



7. CASE MANAGEMENT SERVICES

Special Needs Unit

The Special Needs Unit at Health Partners ensures that members with special needs have access to the care they need. The case managers of the unit help members with physical or behavioral disabilities, complex or chronic illnesses and other special needs. The staff makes sure that these members receive the care they need through Health Partners. The unit also works with various outside agencies to arrange for other necessary services in the community. If you would like the Special Needs Unit to help you, please call 1-866-500-4571 or 215-967-4690, TTY 1-877-454-8477 or 215-849-1579 to discuss your needs.

Services for Members with HIV/AIDS

A case manager in Health Partners' Special Needs Unit works full-time to meet the special needs of members with HIV/AIDS. The case manager ensures that these members receive necessary medical care, arranges for needed social services, and helps coordinate their overall care. For information about how to get these services, please call 1-866-500-4571 or 215-967-4690, TTY 1-877-454-8477 or 215-849-1579.

EPSDT Program

EPSDT stands for Early and Periodic Screening, Diagnosis and Treatment. It is a program designed to keep members under the age of 21 healthy. Any member under the age of 21 should get EPSDT medically necessary services. Your child's PCP gives complete care, including screening, testing and treatment for any condition to keep your child healthy.

We encourage children under the age of 21 to see their PCP regularly to get these screenings and immunizations. Please see your PCP, or call the EPSDT Unit for more information at 1-866-500-4571 or 215-967-4690, TTY 1-877-454-8477 or 215-849-1579.

Health screenings and services include but are not limited to:

- Anemia testing
- Autism screening
- Dental care
- Eye exams
- Eyeglasses
- Growth measurements
- Hearing exams
- Immunizations (shots)

- Lead poisoning testing
- Physical examinations
- Sickle cell screening

Members under the age of 21 may be eligible for expanded EPSDT services. These include a variety of medical, behavioral health and social services. You or your PCP can contact Health Partners' Special Needs Unit at 1-866-500-4571 or 215-967-4690, TTY 1-877-454-8477 or 215-849-1579 to request these expanded EPSDT services. The requested expanded EPSDT services must be medically necessary.

Drug and Alcohol Treatment and Mental Health Services

Health Partners does not cover drug and alcohol treatment and mental health services. These services are offered by a behavioral health agency in your county. Please call the agency in your county for services using the telephone numbers listed below.

Philadelphia County: Community Behavioral Health
1-888-545-2600 or 215-413-3100

Bucks County: Magellan Behavioral Healthcare
1-877-769-9784

Chester County: Community Care Behavioral Health
1-866-622-4228

Delaware County: Magellan Behavioral Healthcare
1-888-207-2911

Montgomery County: Magellan Behavioral Healthcare
1-877-769-9782

Early Intervention Services

Early intervention services are services which help children with special needs. Children with these problems may learn or develop slower than other children. Some of these needs may be physical, mental, related to speech, or emotional. Children with these special needs may be automatically eligible for early intervention services.

For more information about these services and to see if your child is eligible, please call our Special Needs Unit at 1-866-500-4571 or 215-967-4690, TTY 1-877-454-8477 or 215-849-1579.

WIC (Women, Infants and Children) Nutrition Program

WIC (Women, Infants, and Children) provides healthy food, breastfeeding information and support and nutrition information to eligible women, infants and children.

WIC services are offered to:

- Pregnant women
- Mothers breastfeeding their babies
- Women who have given birth within the last six months
- Children up to five years of age

To receive WIC benefits you must:

- Live in Pennsylvania
- Meet income guidelines
- Have a nutritional or medical need

WIC benefits will not change other benefits you receive. For more information on the WIC program, please call 1-800-WIC-WINS (1-800-942-9467). You will receive information to see if you are eligible as well as the location of WIC sites in your area.

Other Social Services Available to Members

Health Partners can give you information about other social services that are available in the community. Health Partners Special Needs Unit can help identify and refer you to a social service agency that may be able to assist you with services not covered by Health Partners.

Services that are offered include: mother/child service agencies, housing agencies, the Department of Human Services, the Women, Infants and Children (WIC) program, Head Start and Early Intervention Services. If you would like additional information about any of these or other social service programs, please call our Special Needs Unit at 1-866-500-4571 or 215-967-4690, TTY 1-877-454-8477 or 215-849-1579.

Supplemental Security Income

Do you or your child have a disability or serious health problem? You may be eligible to receive Supplemental Security Income (SSI). Health Partners has a contract with Human Arc, a company that can help you apply for SSI. This is a free service to all Health Partners members. You may be contacted by Human Arc to find out if you qualify for this program. We encourage you to work with Human Arc because you may be eligible for cash assistance. For more information call Member Relations at 1-800-553-0784 or 215-849-9600, TTY 1-877-454-8477 or 215-849-1579.