



Physical Health Managed Care Organizations

Special Needs Units

Working together to serve HealthChoices members

Assist Members

**Navigate the Physical Health Managed Care Organization (PH-MCO)
Access Timely & Effective Services**

MCO Special Needs Units

- Each physical health managed care organization has a Special Needs Unit (SNU)
- Designated Special Needs Unit Coordinators
- Experienced Special Needs Unit Staff
- Providing Case Management Services
- Transition Assistance from Pediatric to Adult Providers
- Referrals to other services and resources

Coordination Within the MCO

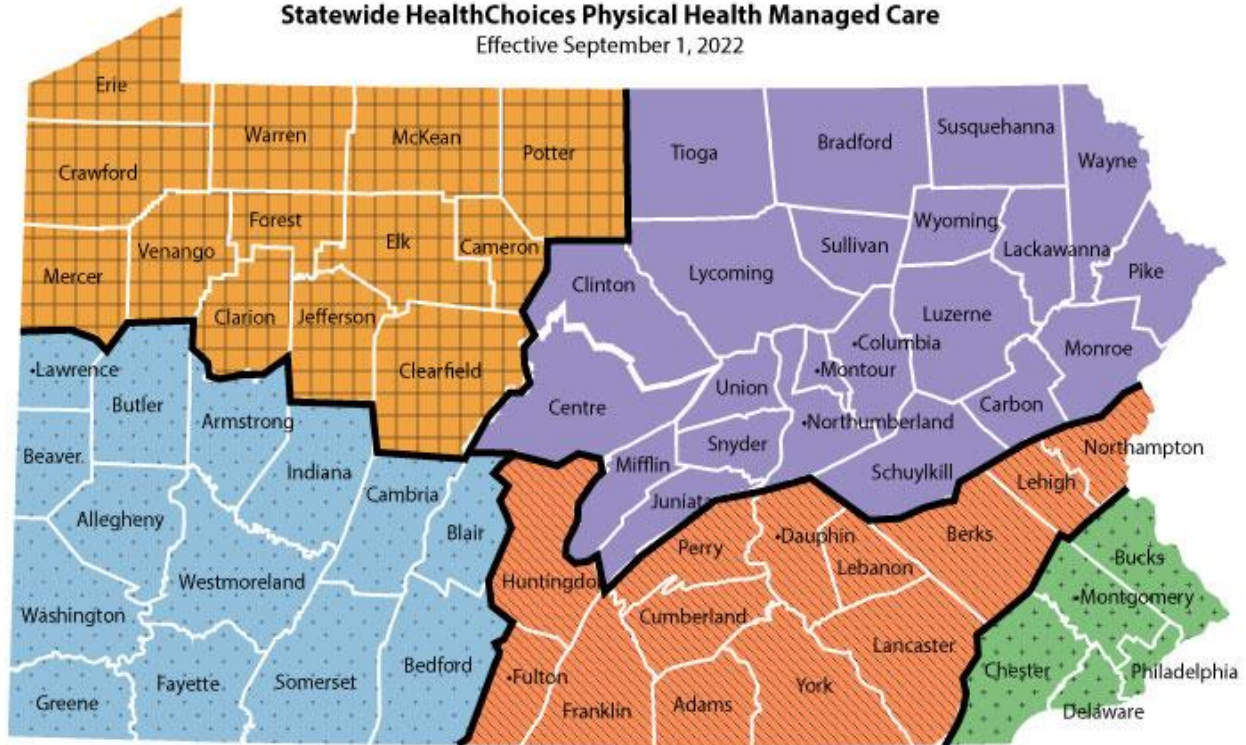
- Member Services
- Provider Relations
- Pharmacy Services
- Disease Management
- Utilization Management/Quality Management
- Complaints & Grievances

Examples of MCO Special Needs Coordination

- Behavioral Health MCO's
- Other PH-MCO's & their Special Needs Units
- Medical Assistance Transportation Program (MATP)
- Home and Community Based Waiver Services
- DHS Special Needs Staff
- Community Based Organizations/Agencies
- Public Health Departments
- PA Government Agencies
- Other state, county and local agencies
- Waiver Providers
- Community Resources
- Primary care providers, specialists, pharmacies, DME suppliers, facilities, etc.

Statewide HealthChoices Physical Health Managed Care

Effective September 1, 2022



- HealthChoices Northwest**
AmeriHealth Caritas PA, Geisinger**, Health Partners**, UPMC
 - HealthChoices Northeast**
AmeriHealth Caritas PA, Geisinger, Health Partners**, UPMC**
 - HealthChoices Southwest**
AmeriHealth Caritas PA**, Geisinger**, Health Partners**, Highmark Wholecare (formerly Gateway), UPMC
 - HealthChoices Lehigh/Capital**
AmeriHealth Caritas PA, Geisinger**, Health Partners**, Highmark Wholecare (formerly Gateway), UPMC
 - HealthChoices Southeast**
Geisinger**, Health Partners, Keystone First, United, UPMC**
- ** New MCO in Zone

MCO	ZONES	SPECIAL NEEDS HOTLINE NUMBERS
AmeriHealth Caritas PA	NW, NE, LC, SW	1-800-684-5503
Geisinger Health Plan Family	All Zones	1-855-214-8100
Health Partners Plan	All Zones	1-866-500-4571
Highmark WholeCare	LC, SW	1-800-392-1147
Keystone First	SE	1-800-573-4100
United Healthcare Community Plan	SE	1-877-844-8844
UPMC for You	All Zones	1-866-463-1462