

# How to Learn About Your HealthChoices Membership



Developed by HealthChoices Consumers in partnership with Value Behavioral Health of Pennsylvania for Crawford, Mercer and Venango Counties

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After enrolling in HealthChoices, you will receive important information in the mail. This information will:

- Help you understand the HealthChoices program
- Help you learn more about the physical health plan (ACCESS Plus) for your regular medical visits and the behavioral health plan for mental health and/or drug and alcohol services

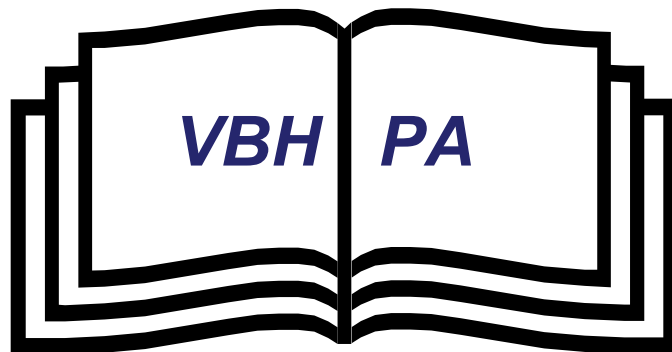
**Value Behavioral Health of Pennsylvania** (VBH-PA) manages mental health and/or drug and alcohol services for HealthChoices members who live in Crawford, Mercer and Venango counties.

If you need **treatment**, you will always be offered a **choice** of providers.



VBH-PA will mail you a **Member Handbook**. The handbook, for the county in which you live, will be in a bright pink envelope.

- Please read your handbook
- Put your handbook in a safe place
- It is important that you keep your handbook
- Your handbook has lots of important information you may need



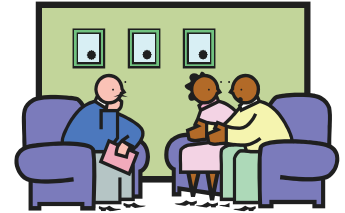
**PLEASE**

**DO NOT THROW YOUR HANDBOOK AWAY**

## **MAKE USE OF YOUR MEMBERSHIP**

Your **Member Handbook** will tell you:

- How to get help when you need **mental health** and/or **drug and alcohol** treatment
- Your **rights and responsibilities** as a HealthChoices member
- What to do when you are not **satisfied** with your services
- What to do in an **Emergency**
- About different kinds of **treatment**
- Ways you can share personal **opinions** about your services
- How to get **transportation** to and from your doctor's appointments



## STILL NOT SURE ABOUT SOMETHING ?

- If you have trouble understanding anything in your Member Handbook, you can call VBH-PA
- VBH-PA can be reached by phone 24 hours a day, 7 days a week, including holidays
- A VBH-PA Member Services Representative will be happy to help you
- A listing of toll-free numbers for each county is on Page 6



## FINALLY...

- Remember to put your membership materials in a safe place
- USE your Member Handbook



- Make a list of questions about things you do not understand
- CALL the toll-free number and a Member Services Representative will be happy to answer your questions

## QUESTIONS ?

Answers are just a phone call away.



- Listed below is a **toll-free** number that you can call for help
- Please call the number for the **county** in which you live

**1-866-404-4561**

**TTY (Hearing Impaired)  
1-877-615-8502**

**Someone answers 24 hours a day, 7 days a week!**

*For more information regarding your membership:*

**Call the VBH-PA toll-free number at:  
1-866-404-4561**

**Ask for extension 6501**

**TTY (Hearing Impaired)  
1-877-615-8502**