

Special Needs Units

Working together to serve HealthChoices members

Assist Members

Navigate the Physical Health Managed Care Organization (PH-MCO)

Access Timely & Effective Services

Examples of MCO Special Needs Coordination

- Behavioral Health MCOs
- Other Physical Health MCOs & their Special Needs Units
- Medical Assistance Transportation Program
- Home and Community Based Services Waivers
- DHS Special Needs Staff
- Community Based Agencies
- Public Health Departments
- PA Government Agencies
- Other state, county and local agencies
- Waiver Providers
- Community Resources

MCO Special Needs Units

- Each physical health managed care organization has a Special Needs Unit (SNU), stand alone or contained within their Integrated Care Management Unit
- Designated Special Needs Unit Coordinators
- Experienced Special Needs Unit Staff
- Dedicated Special Needs Hotline Numbers

Coordination Within the MCO

- Member Services
- Provider Relations
- Pharmacy Services
- Disease Management
- Utilization Management/Quality Management

Each individual's coordination needs and challenges are unique and they deserve the individualized attention necessary in order for those needs to be met.

This is the role of our Special Needs Units

MCO Special Needs Hotline Numbers

Aetna Better Health	1-855-346-9828
AmeriHealth Caritas PA	1-800-684-5503
AmeriHealth Caritas Northeast	1-888-498-0766
Geisinger Health Plan Family	1-855-214-8100
Gateway Health Plan	1-800-392-1147
Health Partners Plans	1-866-500-4571
Keystone First Health Plan	1-800-573-4100
United Health Care Community Plan	1-877-844-8844
UPMC for You	1-866-463-1462