



PA Community Resource Guide

This guide is intended to help you find different resources within your community to help support your clients and caregivers..

Provider Networks & Rewards

If your client has a manage care plan this is how they would find their provider*

For internal use only.



Payer	Services & Requirements	Additional Information	Handbook Links:
AHC	<p>For Help finding a provider: Website 🔗: Find a Doctor, Medicine, or Pharmacy - Keystone First Community HealthChoice (keystonefirstchc.com) Calling Member Services: 1-855-235-4976 24/7 RN Line: 1-855-332-0117</p>	<ul style="list-style-type: none"> • No rewards programs for preventative care 	<ul style="list-style-type: none"> • AHC Handbook
PHW	<p>For Help finding a provider: Website 🔗: PA Health and Wellness-Find a Provider: Set Location (pahealthwellness.com) Calling Member Services: 1-844-626-6813 24/7 RN Line: 1-844-626-6813</p>	<ul style="list-style-type: none"> • Rewards Program for Preventive Care: • 🔗 Rewards Program • Earn rewards by completing various health behaviors such as annual cancer screenings and diabetic care exams. • Additional Info: 🔗 2024 CHC-MCO Model Participant Handbook 	<ul style="list-style-type: none"> • 2024-CHC-MCO-Model-Participant-Handbook-Final-January-3-2023 (5).pdf
UPMC	<p>For Help finding a provider: Website 🔗: Find a Provider Calling Member Services: 1-844-833-0523 24/7 RN Line 1-866-918-1591</p>	<ul style="list-style-type: none"> • No rewards for preventative care • Additional Info: 🔗 UPMC Health Plan Participant Handbook 	<ul style="list-style-type: none"> • UPMC Handbook

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Friends of the Poor

Services: Provides quality food items to households experiencing food insecurity.

Eligibility: Anyone can access this program.

Areas Served: Carbondale, Jermyn, Scranton, and Taylor, PA.

Link: [🔗 Food Pantries - Friends of the Poor Scranton](#)

North10, Philadelphia

Services: Provides a free fresh produce distribution weekly in partnership with Philabundance and Share Box.

Eligibility: Anyone can access this program.

Areas Served: Philadelphia, PA.

Website: [🔗 North10, Philadelphia](#)

Old Pine Community Center (OPCC)

Services: Offers Grab and Go Meals, supplying critical nutrition to hungry individuals.

Eligibility: Anyone can access this service.

Areas Served: Philadelphia, PA.

Link: [🔗 Programs & Services - Old Pine Community Center](#)

Philadelphia Corporation for Aging (PCA)

Services: Home-Delivered Meals program providing nutritious meals and regular contact for frail older individuals and people with disabilities.

Eligibility: Eligibility requirements vary by service. Call the PCA Helpline at 215-965-9040 for more information.

Areas Served: Philadelphia County, PA.

Link: [🔗 Home-Delivered Meals - Philadelphia Corporation for Aging](#)

St. Mark's Food Church

Services: Provides supplemental food assistance, household and personal care items.

Eligibility: Must have income at or below 185% of federal poverty guidelines. This program serves residents of Pennsylvania only.

Areas Served: Philadelphia, PA.

Link: [🔗 Food Cupboard | Saint Mark's Church](#)



Food Insecurity



Food Insecurity

Greater Zion Baptist Church

Services: The food pantry aims to reduce hunger in the community, promotes a healthy diet, and educates on proper food handling.

Eligibility: Any family or individual in need of food should contact the church.

Areas Served: Harrisburg, PA.

Link: [Food Pantry - Greatr Zion Missionary Baptist Church](#)

Keystone Mission - Scranton

Services: Offers free meals to homeless, hungry, and hurting people in the area. Meals are provided by local groups and organizations.

Eligibility: Follow the next steps to determine if this program has specific eligibility criteria.

Areas Served: Scranton, PA.

Link: [HOME - Keystone Mission](#)

Allegheny Health Network (AHN)

Services: The Healthy Food Center provides free healthy food options and nutrition counseling in the greater Erie community.

Eligibility: Must have a physician referral.

Areas Served: Erie County, PA.

Link: [Healthy Food Center Locations | AHN](#)

St. Martin Center

Services: The Emergency Food Pantry Program provides food for those who qualify.

Eligibility: Contact the center at 888-452-6113 for more information.

Areas Served: Erie County, PA.

Link: [Home - St. Martin Center, Inc.](#)



Food Insecurity

Bethesda Mission

Services: Provides free meals to those without access to basic food services, including low-income families, veterans, and the working poor.

Eligibility: Anyone can access this program. Dinner is served to the public at 4:40 p.m. nightly.

Areas Served: Harrisburg, PA.

Link: [🔗 I Need Food - Bethesda Mission](#)

Market Square Presbyterian Church

Services: Provides quality food items to households experiencing food insecurity.

Eligibility: Anyone can access this program.

Areas Served: Harrisburg, PA.

Link: [🔗 Get Involved | Market Square Presbyterian Church](#)

Chartwell - Enteral Nutrition (Home Infusion Therapy)

Services: Offers enteral nutrition programs with clinical intervention, assessment, and monitoring.

Eligibility: Call 1-800-755-4704, Option 4, for questions about enteral nutrition.

Areas Served: Pittsburgh, Erie, and Altoona, PA.

Link: [🔗 Enteral Nutrition | Chartwell](#)

Salvation Army of Erie

Services: Provides quality food items to households experiencing food insecurity.

Eligibility: Anyone in need can access this program.

Areas Served: Erie, PA.

Link: [🔗 Salvation Army Erie Corps](#)

Erie Institute of Technology

Services: Offers free Durable Medical Equipment (DME) repair for individuals in need.

Eligibility: Must sign a waiver. Call 814-868-9900 to schedule an appointment. A waiver releases EIT from liability of any damage from repairs.

Areas Served: Erie County, PA.

Link: [Erie Institute of Technology \(EIT\)](#)

Prevention Point Philadelphia (PPP)

Services: Statewide (IN)Services: Drop-In Center offering various services such as case management, HIV/HCV testing, counseling, medical services, meals, and addiction treatment links.

Eligibility: Individuals facing homelessness or housing instability.

Areas Served: Philadelphia County, PA.

Link: [Home | Prevention Point](#)

Erie County Care Management, Inc

Services: Provides housing subsidy through Shelter Plus Care for participants in select treatment programs focusing on mental health, drug addiction, or alcohol addiction.

Eligibility: Head of household must have experienced homelessness continuously for one year or in four or more episodes.

Areas Served: Erie County, PA.

Link: [Mental Health Services - ECCM](#)

Gary Sinise Foundation

Services: Offers specially adapted smart homes for post-9/11 defenders who were injured in combat operations or during training.

Eligibility: Must be a post-9/11 defender injured in combat or during training. Requires a referral from a current recipient of the program.

Areas Served: All U.S. states and territories.

Link: [Specially Adapted Smart Homes | Gary Sinise Foundation](#)



Housing



Energy Coordinating Agency (ECA)

Services: Offers free federally funded Weatherization Assistance Program for air sealing and energy efficiency improvements.

Eligibility: Must be a resident of Philadelphia.

Areas Served: Philadelphia County, PA.

Link: [Philadelphia Services | Energy Coordinating Agency](#)

Catherine McAuley Center

Services: Offers affordable single-room occupancy at reduced rent for low-income women, along with access to community resources.

Eligibility: Serves women.

Areas Served: Lackawanna County, PA.

Link: [Single Room Occupancy Homes](#)

Habitat for Humanity of Greater Pittsburgh

Services: Offers affordable home repair programs for low-income homeowners.

Eligibility: Must own and occupy a home in Greater Pittsburgh, possess homeowner's insurance, and be willing to partner with Habitat through volunteer hours. Must also meet income guidelines.

Areas Served: Pittsburgh, PA.

Link: [Habitat for Humanity of Greater Pittsburgh](#)

Rebuilding Together Greater Harrisburg, Inc.

Services: Provides critical home repairs for low-income, elderly, disabled, and veteran homeowners.

Eligibility: Must own the home, meet low-income criteria, and reside in the service area. Other criteria include being elderly (60+), disabled, or a veteran.

Areas Served: Cumberland, Dauphin, Perry, and York Counties, PA.

Link: [Rebuilding Together Greater Harrisburg](#)



Housing



Stand Up Wireless

Services: Provides free or discounted wireless phone plans for households qualifying through income or government benefit programs.

Eligibility: Must qualify through programs like Medicaid, SNAP, Federal Public Housing, Veterans Pension, or based on household income.

Areas Served: Nationwide (Eligibility varies by state).

Link: [Government Phones and Tablets Program | StandUp Wireless](#)

United Neighborhood Centers of Northeastern Pennsylvania (UNCNEPA)

Services: Provides Housing Navigator assistance for breaking the cycle of homelessness and moving to permanent housing.

Eligibility: Serves individuals who are chronically homeless.

Areas Served: Lackawanna County, PA.

Link: [UNCNEPA](#)

Face to Face

Services: Provides legal services, utility assistance, housing assistance, and help applying for benefits for low-income or homeless individuals.

Eligibility: Serves individuals who are homeless or near homeless.

Areas Served: Philadelphia County, PA.

Link: [Face to Face Germantown](#)

Housing Authority of the City of Pittsburgh

Services: Provides Housing Choice Vouchers for low-income families, elderly, and disabled individuals to afford safe and sanitary housing in the private market.

Eligibility: Low-income families and individuals.

Areas Served: Allegheny County, PA.

Link: [Housing Authority of the City of Pittsburgh](#)

Homeowner's Preservation Foundation

Services: Offers foreclosure prevention counseling and financial education through the HOPE Hotline.

Eligibility: Available to all.

Areas Served: All U.S. states and territories.

Link: [995Hope Your Partner in Housing | A GreenPath Company](#)



Housing



Keystone Quality Transport

Services: Provides transportation to doctor appointments

Eligibility: Available to all ages

Areas Served: Springfield, PA, Parkside, PA.

[Keystone Quality Transport](#)

Penn Medical Transport

Services: Provides non-emergency medical transportation for elderly and other transportation needs in the community

Eligibility: N/A

Areas Served: Harrisburg, PA

[NEMT in Harrisburg, PA](#)

TransAmbulance

Services: Specializes in non-emergency medical transport, ensuring safe and comfortable journeys for dialysis patients

Eligibility: N/A

Areas Served: Philadelphia, PA.

[Dialysis – TransAmbulance](#)

Managed Medical Transport

Services: Provides long-distance non-emergency medical transport with medically trained personnel and patient care backgrounds

Eligibility: N/A

Areas Served: Pennsylvania (PA)

[MMT America - Long Distance Medical Transport](#)

GoGo Grandparent

Services: Transportation to doctor's appointments

Eligibility Requirements: Available to all

Areas Served: Pennsylvania (PA)

[Medical Transport - GoGo Grandparent](#)

R4H Medical Transportation

Services: A software-powered NEMT company leveraging technology to resolve underserved medical transportation needs

Eligibility: N/A

Areas Served: Erie, Pittsburgh, Philadelphia, PA

[R4H Medical Transportation](#)



General Transportation

Serene Transport Services

Services: Provides non-emergency medical transportation

Eligibility: N/A

[Non-Emergency Medical Transportation Services in Pottstown, PA | Serene Transport Services LLC](#)

InfinaHealth

Services: Non-emergency medical transportation to ensure access to healthcare for non-urgent medical needs

Eligibility: N/A

Areas Served: Philadelphia, PA, and surrounding area

[Non-Emergency Medical – Infina Health](#)

Health Ride Plus

Services: Provider of paratransit and non-emergency medical transportation in Western Pennsylvania

Eligibility: Eligibility requirements not listed

Areas Served: West Central PA

[About Health Ride Plus](#)

PA 211

Services: Matches clients with medical transportation services in the area

Eligibility: Eligibility requirements not listed

Areas Served: All of PA and surrounding areas

[Non-Emergency Medical Transportation - PA 211](#)



AHC

Services: Behavioral health services for mental health and substance use disorder services. These services are provided through Behavioral Health Managed Care Organizations (BH-MCOs) to connect clients to the correct BH-MCO based on their county.

Contact:

- Bucks: 1-877-769-9784
- Chester: 1-866-622-4228
- Delaware: 1-833-577-2682
- Montgomery: 1-877-769-9782
- Philadelphia: 1-888-545-2599
- Member services can assist: 1-855-235-4976

Link: [AHC Behavioral Health Services Handbook](#)
(See page 77)

UPMC

Services: Member services can assist in identifying the client's BH-MCO. Contact 1-844-833-0523 for assistance.

Link: [UPMC Behavioral Health Handbook](#) (See page 63)

PHW

Services: Behavioral health services for mental health and substance use disorder services. These services are provided through BH-MCOs to connect clients to the correct BH-MCO based on their county. No referral from PCP required.

Contact:

- Bucks: 1-877-769-9784
- Chester: 1-866-622-4228
- Delaware: 1-833-577-2682
- Montgomery: 1-877-769-9782
- Philadelphia: 1-888-545-2599
- Member services can assist: 1-855-235-4976

Link: [PHW Behavioral Health Services Handbook](#)
(See 2024 CHC-MCO Model Participant Handbook)



AHC

Telecare Services: Assists clients with medication adherence using three types of technology to help participants be as independent as possible.

Contact: 1-855-332-0729

Health Status Measuring and Monitoring: Uses wireless technology or a phone line to collect health data to help providers know the participant's condition.

Activity and Sensor Monitoring: Uses sensor-based technology to track participants' routines 24/7.

Medication Dispensing and Monitoring: Helps participants manage and monitor medication adherence.

Over-the-Counter Medication Coverage: Covers various over-the-counter medicines with a prescription and may require a co-payment.

Examples include:

- Sinus and allergy medicine
- Acetaminophen or aspirin
- Generic vitamins
- Heartburn medicine
- Anti-diarrheal and anti-flatulence medications
- Insulin and diabetic supplies

[Keystone First CHC Handbook \(See page 43\)](#)

PHW

Medication Reimbursement: Offers reimbursement for participants facing delays with medications due to prior authorization or pharmacy issues. Complete a Pharmacy Claim Reimbursement Form and mail it to:

- **Address:** Pharmacy Services Member Reimbursements, P.O. Box 982009, West Sacramento, CA 95798

Pharmacy Customer Service: 1-800-688-1888

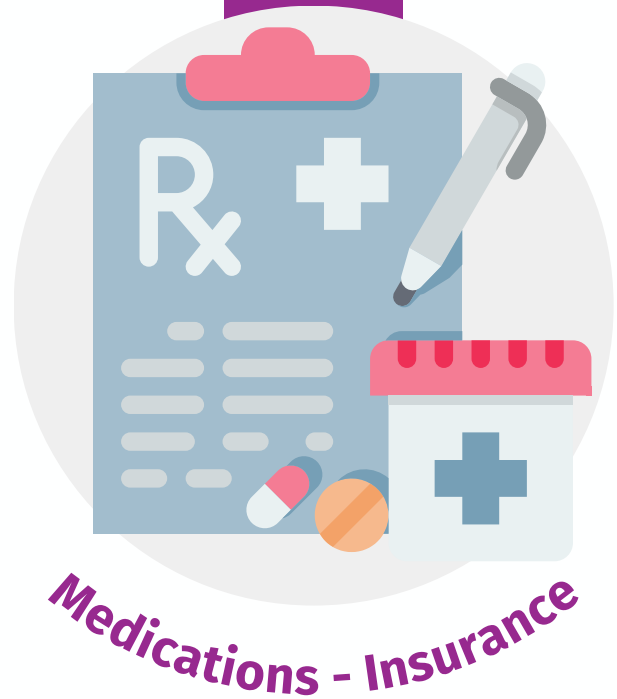
Link for Forms: [Pharmacy Reimbursement Form](#)

Over-the-Counter Medication Coverage: Covers several over-the-counter medicines with a prescription.

Examples include:

- Sinus and allergy medicine
- Generic vitamins
- Insulin and diabetic supplies
- Anti-diarrheal and heartburn medicines
- Cough medicine

[PHW Model Participant Handbook \(See 2024 CHC-MCO Model Participant Handbook\)](#)



UPMC

Medication Reimbursement: If a participant paid out-of-pocket for a prescription they believe should have been covered, they can contact UPMC Community HealthChoices at 1-844-833-0523 to file a claim for reimbursement.

Contact: Health Care Concierge 1-844-833-0523 (TTY: 711).

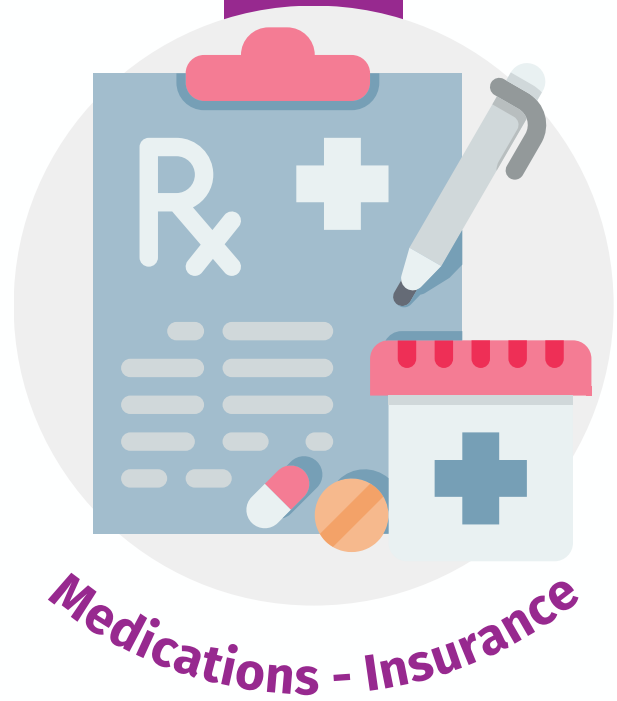
Over-the-Counter Medication Coverage: UPMC Community HealthChoices covers over-the-counter medicines with a prescription.

Examples include:

- Sinus and allergy medicine
- Generic vitamins
- Heartburn medicine
- Anti-diarrheal and laxative medicines
- Diagnostic agents
- Insulin and diabetic supplies

Brand Name vs. Generic: UPMC covers generic medications with no co-pay. Brand name medications may require a \$3 co-pay, depending on the medication.

[UPMC Participant Handbook](#)



AHC

Home Delivered Meals: Prepared meals delivered to participants who cannot prepare or get nutritious meals for themselves.

Nutritional Consultation: Services to help the participant and a paid or unpaid caregiver in planning meals that meet nutritional needs and avoid problem foods.

Contact: To access Home Delivered Meals or a Nutritional Consultation, contact Member Services at 1-855-332-0729.

[🔗 Keystone First CHC Handbook \(See page 30\)](#)

PHW

Home Delivered Meals: Available to clients as part of their care plan, which is completed annually by the client's service coordinator.

Contact: Contact member services for these services at 1-844-626-6813

[🔗 PHW Model Participant Handbook \(See 2024 CHC-MCO Model Participant Handbook\)](#)

UPMC

Home Delivered Meals: Prepared meals delivered to participants who cannot prepare or get nutritious meals for themselves.

Nutritional Consultation: Services to help the participant and a paid or unpaid caregiver in planning meals that meet nutritional needs and avoid problem foods.

Contact: To access Home Delivered Meals or a Nutritional Consultation, contact Member Services at 1-844-833-0523.

[🔗 UPMC Participant Handbook](#)



AHC

Home Modifications: Contact member services or service coordinator to access benefits

Contact: 1-855-332-0729

Examples of Home Accessibility DME:

- Wheelchair lifts
- Stair glides
- Ceiling lifts
- Metal accessibility ramps

This includes the installation and medically necessary repair of covered home accessibility DME.

Vehicle Modifications: Contact member services for physical changes to a car or van to support participants with special needs.

UPMC

Home Modifications: Contact member services or service coordinator to access benefits

Contact: Member services at 1-844-833-0523

Examples of Home Accessibility DME:

- Wheelchair lifts
- Stair glides
- Ceiling lifts
- Metal accessibility ramps

[UPMC Participant Handbook](#)

PHW

Home Modifications: Contact member services or service coordinator to access benefits.

Contact: Member services at 1-844-626-6813

Examples of Home Accessibility DME:

- Wheelchair lifts
- Stair glides
- Ceiling lifts
- Metal accessibility ramps

This includes the installation and medically necessary repair of covered home accessibility DME.

Vehicle Modifications: Contact member services for physical changes to a car or van to support participants with special needs.

Smoking Cessation Covered Medications: PA Health & Wellness covers medicines to help quit smoking, including:

- Generic Bupropion
- Generic Nicotine gum and lozenges
- Nicotine Transdermal System
- CHANTIX and CHANTIX Starting Month Pak

[PHW Model Participant Handbook \(See 2024 CHC-MCO Model Participant Handbook\)](#)



AHC

Non-Emergent Medical Transportation:

- MATP is a state-funded service, not a health plan benefit.
- Call 1-855-332-0729 or use the link to locate a local agency.
- No limit to rides. Can bring a caregiver. Schedule 2 days ahead. The client needs to wait at the curb for the ride and is authorized to stop at the pharmacy.

Public Transportation: Provides bus passes or reimbursement for public transportation vehicles (e.g., vans with lifts, taxis). The vehicle will carry more than 1 rider with different pick-up/drop-off times and locations.

Vehicle Modifications: Physical changes to a car/van used by a client with special needs. Even if the car is owned by a family member, it supports the participant's usage. Contact Member Services.

Caregiver: Caregivers can drive clients to social appointments at their discretion.

[🔗 AHC Participant Handbook](#)

PHW

Non-Emergent Medical Transportation:

- MATP is a state-funded service, not a health plan benefit.
- Call 1-844-626-6813 or use the link to locate a local agency.
- No limit to rides. Can bring a caregiver. Schedule 2 days ahead. The client needs to wait at the curb for the ride and is authorized to stop at the pharmacy.

Social Transport through MTM: Caregivers can drive clients to social appointments at their discretion. Mileage reimbursement is 10 cents per mile. MTM allows a passenger and provides scheduling, changing, and ride status review through the portal.

Mileage Reimbursement: Contact member services to access the benefit. Mileage reimbursement is 10 cents per mile.

Vehicle Modifications: Physical changes to a car/van used by a client with special needs. The car may be owned by a family member or another person supporting the participant. Contact Member Services.

Caregiver: Caregivers can drive clients to social appointments at their discretion.

[🔗 PHW Model Participant Handbook](#)



UPMC

Non-Emergent Medical Transportation:

- MATP is a state-funded service, not a health plan benefit.
- Call 1-800-286-4242 or use the link to locate a local agency.
- No limit to rides. Can bring a caregiver. Schedule 2 days ahead. The client needs to wait at the curb for the ride and is authorized to stop at the pharmacy.

Public Transportation: Provides bus passes, subways, or trains. MATP offers tokens or passes or repays the transportation fare if the participant lives within ¼ mile of a stop.

Mileage Reimbursement: Contact member services to access this benefit. If a client or caregiver has a car that can be used for an appointment, receipts can be submitted for reimbursement for gas, parking, and tolls.

Caregiver: Caregivers can drive clients to social appointments at their discretion.

[UPMC Participant Handbook](#)





Payer	State	Non-Emergent Transportation	Social Needs Transportation	Caregiver Transportation	Public Transportation	General Transportation Mileage Programs	Vehicle Modifications
PHW	PA	-MATP call 1-844-626- 6813 or use the link to locate local agency (MATP is a state funded service, not a Health Plan Benefit) -No limit to rides, can bring caregiver, schedule 2 days ahead of time, client needs to be able to wait at curb for ride -Authorized to stop at pharmacy	Caregiver allowed to drive client to social appointments at Caregivers discretion. Mileage reimbursement is 10 cents a mile - MTM- no limit noted, can bring a passenger and -Through portal rides can be scheduled, changed and review status ,no timeframe for scheduling listed	Yes -dependent upon clients care plan and authorized hours	Yes-bus passes or reimbursement for bus pass	Yes- contact member services to access benefit 1-844-626- 6813 Caregiver allowed to drive client to social appointments at Caregivers discretion. Mileage reimbursement is 10 cents a mile	- Physical changes to a car or van that is used by a client with special needs, even if the car or van is owned by a family member with whom the participant lives or another person who provides the main support to the participant, so that the participant can use the car or van.
AHC	PA	-MATP call 1-855-332-0729 or use the link to locate local agency -No limit to rides, can bring caregiver, schedule 2 days ahead of time, client needs to be able to wait at curb for ride -Authorized to stop at pharmacy	Caregiver allowed to drive client to social appointments at Caregivers discretion.	Yes -dependent upon clients care plan and authorized hours	Yes-bus passes or reimbursement for bus pass paratransit vehicles, which include vans, vans with lifts, or taxis., vehicle will have more than 1 rider with different pick-up and drop-off times and locations.	Yes-MATP reimburses for mileage. Contact local MATP agency	- Physical changes to a car or van that is used by a client with special needs, even if the car or van is owned by a family member with whom the participant lives or another person who provides the main support to the participant, so that the participant can use the car or van.
UPMC	PA	-MATP call 1-800-286-4242 or use the link to locate local agency -No limit to rides, can bring caregiver, schedule 2 days ahead of time, client needs to be able to wait at curb for ride --Authorized to stop at pharmacy	Caregiver allowed to drive client to social appointments at Caregivers discretion.	Yes -dependent upon clients care plan and authorized hours	Yes-buses, subways, or trains are available, MATP provides tokens or passes or repays you for the public transportation fare if you live within ¼ mile of stop	Yes- contact member services to access benefit 1-844-626- 6813 If client or caregiver has a car that you can be used to get to appointment, plus parking and tolls with valid receipts.	No

Contact		Telephone Number	
County	BH-MCO	Member Services	
Adams	CCBHO	1-866-738-9849	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Allegheny	CCBHO	1-800-553-7499	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Armstrong	CHP	1-877-688-5969	TTY: 711
Beaver	CHP	1-877-688-5970	TTY: 711
Bedford	CCBHO	1-866-483-2908	TTY: 1-833-545-9191 Spanish Line: 1-866-229-3187
Berks	CCBHO	1-866-292-7886	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Blair	CCBHO	1-855-520-9715	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Bradford	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Bucks	MBH	1-877-769-9784	TTY: PA Relay 711
Butler	CHP	1-877-688-5971	TTY: 711
Cambria	MBH	1-800-424-0485	TTY: PA Relay 711
Cameron	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Carbon	CCBHO	1-866-473-5862	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Centre	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Chester	CCBHO	1-866-622-4228	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Clarion	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Clearfield	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Clinton	CCBHO	1-855-520-9787	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Columbia	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187

Contact		Telephone Number	
County	BH-MCO	Member Services	
Crawford	CHP	1-866-404-4561	TTY: 711
Cumberland	PerformCare	1-888-722-8646	TTY: 1-800-654-5984 or PA Relay 711
Dauphin	PerformCare	1-888-722-8646	TTY: 1-800-654-5984 or PA Relay 711
Delaware	CCBHO	1-833-577-2682	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Elk	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Erie	CCBHO	1-855-224-1777	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Fayette	CHP	1-877-688-5972	TTY: 711
Forest	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Franklin	PerformCare	1-866-773-7917	TTY: 1-800-654-5984 or PA Relay 711
Fulton	PerformCare	1-866-773-7917	TTY: 1-800-654-5984 or PA Relay 711
Greene	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish Line: 1-866-229-3187
Huntingdon	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Indiana	CHP	1-877-688-5969	TTY: 711
Jefferson	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Juniata	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Lackawanna	CCBHO	1-866-668-4696	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Lancaster	PerformCare	1-888-722-8646	TTY: 1-800-654-5984 or PA Relay 711
Lawrence	CHP	1-877-688-5975	TTY: 711
Lebanon	PerformCare	1-888-722-8646	TTY: 1-800-654-5984 or PA Relay 711
Lehigh	MBH	1-866-238-2311	TTY: PA Relay 711
Luzerne	CCBHO	1-866-668-4696	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Lycoming	CCBHO	1-855-520-9787	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
McKean	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Mercer	CHP	1-866-404-4561	TTY: 711



Contact		Telephone Number	
County	BH-MCO	Member Services	
Mifflin	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Monroe	CCBHO	1-866-473-5862	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Montgomery	MBH	1-877-769-9782	TTY: PA Relay 711
Montour	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Northampton	MBH	1-866-238-2312	TTY: PA Relay 711
Northumberland	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Perry	PerformCare	1-888-722-8646	TTY: 1-800-654-5984 or PA Relay 711
Philadelphia	CBH	1-888-545-2600	TTY: 1-888-436-7482
Pike	CCBHO	1-866-473-5862	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Potter	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Schuylkill	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Snyder	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Sullivan	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Susquehanna	CCBHO	1-866-668-4696	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Somerset	CCBHO	1-866-483-2908	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Tioga	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Union	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Venango	CHP	1-866-404-4561	TTY: 711
Warren	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Washington	CHP	1-877-688-5976	TTY: 711
Wayne	CCBHO	1-866-878-6046	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
Westmoreland	CHP	1-877-688-5977	TTY: 711
Wyoming	CCBHO	1-866-668-4696	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187
York	CCBHO	1-866-542-0299	TTY: 1-833-545-9191 Spanish line: 1-866-229-3187



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
Carelon Health of Pennsylvania	Rachel Lee Price	Rachel.Lee-Price@carelon.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	mcfarlandj@upmc.edu	717-317-2948

