collaboration

High Risk Care Management



- Specialized care management team of licensed clinicians
- Works with high risk or at-risk members who require more intensive management due to a complex presentation.
- Utilizes longitudinal care management strategies
- Facilitates linkage to specialized services and monitors the service delivery

Physician & Psychological Services



- Evaluates treatment for appropriateness and quality
- Renders medical necessity determinations
- Attends interagency meetings on complex cases
- Promotes recovery-oriented treatment
- Facilitates provider meetings
- Conducts provider training

How do I get started?



All BH-MCO's have staff that can:

Answer your questions

Help find providers

Make sure their members are receiving the right services

Make sure their services are covered

All have members services lines

All have provider lines

Need behavioral health services...this is how you get started



Call Customer Service



Call Care Management



Use BH-MCO Website to Locate Provider



Send an e-mail request to the BH-MCO



Ask your CHC Service Coordinator



Ask your BH MCO or CHC MCO Behavioral Health Coordinator

Working Together

- ▶ Regular meetings between the BH MCO and CHC MCO
- ▶ Case reviews to address needs, barriers and complex cases
- ▶ Daily and Monthly exchange of member and inpatient data
- ▶ Share 7 & 30-day follow up report
- ▶ Share 30-day readmission report
- ▶ Track behavioral health utilization
- ▶ Multiple ways to contact us
 - ▶ We promote a 'no wrong door' approach to contacting us
 - ▶ Each BH-MCO has local care management staff
 - ▶ Numerous Physician Advisors and Psychologists to assist with case and service reviews

Coordination and Collaboration with CHC's



The CHC-MCOs and BH-MCOs are required to have a behavioral health coordinator who is a behavioral health professional and located in Pennsylvania.

- ✓ Coordinate participant care needs with BH providers.
- ✓ Work with the CHC-MCO's



All BH-MCO's and CHC MCO's have regularly scheduled meetings that include the BH-Coordinators from both sides.

- ✓ Coordination and collaboration on specific cases takes places in these meetings.

Coordination and Collaboration with CHC's



BH-MCO's and CHC MCO's regularly hold interagency team meeting to coordinate and collaborate on cases.

- ✓ Requests for an interagency team meeting can come from many sources e.g., Services coordinators, BH providers, MCO's, advocates, family and members etc.
- ✓ Providers and other stakeholders also participate in interagency team meeting.
- ✓ BH-MCO's and CHC's both utilize our medical staff to assist in challenging cases.
- ✓ CHC Participants or others can contact their BH-MCO or CHC MCO for assistance in pulling together an interagency team meeting.



BH-MCO's utilize care management teams that are local to the community and are familiar with local programs and resources.

BH-MCO Contact Information

BH-MCO and CHC MCO contact information



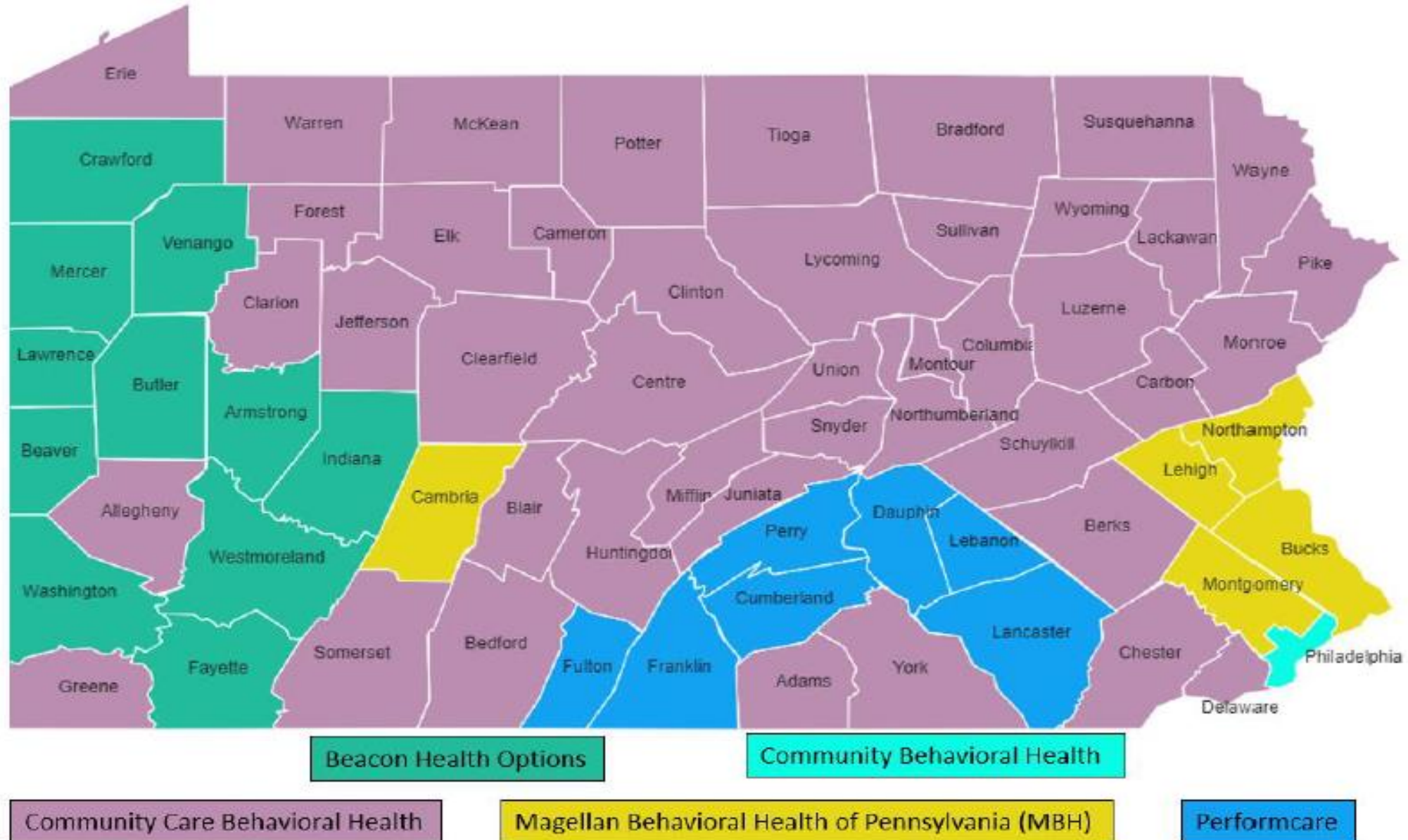
BH-MCO & CHC MCO CONTACTS

Point of Entry:

The Preferred Point of Entry is through the CHC Service Coordinator. Contact the Participant's CHC Service Coordinator who can assist you in coordinating the Participant's behavioral health needs. The Service Coordinator or MCO Behavioral Health Coordinator will consult with the assigned BH-MCO on which behavioral health services are most appropriate for the Participant. The Service Coordinator or Behavioral Health Coordinator will assist in securing the behavioral health services on behalf of the Participant and ensure delivery of the services. If you are unaware of the Participant's CHC Service Coordinator, you can use the CHC Contact list below to inquire.

Organization (BH-MCO)	BH Coordinator	Email	Phone Number
Community Behavioral Health (CBH)	Joseph DiMeo	Joseph.DiMeo@phila.gov	267-602-2020
Community Care Behavioral Health (CCBH)	Duncan Bruce	brucedj@ccbh.com	412-402-8771
Magellan Behavioral Health	Lauren Keane	KeaneL@magellanhealth.com	215-504-3960
PerformCARE	Dan Eisenhauer	deisenhauer@performcare.org	717-671-6563
Beacon Health Options	Rachel Lee Price	rachel.lee-price@beaconhealthoptions.com	724-744-6326
Organization (CHC-MCO)	BH Coordinator	Email	Phone Number
AmeriHealth PA CHC / Keystone First CHC	Jennifer Ford-Bey	jfordbey@amerihealthcaritaspa.com	267-547-0471
PA Health & Wellness	Heather Clarke	Heather.b.clarke@pahealthwellness.com	717-551-8609
UPMC	John McFarland	mcfarlandjf@upmc.edu	717-317-2948

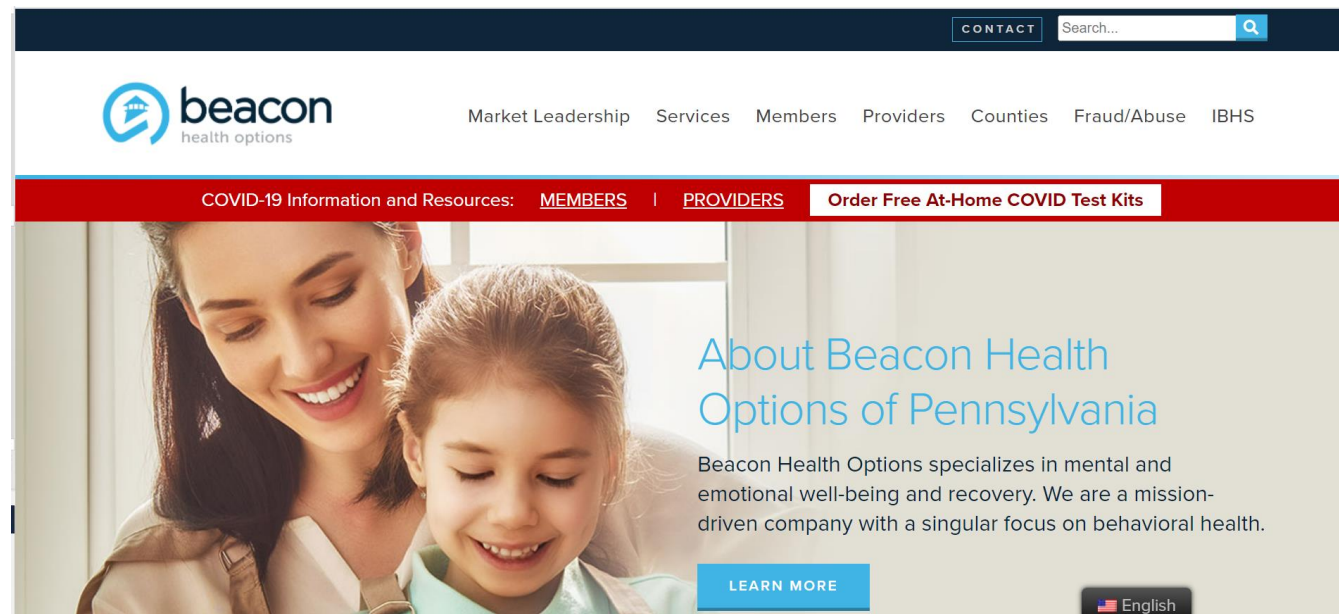
BH-MCO and CHC MCO contact information



Beacon Health Options Contact Information

Provider line: 877-615-8503

<https://pa.beaconhealthoptions.com/>



Beacon Member Services

County	Member Line Number
Armstrong/Indiana County	1-877-688-5969
Beaver County	1-877-688-5970
Butler County	1-877-688-5971
Crawford County	1-866-404-4561
Fayette County	1-877-688-5972
Lawrence County	1-877-688-5975
Mercer County	1-866-404-4561
Venango County	1-866-404-4561
Washington County	1-877-688-5976
Westmoreland County	1-877-688-5977



Contact Information:

CBH Member Services: 1-888-545-2600

CBH Main Office: 215-413-3100

CHC Behavioral Health Coordinator: Joseph.Dimeo@phila.gov

267-602-2020

Philadelphia Crisis Hotline: 215-685-6440

Suicide and Mental Health Crisis: 988

Community Care Contact Information

Coordination of Care line:
1.844.488.5336

Physician Line:
1.844.535.4324

Contact Community Care

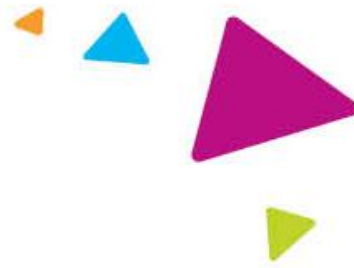
Provider Line:
1.888.251.2224

Community Care website:
www.ccbh.com
“contact us” option

Community Care Contact Information

Community Care's Member Services Phone Numbers	
Adams County	1.866.738.9849
Allegheny County	1.800.553.7499
Bedford or Somerset County	1.866.483.2908
Berks County	1.866.292.7886
Blair County	1.855.520.9715
Bradford, Cameron, Centre, Clarion, Clearfield, Columbia, Elk, Forest, Greene, Huntingdon, Jefferson, Juniata, McKean, Mifflin, Montour, Northumberland, Potter, Schuylkill, Snyder, Sullivan, Tioga, Union, Warren or Wayne County	1.866.878.6046
Carbon, Monroe, or Pike County	1.866.473.5862
Chester County	1.866.622.4228
Delaware County	1.833.577.2682
Erie County	1.855.224.1777
Lackawanna, Luzerne, Susquehanna or Wyoming County	1.866.668.4696
Lycoming or Clinton County	1.855.520.9787
York County	1.866.542.0299
TTY	1.877.877.3580
En Espanol	1.866.229.3187

Magellan Behavioral Health of Pennsylvania



Member Services:

Bucks County: (877) 769-9784; Cambria County: (800) 424-0485; Lehigh County: (866) 238-2311;
Montgomery County: (877) 769-9782; Northampton County: (866) 238-2312



Provider Services:

Bucks County/Montgomery County: (877) 769-9779; Cambria County: (800) 424-3711; Lehigh
County/Northampton County: (866) 780-3368



Additional Points of Contact & Information:

TTY (All Counties): PA Relay 7-1-1

Fraud & Abuse: (800) 755-0850

General Requests/Inquiries: MBHofPA@magellanhealth.com

Website: www.MagellanofPA.com

Member Contact Information

HealthChoices program

Capital Area (Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties)

- Member Services: **1-888-722-8646** (TTY **1-800-654-5984**) or **PA Relay 711**.
- Consumer and Family Affairs: **1-717-671-6541**.

Franklin-Fulton Region (Franklin and Fulton counties)

- Member Services for Franklin and Fulton counties: **1-866-773-7917** (TTY **1-800-654-5984**) or **PA Relay 711**.

For additional information or support
contact:

Angela Wildasin, LSW - CHC BH Clinical
Care Manager at 1-888-700-7370

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