

How to Learn About Your HealthChoices Membership



Developed by HealthChoices Consumers in partnership with Value Behavioral Health of Pennsylvania (VBH-PA) for Cambria County

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

This information will:

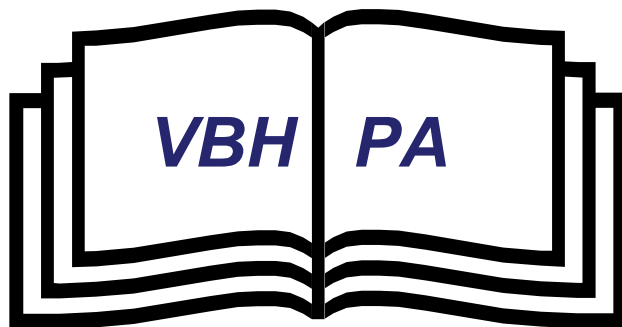
- *Help you understand the HealthChoices program*
- *Help you learn more about the health plan you chose for your regular medical visits*

VBH-PA manages mental health and/or drug and alcohol services for HealthChoices members who live in Cambria County.

*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.



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.

1-866-404-4562

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

*For more information
regarding your
membership:*

**Call the VBH-PA
toll-free number at:
1-866-404-4562**

Ask for extension 6501

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