



7. SPECIAL NEEDS SERVICES

Special Needs Unit

The Special Needs Unit at Health Partners Plans 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. We make sure that KidzPartners members receive the care they need. In addition to helping to coordinate KidzPartners services, 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 and your children, please call 1-866-500-4571 (TTY 711) to discuss your needs.

Services for Members with HIV/AIDS

A case manager in Health Partners Plans' 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 (TTY 711).

Well-Child and Preventive Services

In addition to covering your children's health care when they are sick, KidzPartners covers a broad range of well-child and preventive services. Your children's PCP gives complete care, including screening, testing and treatment for any condition to keep your child healthy.

We encourage all KidzPartners members to see their PCP regularly to get these screenings and immunizations. Please see your child's PCP, or call Member Relations for more information at 1-888-888-1211 (TTY 711).

Health screenings and services include but are not limited to:

- Anemia testing
- Growth measurements/Body Mass Index
- Hearing exams
- Immunizations (shots)
- Lead poisoning testing
- Physical examinations
- Routine dental care
- Sickle cell screening
- Vision exams and eyeglasses

Drug and Alcohol Treatment and Mental Health Services

KidzPartners covers medically necessary drug and alcohol and mental health services. Both inpatient and outpatient services are covered, and are coordinated by a behavioral health company called Magellan Behavioral Health of PA, which has a contract with Health Partners Plans for these KidzPartners services.

Your PCP can contact Magellan to arrange care for your children. You can also contact Magellan directly at 1-800-424-3701 to arrange care. When Magellan is contacted, they will request information to help assess the type of care needed by your children, and will then direct you to a participating provider. No referral is necessary. Members as young as 14 years old can self-refer.

WIC (Women, Infants and Children) Nutrition Program

WIC services provide 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

For 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 Plans can give you information about other social services that are available in the community. Health Partners Plans' 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 KidzPartners.

Services that may be available 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 (TTY 711).