

Each county has its own BH-MCO entity and its own network of providers and specialists that should be used by consumers.

Behavioral Health Managed Care Organizations By County

Bucks County

Magellan Behavioral Health of Pennsylvania
www.magellanofpa.com • 1-877-769-9784

Chester County

Community Care Behavioral Health (CCBH)
www.ccbh.com • 1-866-622-4228

Delaware County

Magellan Behavioral Health of Pennsylvania
www.magellanofpa.com • 1-888-207-2911

Montgomery County

Magellan Behavioral Health of Pennsylvania
www.magellanofpa.com • 1-877-769-9782

Philadelphia County

Community Behavioral Health (CBH)
www.dbhids.org/cbh/ • 1-888-545-2600

Crisis Hotlines By County

Bucks County Mental Health Crisis

1-800-499-7455

Chester County Valley Creek Crisis Center

1-877-918-2100

Delaware County Crisis Services

1-855-889-7827

Montgomery County Emergency Services, Inc.

Crisis Intervention

610-279-6100

Philadelphia County

DBHIDS Suicide & Crisis Intervention

215-686-4420

County Resources

Bucks County Mental Health/Developmental Programs

www.buckscounty.org/government/HumanServices
215-444-2800

Chester County Dept. of Human Services

www.chesco.org/226/Human-Services
610-344-6640

Delaware County Dept. of Human Services

www.delcohsa.org/behavioralhealth.html
610-713-2115

Montgomery County Dept. of Human Services

www.montcopa.org/1590/Human-Services
610-278-3642

Philadelphia Dept. of BH & Intellectual disAbility Services

www.dbhids.org/services
(215) 685-5400

Community Resources

Philadelphia Coordinated Health Care (PCHC)

www.pchc.org • 215-546-0300 ext. 3685

Centers for Medicare & Medicaid Services (CMS)

www.cms.gov (website only)

Medicare

www.medicare.gov • 1-800-633-4227

PA Dept. of Human Services

www.dhs.pa.gov • 1-800-692-7462

National Alliance on Mental Illness (NAMI)

***(NAMI Southwestern PA serves all SE counties)*

www.namiswa.org • (412) 366-3788



Funding provided by Department of Behavioral Health and Intellectual disAbility Services, the Bucks, Chester, Delaware and Montgomery County Offices of Intellectual/Developmental Disability and the Office of Developmental Programs, Pennsylvania Department of Human Services



Empowerment through

education, support and
advocacy

Accessing Behavioral Health and/or Substance Use Services in Southeastern PA



Many people experience mental health challenges and/or substance use issues in Pennsylvania. This includes people who have intellectual and developmental disabilities. Fortunately, treatment and support is available, but finding what is needed can be complicated. This publication will lay out the path to accessing mental health/substance use disorder services in Southeastern PA.

PCHC does not support or advocate for any one company. We recognize all available resources within the SE Region to keep you informed. Each case regarding insurance and treatment is situational and each county has specific guidelines to obtain services. If you, or someone you support, have questions about insurance coverage and/or accessing Behavioral Health or Substance Use Disorder Services, please contact your local county office or the number on the back of your insurance card(s).

 Learn more at www.pchc.org

What kind of insurance does the person have?

Medicaid Managed Care (Health Choices)

If the person has Medicaid, Mental Health (MH)/Substance Use Disorder Services (SUD) are provided through the person's **county of residence**. Each County establishes a contract with a Behavioral Health Managed Care Organization (BH-MCO) to provide services.

- Bucks County contracts with Magellan Behavioral Health of Pennsylvania
- Chester County contracts with Community Care Behavioral Health (CCBH)
- Delaware County contracts with Magellan Behavioral Health of Pennsylvania
- Montgomery County contracts with Magellan Behavioral Health of Pennsylvania
- Philadelphia County contracts with Community Behavioral Health (CBH)

Medicaid Fee-for-Service (Straight Medicaid)

If the person has a fee-for-service plan, the provider will receive payment directly from Medicaid. It is **important** to check with providers to ensure that they take this type of insurance before services are rendered. A list of participating providers can be obtained by contacting the number on the back of your ACCESS card or by calling your local county office/human services department.

Medicare only

If the person has Medicare only, Mental Health (MH)/Substance Use Disorder Services (SUD) are available through private providers that contract with Medicare. The list of providers can be found at www.Medicare.gov and there will be limits on visits, length of hospital stays, and copays.

Medicare Advantage Plan (Medicare Managed Care)

If the person has a Medicare Advantage Plan, service providers will be in the directory for that plan. There will be limits on visits, length of hospital stays, and copays.

Both Medicare and Medicaid

If the person has Medicare and Medicaid, Medicare Services must be used up to the existing limit on care and Medicaid will cover the copays. After the limit or cap on Medicare support has been reached, Medicaid may support additional service.

Private Insurance

If the person has private insurance, they would need to access mental health or substance use services through that insurance service directory.

No Insurance

If the person does not have insurance, contact your local county office/human services department for further assistance. Numbers for each county are located on the back of this brochure.

What services are offered and how to access them?

Most people who have intellectual/developmental disabilities will be accessing care through the state HealthChoices program by contacting the BH-MCO in their county of residence. The goal of the BH-MCO is to provide coordinated care while ensuring that people receive comprehensive treatment and quality services.

Here is a list of some key features of BH-MCOs:

- Provide consumers with the option to choose the provider (of MH/SUD) who is a good fit for them
- Offer a network of providers who are credentialed to use best practices
- Link consumers with providers to increase access to services
- Provide greater access to community resources and/or alternative programs
- Provide 24/7 member services that address questions about enrollment, eligibility, and benefits

What services are available through the BH-MCOs?

BH-MCOs help their consumers reach their recovery goals by offering a standard list of services for individuals and families, as well as additional services.

The standard services include:

- Crisis intervention
- Certified peer support
- Screening and assessment
- Family support
- Inpatient and outpatient services
- Drug/Alcohol treatment
- Individual and group counseling
- Mental health residential supports



Services vary from county to county. Always check with the appropriate BH-MCO for the services they may provide.

How to access services through the BH-MCO?

People who are supported by HealthChoices are already assigned to the BH-MCO in their county of residence when they are enrolled in HealthChoices so no further registration is necessary. Member Services can help with general questions and referrals. Care Managers are available to assist with situations that need special attention. *If you do not have insurance you may contact your county office for further assistance.*

Billing Facts

In most cases, MH/SUD Services are billed through your primary insurance. When a person is using more than one insurance plan, your primary insurance will be billed first and cover the cost up to the amount allowed within that health plan. Secondary plans are then billed for any remaining balances. As a rule of thumb, insurances are billed in the order of the "3 Tiers of Insurance"; Private Insurance 1st, Medicare 2nd, and Medicaid is billed 3rd. In some cases supplemental plans and out-of-pocket payments may be needed to help cover the balance of a service.