

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
- Transition Assistance from Pediatric to Adult Providers

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

Pennsylvania HealthChoices Map



MCO	Zones	Special Needs Hotline Numbers
Aetna Better Health	All Zones	1-855-346-9828
AmeriHealth Caritas PA	Lehigh/Capital , NW	1-800-684-5503
AmeriHealth Caritas Northeast	NE	1-888-498-0766
Geisinger Health Plan Family	NE	1-855-214-8100
Gateway Health Plan	Lehigh/Capital, SW, & NW	1-800-392-1147
Health Partners Plan	SE	1-866-500-4571
Keystone First Health Plan	SE	1-800-573-4100
United Health Care Community Plan	SE, Lehigh/Capital, & SW	1-877-844-8844
UPMC for You	Lehigh/Capital , NW , & SW	1-866-463-1462

Contact Us:

Division of Quality &
Special Needs Coordination

Bureau of Managed Care Operations
717-772-6300

Katrina Becker
(717)772-6843
kbecker@pa.gov