

Special Needs Unit (SNU) Meetings

The Special Needs Unit (SNU) meeting meets quarterly and is comprised of individuals from diverse backgrounds with the same goal in mind – to share information about health insurance relevant to the special needs population (IE. Intellectual and Developmental Disabilities, I/DD). These meetings are very important as they provide a venue to discuss and exchange pertinent updates and changes about the current health insurance system including Medicare, Medicaid and MCOs. This meeting provides a great opportunity to ask specific questions about health insurance coverage for special needs populations directly to CMS and the Special Needs Unit Representatives of all 5 counties in the Southeastern Region of PA. Feel free to join us at our next quarterly meeting to stay abreast on topics surrounding special needs insurance issues.

For additional information please contact:

Briana Downs, BS , Outreach Projects Coordinator
215-546-0300 X3230 or bdowns@pmhcc.org



Call the Special Needs Unit regarding EPSDT, Transition Issues, and Grievance & Appeal Processes

Keystone First

www.keystonefirstpa.com

Pat Spires

267-298-5845 (direct dial)

Coverage Area Includes:

Philadelphia, Bucks, Montgomery, Chester, & Delaware Counties

Services Offered:

Doctor Visits, Podiatry Services, Emergency Care, Outpatient Medical Services and Medical Supplies, Durable Medical Equipment, Diabetic Supplies and Training, Pap Smears and Pelvic Exams, Mammograms, Prostate Cancer Screening Exams, Dental/Hearing/Vision Services, Prescription Drugs, Help to Stop Smoking, Disease Management Programs, 24 Hour Nurse Call Line, WeeCare Programs for Pregnant Women, Pediatric Preventive Care Program.

Plan Includes:

Medial Assistance

Member Hotline

1-800-521-6860

24/7 Nurse Line

1-866-431-1514

Available on the website:

How to find a provider

Information on Benefits and Services

Pharmacy Benefit information including drug formulary

Member Newsletters

Health and Wellness Programs

Member Handbook

Member Rights and Responsibilities

Privacy Notice

Member Center Available in Spanish

Member handbooks available in Cambodian, Chinese, Russian, Spanish and Vietnamese

KEYSTONE MERCY

A Program of Keystone First and Mercy Health Plan



Health Partners

www.healthpart.com

www.kidzpartners.com

Leah French

215-991-4378

Coverage Area Includes:

Philadelphia, Bucks, Montgomery, Chester, & Delaware Counties

Services Offered:

Doctor Visits, Podiatry Services, Emergency Care, Outpatient Medical Services and Medical Supplies, Durable Medical Equipment, Disease Management Programs, Prenatal & Maternity Care, Immunizations & Check-ups for Kids, Quit Smoking Program, Fit Kids Program, Weight Watchers, Fitness Club Membership, Lead Poisoning Prevention, Member Services Community Office.

Plan Includes:

Medical Assistance and CHIP

Member Helpline

1-800-553-0784 or 215-849-9600

Special Needs Unit Hotline

215-991-4370

KidzPartners Member Relations Hotline

1-888-888-1212

Available on the website:

Benefits Brochure

Member Handbook

Health Partners Formulary

Wellness Programs

Newsletters

Preventive Health Guidelines

Domestic Violence Support

Community Education



Call the Special Needs Unit regarding EPSDT, Transition Issues, and Grievance & Appeal Processes

United Healthcare Community Plan

www.uhccommunityplan.com

Martha Fountain, RN, CHCQM (Medicaid ONLY)

410-540-4368

Coverage Area Includes:

Philadelphia, Bucks, Montgomery, Chester, & Delaware Counties

Services Offered:

Doctor Visits, Emergency Care, Prescription Drugs, Dental and Visual Services, Durable Medical Equipment, Diabetic Supplies and Training, Women's Health, including Healthy First Steps prenatal and maternity care, Cancer Screening Exams, Asthma Care, Cancer Awareness, Healthy Eating, Diabetes Control and support, Healthy Heart Programs and Quit Smoking Programs.

Plan Includes:

Medical Assistance & CHIP

Some benefits have limits or co pays.

Member Helpline

1-800-414-9025

Special Needs Hotline

1-877-844-8844

Available on the website:

Member Handbook
Member Newsletters
Medicaid Plan Overview
Provider Locator
Health and Wellness Information
Bulletins
Preferred Drug List



Aetna Better Health - PA

www.aetnabetterhealth.com

Venus Connors, RN, BSN

Special Needs Case Management

215-282-3521

Carol Wessner, RN, BSN

EPSDT Coordinator

215-282-3532

Coverage Area Includes:

Philadelphia, Bucks, Montgomery, Chester, & Delaware Counties

Services Offered:

Women's health, men's health, case management, disease management, cancer screening and post stabilization services.

Plan Includes:

Medical Assistance

Member Helpline

1-866-638-1232

Case Management Referral Fax

1-877-683-7354

Available on the website:

Member Handbook
Member Newsletters
Pharmacy Benefit Information

How to Find a Provider
Member Rights & Responsibilities
Member Center Available in Spanish

Member handbooks available in Spanish, Chinese, and Russian

Call the Special Needs Unit regarding EPSDT, Transition Issues, and Grievance & Appeal Processes

Visit Pennsylvania Department of Human Services

www.dhs.state.pa.us or 1-800 – 692-7462



Visit MyMedicare.gov, or call 1-800-MEDICARE.



Office of Medical Assistance Programs



www.dhs.state.pa

To access Special Need Services for only Medical Assistance, Fee-For-Service (FFS), contact the Intensive Medical Case Management (IMCM):

- 1-800-537-8862
- Select option # 2 (recipient)
- Select option # 4 (IMCM)
- Select option # 1 (Supervisor)