

# How to Learn About Your HealthChoices Membership



Developed by Value Behavioral Health of Pennsylvania and the Counties of Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington, & Westmoreland

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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*

*After choosing a physical health plan (UPMC For You, Gateway, UnitedHealthcare) you will also become a member of Value Behavioral Health of Pennsylvania (VBH-PA).*

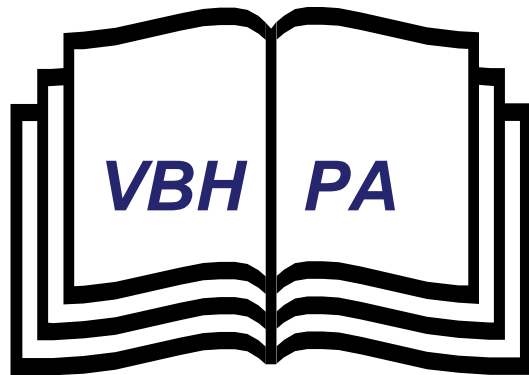
*VBH-PA manages mental health and/or drug and alcohol services for HealthChoices members who live in **Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington, and Westmoreland** counties.*

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

2

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
- 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**

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## **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



- 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.

<u>County</u>	<u>Toll-free Number</u>
Armstrong	(877) 688 – 5969
Beaver	(877) 688 – 5970
Butler	(877) 688 – 5971
Fayette	(877) 688 – 5972
Greene	(877) 688 – 5973
Indiana	(877) 688 – 5969
Lawrence	(877) 688 – 5975
Washington	(877) 688 – 5976
Westmoreland	(877) 688 – 5977

*For more information regarding your membership:*

**Call the VBH-PA toll-free number for your county listed on page 6**

**Ask for extension 6501**

**TTY (hearing impaired)**

**1-877-615-8502**