

Aetna Better Health® of Pennsylvania

Aetna Better Health® Kids

Provider Newsletter

SPRING/SUMMER 2019



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Taxonomy Requirement Update

The Department of Human Services (DHS) requires all Medicaid and CHIP providers to have a PROMISe ID for EACH location where you see Medicaid and CHIP patients. Starting July 1, 2019 per CMS and DHS requirements, claims submitted without the correct service location will be denied.

Consistent with the DHS new PROMISe and service location requirements, effective immediately, providers billing CMS1500/837P and UB-04/837I submissions for Medicaid/CHIP patients enrolled in with Aetna Better Health of Pennsylvania must bill with the appropriate taxonomy code for rendering, attending and billing providers. There must be a valid 10-alpha/numeric taxonomy code consistent with the provider's specialty and services being rendered for appropriate claim adjudication.



Professional Claims – CMS1500/837P Taxonomy Guidance

837P:

- When the **rendering** provider is the individual who submitted the claim, submit the rendering provider’s taxonomy in the 2310B loop within the PRV segment.
- When the rendering provider is the same entity as the billing provider, the rendering provider loop should be omitted and the taxonomy should be submitted in 2000A loop with the PRV segment.
- Please refer to the 5010 electronic implementation guide for further clarification or questions.

CMS1500:

- Box 24I shaded = the qualifier ZZ.
- Box 24J shaded = rendering provider taxonomy.
- Box 33B = billing provider qualifier and taxonomy. Enter the two-digit qualifier – ZZ followed by the taxonomy. Do not enter a space, hyphen, or other separator between the qualifier and taxonomy.



Institutional Claims – CMS1450/837I Taxonomy Guidance

837I:

- Billing provider taxonomy should be submitted in 2000A loop with the PRV segment.
- Attending provider taxonomy should be submitted in 2310A loop within the PRV segment.
- Please refer to the 5010 Electronic implementation guide for further clarification or questions.

CMS1450:

- FL81 = Billing provider qualifier and taxonomy. Enter the two-digit qualifier – B3 followed by the taxonomy in the adjacent box.
- FL76 = Attending provider qualifier and taxonomy. Enter the two-digit qualifier – B3 followed by the Taxonomy in the adjacent box.



PROMISe ID Enrollment to be Required at All Service Locations

Effective July 1, 2019, as required by the Affordable Care Act (ACA) and DHS, all Medicaid and CHIP providers who render services for Medicaid or CHIP beneficiaries, must be enrolled with DHS and have a valid PROMISe Identification Number (PROMISe ID) **for each service location at which a provider operates**. DHS uses the National Provider Identification (NPI) number and taxonomy submitted on claims to validate the enrollment of providers in PROMISe.

Additionally, Aetna Better Health requires all participating Medicaid and CHIP providers contracted with Aetna Better Health who provide services for Medicaid or CHIP beneficiaries and who have not yet enrolled, to promptly enroll with the state of Pennsylvania PROMISe for **all service locations** as soon as possible.

If you need to verify if you are enrolled in PROMISe **at all service locations**, you can access the DHS online portal at: <https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>

Beginning **July 1, 2019** Aetna Better Health will deny claims submitted **if an Aetna Better Health contracted Medicaid or CHIP provider has not enrolled in PROMISe at EACH SERVICE LOCATION**.

For a copy of the complete DHS notice regarding the enrollment requirement and process, visit http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/c_284208.pdf.

If you have questions regarding this enrollment requirement notice please call Aetna Better Health Provider Relations at **1-866-638-1232**.



Did you miss an MAB?

If you missed a recent Medical Assistance Bulletin, just click [here](#).



Instructions for Providers to Check on the Status of their PROMISE ID Enrollment

Below are instructions for providers who have applied for PROMISE ID enrollment and want to check the status.

First, check the status of the portal enrollment application to verify the application has been approved or has been pended in the event FFS has reached out for additional information.

Second, if the provider already has an existing enrollment, check ePEAP to determine if the new service location address has been added.

- How to check the portal, ePEAP:
- Login in to ePEAP at:
<https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>

There is a manual which outlines how to establish a new provider account if the provider currently does not have one. Once logged in, click on the ePEAP tab to check on your current service location enrollments.

If after 30 days, you have confirmed that the application was approved but the new service location address is not on file in ePEAP and you have not received an enrollment confirmation letter with the new PROMISE Provider ID, you can call the contact number published in DHS Quick Tip #41:

http://www.dhs.pa.gov/cs/groups/webcontent/documents/communication/c_278376.pdf

If you have questions about this notice, just contact Aetna Better Health of Pennsylvania Provider Relations by calling **1-866-638-1232**.



Use Valid 5+4 Zip Code on Electronic and Paper Claims

The Department of Human Services (DHS) issued Provider Quick Tip #200 with an effective date of December 1, 2016. This notice notifies providers to submit all claims and encounters with a valid 5+4 digit zip code for the billing provider and facility (as applicable).

Who this affects

This change affects all entities submitting professional, institutional and dental claims and encounters.

Why this is important

- The 5+4 zip is used to determine the correct provider location.
- Use of inappropriate, random digits in the zip code field could lead to encounter rejections for Aetna Better Health.
- The 5+4 zip code is a HIPAA 5010 requirement; therefore, this modification should be transparent unless your organization is currently omitting this data.

What providers should do

Help Aetna Better Health submit your encounters successfully by complying with the DHS claims encounter data 9 digit zip code reporting requirement.

You can find more information about the 9 digit zip requirement, including where to find 5+4 zip code locations on the PA Provider Quick Tips page at: <http://dhs.pa.gov/publications/forproviders/QuickTips/index.htm>.

Questions?

Contact Provider Relations at **1-866-638-1232**. We're here to help.



Avoid Claim Denials-Use the Right Payer ID

Coventry Payer ID number 25133 is no longer valid! Aetna Better Health claims should be submitted using only claim Payer ID number **23228** to avoid your claim being denied.



Help Stop Fraud

Please remember that it is your responsibility as a Medicaid program provider (a requirement which can be subject to federal or state sanctions) to report suspected fraud and abuse.

To report fraud or abuse, call the Aetna Better Health compliance hotline at **1-800-338-6361**. We prefer, but do not require, that you leave your name. Please leave enough information to help us investigate, including:

- Name of the member or provider you suspect of fraud
- Member's card number
- Name of doctor, hospital or other health care provider
- Date of service
- Amount of money that was paid for service, if applicable
- Description of the acts you suspect involve fraud or abuse

You can also visit our website at aetnabetterhealth.com/pa. Click on "Fraud & Abuse," and you can email us suspected fraud information. Thank you for your continued support.



Network Development Update

Welcome to our provider network!

We are excited that our provider network continues to grow. Below are some of the provider groups we have recently added:

- Good Shepherd Rehab Hospital
- UPMC Magee-Womens Hospital
- UPMC Presbyterian
- UPMC Shadyside
- Coordinated Health
- Western Maryland Health System

This growth means more choices for our members. We have added providers in specific areas across the Commonwealth. They'll have even more choices of physicians in these areas.



Recent Provider Notices

Stay up to date with our recent provider notices.

Check our [NOTICES](#) page often to stay up to date with changes that may affect you.



Complying with Medical Records Requests

Contractually, participating practitioners and providers agree to maintain medical records in a current, detailed, organized and comprehensive manner in accordance with customary medical practice, applicable laws and accreditation standards. Medical records should be easily retrievable but remain secure and only accessible by authorized personnel.

Our contract with practitioners/providers includes a provision informing practitioners/providers of the requirement that regulatory bodies and Aetna Better Health/Aetna Better Health Kids have timely access to member/enrollees' medical records at no cost to the plan. This includes fees that are charged when you use a copy company.

This is particularly important when we are seeking additional information that may not be found in claims to support our quality efforts to continually improve the health and outcomes for our membership.

We ask that you be mindful of requests for medical records and provide timely access to those needed in support of our commitment to data collection and analysis to improve rates such as care for women who are pregnant, EPSDT, immunizations and to support HEDIS and state required performance measures.



2019 HEDIS Webinar Series

You're invited to attend our free HEDIS webinar series.

The goal of the series is to:

- Educate about HEDIS measure specifics
- Explore ways to reduce the burden of medical record review and maximize administrative data capture
- Present NCQA HEDIS reporting codes that will help effectively capture care provided
- Discuss HEDIS measures applicable to certain populations
- Encourage open discussion to learn how other providers are addressing HEDIS and barriers to care
- Strategies for improvement
- Connect you with a single point of contact at the health plan for HEDIS/ Quality questions

Be sure to check your inbox for monthly invites and class registration information.

Please cascade this information to other staff that may benefit from these free webinars.



Please email Madison (MRYonlisky@aetna.com) to be added to the invite list.



To View Previously Recorded HEDIS® Webinar Series Videos

You can watch the webinars online to learn how you can improve HEDIS rates and member health outcomes:

The 2019 Webinar series is also being recorded. New videos coming soon! Also, you can download a copy of the presentation.

<https://www.aetnabetterhealth.com/what/videos>

If one of your staff or colleagues wishes to be added to the upcoming webinar invite list please email Madison - MRYonlisky@aetna.com Include in your email to Madison the email address of the person wishing to be added to the invite list. She will email the meeting link.



Schedule

May 2019

Caring for members with serious mental illness or serious emotional disturbance

June 2019

Takeaways from the 2018 HEDIS medical record review

July 2019

Coding specific topic: Closing HEDIS gaps administratively cuts down on medical record review

August 2019

Back to school physicals and HEDIS measures for children under 11 years of age and EPSDT

September 2019

Back to school physicals – HEDIS measures affecting 12-21 year old members

October 2019

HEDIS measures affecting 21 and older male and female members

November 2019

HEDIS measures with a focus on women and maternity care

December 2019

Reducing the burden of medical record review preparation for HEDIS 2020



Social Determinants of Health (SDOH)

What is SDOH?

Social Determinants of Health is defined as *conditions in the places where people live, learn, work, and play affect a wide range of health risks and outcomes.*¹

Why are Social Determinants of Health so important?

Identification and tracking of SDOH will allow providers, hospitals and health systems to better track patient needs and identify solutions to improve the health of their communities.²

Using SDOH ICD-10 Codes

On the following pages you'll find a list of ICD-10 codes that identify specific Social Determinants of Health. As a care provider, you play an important role in helping identify members who may need additional support beyond medical care. If you're providing care to an Aetna Better Health of Pennsylvania member you may notice a SDOH that may need to be addressed. You can refer to the following list of ICD-10 codes below and include the appropriate code(s) on claims you submit.

By using the SDOH codes you'll be helping us identify areas of opportunity for our members. As a result we can integrate appropriate chronic care management with preventive health while connecting members with needed community services you help identify.

You can also submit a request for Care Management services for our members by emailing PACMReferralMailbox@aetna.com.

¹ Healthy People 2020. Social Determinants of Health

² American Hospital Association, ICD-10-CM Coding for Social Determinants of Health, April 2018 (www.aha.org)

Social Determinants of Health ICD-10 Codes

SDOH Category	ICD-10 Codes (<i>Examples – Not an all-inclusive list</i>)
Problems related to housing and economic circumstances (Z59)	<ul style="list-style-type: none"> • Z59.0 Homelessness • Z59.1 Inadequate housing • Z59.2 Discord with neighbors, lodgers and landlord • Z59.3 Problems related to living in residential institutions • Z59.4 Lack of adequate food and safe drinking water • Z59.5 Extreme poverty • Z59.6 Low income • Z59.7 Insufficient social insurance and welfare support • Z59.8 Other problems related to housing and economic circumstances • Z59.9 Problems related to housing and economic circumstances, unspecified
Contact with/suspected exposure to hazardous substances (Z77)	<ul style="list-style-type: none"> • Z77.011 Contact with and suspected exposure to lead • Z77.090 Contact with and suspected exposure to asbestos
Problems related to education and literacy (Z55)	<ul style="list-style-type: none"> • Z55.0 Illiteracy and low level literacy • Z55.1 Schooling unavailable and unattainable • Z55.3 Underachievement in school • Z55.4 Education maladjustment and discord with teachers and classmates • Z55.9 Problems related to education and literacy, unspecified
Problems related to employment and unemployment (Z56)	<ul style="list-style-type: none"> • Z56.0 Unemployment, unspecified • Z56.1 Change of job • Z56.2 Threat of job loss • Z56.3 Stressful work schedule • Z56.4 Discord with boss and workmates • Z56.5 Uncongenial work environment • Z56.81 Sexual harassment on the job • Z56.82 Military Deployment Status • Z56.9 Unspecified problems related to employment
Problems related to medical facilities and other health care (Z75)	<ul style="list-style-type: none"> • Z75.3 Unavailability and inaccessibility of health care facilities • Z75.4 Unavailability and inaccessibility of other helping agencies
Problems related to other psychosocial circumstances (Z65)	<ul style="list-style-type: none"> • Z65.0 Conviction in civil and criminal proceedings without imprisonment • Z65.1 Imprisonment and other incarceration • Z65.2 Problems related to release from prison • Z65.3 Problems related to other legal circumstances • Z65.4 Victim of crime and terrorism • Z65.5 Exposure to disaster, war and other hostilities
Occupational Exposure to Risk Factors (Z57)	<ul style="list-style-type: none"> • Z57.0 Occupational exposure to noise • Z57.1 Occupational exposure to radiation • Z57.2 Occupational exposure to dust • Z57.3 Occupational exposure to other air contaminants • Z57.4 Occupational exposure to toxic agents in agriculture • Z57.5 Occupational exposure to toxic agents in other industries • Z57.6 Occupational exposure to extreme temperature • Z57.7 Occupational exposure to vibration

SDOH Category	ICD-10 Codes (<i>Examples – Not an all-inclusive list</i>)
Problems related to social environment (Z60)	<ul style="list-style-type: none"> • Z60.0 Problems of adjustment to life-cycle transitions • Z60.2 Problems related to living alone • Z60.3 Acculturation Difficulty • Z60.4 Social exclusion and rejection • Z60.5 Target of (perceived) adverse discrimination and persecution • Z60.8 Other problems related to social environment • Z60.9 Problems related to social environment, unspecified
Other Problems related to primary support group, including family circumstances (Z63)	<ul style="list-style-type: none"> • Z63.3 Absence of family member • Z63.4 Disappearance and death of a family member • Z63.5 Disruption of family by separation and divorce • Z63.6 Dependent relative needing care at home • Z63.7 Other stressful live events affecting family and household • Z63.71 Stress on family due to return of family member from military deployment • Z63.72 Alcoholism and drug addiction in family
Problems related to certain psychosocial circumstances (Z64)	<ul style="list-style-type: none"> • Z64.0 Problems related to unwanted pregnancy • Z64.1 Problems related to multiparity • Z64.4 Discord with counselors
Problems related to upbringing (Z62)	<ul style="list-style-type: none"> • Z62.0 Inadequate parental supervision and control • Z62.1 Parental overprotection • Z62.2 Upbringing away from parents • Z62.21 Child in welfare custody • Z62.22 Institutional upbringing • Z62.3 Hostility towards and scapegoating of child • Z62.6 Inappropriate (excessive) parental pressure • Z62.8 Other specified problems related to upbringing • Z62.81 Personal history of abuse in childhood • Z62.812 Personal history of neglect in childhood • Z62.819 Personal history of unspecified abuse in childhood • Z62.82 Parent-child conflict • Z62.891 Sibling rivalry



Pharmacy Updates

Please refer to the provider website or provider manual for pharmacy information:

- A complete list of pharmaceuticals (formulary), monthly changes, limits and quotas
- How to use the pharmaceutical management procedures
- How to provide information for exception requests

Generic substitutions, therapeutic interchange and step-therapy protocols



Appointment Standards and Follow-up

We work with providers to reach out to members concerning appointments for medically necessary care, preventative care and scheduled screenings and examinations. Contracted Aetna Better Health providers are responsible to adhere to the appointment availability standards. Providers must monitor.

Condition	Members	Provider Types	Standards
Emergency	All	PCP or Specialist	Members must be seen immediately, or referred to an emergency facility.
Behavioral Emergency (CHIP only)	CHIP	PCP or Specialist	Appointments must be scheduled within 6 hours.
Urgent	All	PCP or Specialist	Appointments must be scheduled within 24 hours.
Behavioral Emergency (CHIP only)	CHIP	PCP or Specialist	Appointments must be scheduled within 48 hours.
Routine (Physical and CHIP Behavioral)	All	PCP	Appointments must be scheduled within 10 business days. Wait time less than 30 minutes.
		Specialist: <ul style="list-style-type: none"> • Dentist • Dermatology • Orthopedic surgery • Otolaryngology • Pediatric allergy and immunology • Pediatric endocrinology • Pediatric gastroenterology • Pediatric general surgery • Pediatric hematology • Pediatric infectious disease • Pediatric nephrology • Pediatric neurology • Pediatric oncology • Pediatric pulmonology • Pediatric rehab medicine • Pediatric rheumatology • Pediatric urology All other specialty Pediatric general surgery	Appointments must be scheduled within 15 business days.
Health assessment	All	PCP	Appointments must be scheduled within 3 weeks of Enrollment.
General physical examination	All	PCP	Appointments must be scheduled within 3 weeks of Enrollment.
First physical examination	All	PCP	Appointments must be scheduled within 3 weeks of Enrollment.



Appointment Standards and Follow-up (continued)

Condition	Members	Provider Types	Standards
Initial appointment	HIV/AIDs members	PCP or Specialist	Appointments must be scheduled within 7 days of enrollment unless the member is already in active care with a PCP or Specialist.
	SSI members	PCP or Specialist	Appointments must be scheduled within 45 days of enrollment unless the member is already in active care with a PCP or Specialist.
Initial prenatal care appointment	Pregnant members	OB/GYN or Certified Nurse Midwife	
	First trimester		Appointments must be scheduled within 10 business days of the member being identified as pregnant.
	Second trimester		Appointments must be scheduled 5 business days of member being identified.
	Third trimester		Appointments must be scheduled 4 business days of being identified.
	High risk pregnancy		Appointments must be scheduled within 24 hours of identification or immediately if an emergency exists.
EPSDT screens	• All under the age of 21	• PCP	• Appointments must be scheduled within 45 days of enrollment unless the child is already under the care of a PCP and current with screens

Hours of operation / appointment availability

Aetna Better Health requires that providers’ hours of operation offered to MA members be no less than those offered to commercial members. Appointment availability standards are located above.

Our appointment availability standards reflect minimum requirements. We routinely monitor providers for compliance with these standards. Noncompliance may result in the initiation of a corrective action plan or further corrective actions.



Appointment Standards and Follow-up (continued)

PCP waiting times

Waiting time standards for PCPs require that members, on average, should not wait in a PCP office for more than 30 minutes for a routine care appointment. Under certain emergent circumstances, for example if a physician encounters an unanticipated urgent visit or treats a member with a difficult medical need, the waiting time may be extended to one hour.

These access and appointment standards are physician contractual requirements. We monitor compliance with appointment and waiting time standards. We will work with providers to ensure that they meet these standards.

Appointment notification and follow-up

The PCP, dentist or Specialist must conduct affirmative outreach to a member when a member misses an appointment. You must make three outreach attempts, taking the member's language and literacy capabilities into consideration when making the outreach attempt. At least one attempt must be a follow-up telephone call.

You must record the date and type of outreach attempt in the member's medical record.

Communication with the member may include, but is not limited to:

- Written attempts
- Telephone calls
- Home visits



Provider Appeals

Providers may file an appeal with Aetna Better Health if the provider disputes the resolution of a claim denial or adjudication, or services were provided without the proper authorization.

Note: when submitting the initial prior authorization request, it's important to **submit all clinical information with the initial request**. Providing all clinical information up front will reduce denials related to prior authorization.

Tips for submitting provider appeals:

- Use the Provider Appeal Form located on our website; go to www.aetnabetterhealth.com/pennsylvania/providers/forms to download and print the form
- Include the claim number on the appeal
- State exactly what is being disputed and why the claim should be paid
- Submit appeals in writing to Aetna Better Health by fax or mail **within 60 days of the provider remittance date**
- Appeals Fax Number: 1-860-754-1757
- Appeals Mailing Address:
Aetna Better Health of Pennsylvania
Attn: Provider Appeals
2000 Market Street, Suite 850
Philadelphia, PA 19103



2018 Annual Medical Record Review

Items Reviewed	2017 MRR Results	2018 MRR Results
Member name or ID present on each page	100%	100%
Personal data	90%	98%
Entries in the record contain author signature or initials	100%	100%
All entries are dated	100%	100%
All entries are legible	97%	98%
Allergies or NKA	99%	100%
Current Problem List	93%	96%
Past medical history	99%	99%
History and physical exam	100%	100%
Follow-up plan/ return visit for each encounter	97%	100%
Age appropriate immunization record present <21 yrs.	93%	98%
Preventive screening/services offered	98%	98%
Treatment plan	100%	100%
Working diagnosis consistent with findings	100%	100%
No evidence patient is placed at inappropriate risk	100%	100%
BP/WT/HT at first visit	99%	100%
Review of lab or other study results	95%	97%
Notation of referral communication from specialist; evidence of discharge summary from hospitals, HHA and SNF if applicable	84%	86%
Practitioner addresses cultural needs and linguistic competence	57%	58%
Lead screening questionnaire (6 mos -6ys) completed	68%	70%

Areas for Improvement

While the below areas are slightly improved as indicated in the above chart, they remain well below the 90% threshold that we have set to demonstrate more than adequate documentation in the medical records of our members. We ask that you continue to work towards improving communication between providers, addressing your patients' cultural and linguistic needs and completing lead risk assessments on all members below the age of 6 years. For assistance with documentation requirements, please contact your Provider Relations Representative

Communication Between Providers: Medical records should contain notation of referral communication from specialist and evidence of discharge summary from hospitals.

Assessment of Member Cultural and Linguistic Needs: All members should have documentation in their medical records that providers have assessed the linguistic and/or cultural needs and provide if needed, such as translation services (available through Aetna Better Health) and religious needs.

Patient satisfaction and positive health outcomes are directly related to good communication between a member and his or her provider. A culturally competent provider effectively communicates with patients and understands their individual concerns. It is incumbent on providers to make sure patients understand their care regimen.

As part of our cultural competency program we encourage providers to access information on the [Office of Minority Health's](#) website.

Lead Screening: For pediatric members (6 months to 6 years), there should be documentation in the medical record that the practitioner completed a lead screening questionnaire or have documentation that a venous blood lead level was performed.

- Assess if the member lives in or regularly visits a house with peeling or chipping paint that was built before 1960 or if that house (built before 1960) has recent, ongoing or planned renovation.
- Assess if the member lives with someone whose job or hobby involves any exposure to lead.

For more information, [HERE](#) is a link to the CDC lead information website.



Careful Handling and Quick Delivery for Specialty Drugs

Our preferred Specialty Pharmacy providers are Accuserv Pharmacy, Caremark Specialty Pharmacy, Einstein at Center One Pharmacy, Elwyn Specialty Care, Giant Eagle Pharmacy, Pharmblue LLC and Senderra Rx Pharmacy.

These pharmacies fill prescriptions for specialty drugs.* These types of drugs may be injected, infused or taken by mouth. Usually, these drugs are not available at a local retail pharmacy. They often need special storage and handling. And they need to be delivered quickly.

Our preferred Specialty Pharmacies provide many helpful services, including:

- Free, secure delivery (usually within 48 hours of confirming an order)
- Delivery to a member's home, doctor's office or any other place you choose
- Package tracking for prompt delivery
- Training on how to self-inject medicines
- Free injection supplies, such as needles, syringes, alcohol swabs, adhesive bandages and containers for needle waste

How to get started

We have several ways to fill a prescription through one of our preferred Specialty Pharmacies.

Existing prescriptions: To transfer an existing prescription, call one of our Preferred Specialty pharmacies.

New prescriptions: For a new prescription, providers can:

- Send a prescription electronically.
- Fax the prescription
- Call one of our preferred specialty pharmacies
- A member or the doctor can mail the prescription order.

After the pharmacy receives the prescription, the first order should ship within 48 hours. It may take longer if they need to contact the doctor about the prescription.

Accuserv Pharmacy

- A member or doctor can visit the web site for an enrollment form: <https://www.accuservpharmacy.com/prescribers/rx-forms/>
- Phone: 724-978-0110
- Fax: 877-526-8823

Caremark Specialty Pharmacy

- A member or doctor can visit the web site for an enrollment form: <https://www.cvsspecialty.com/wps/portal/specialty/healthcare-professionals/enrollment-forms/>
- Phone: 877-408-9742 or 1-800-237-2767
- Fax: 1-800-323-2445

Einstein at Center One Pharmacy

- A member or doctor can visit the web site for an enrollment form: <https://www.einstein.edu/pharmacy/enrollment>
- Phone: 1-877-218-4499
- Fax: 215-827-1934

Elwyn Specialty Care

- A member or doctor can visit the web site for an enrollment form: <http://elwynspecialtycare.com/referral-forms/>
- Phone: 314-919-4677
- Fax: 610-545-6030

Giant Eagle Pharmacy

- A member or doctor can visit the web site for an enrollment form: <https://specialtyrx.gianteagle.com/Providers/EnrollmentForms>
- Phone: 888-792-1552 or 440-356-3287
- Fax: 1-877-645-4142

Pharmblue LLC

- A member or doctor can visit the web site for an enrollment form: <https://www.pharmblue.com>
- Phone: 855-779-4720
- Fax: 844-818-7550

Senderra Rx Pharmacy

- A member or doctor can visit the web site for an enrollment form: <https://senderrax.com/prescribers/forms>
- Phone: 1-855-460-7928
- Fax: 888-777-5645

A personal care plan and ongoing support

Each of our preferred Specialty Pharmacies has a team of experienced nurses and pharmacists to help members understand how to use their medicine. They can answer questions and help them cope with their condition throughout their therapy.

Members can talk to them 24 hours a day, 7 days a week.

They can get extra support for their complex medical condition.

Skilled nurses and pharmacists offer extra support to patients with complex medical conditions, such as the any of the following:

- Anemia
- Asthma
- Cancer
- Chronic renal failure
- Crohn's disease
- Gaucher disease
- Growth hormone deficiency

- Hematologic conditions
- Hemophilia
- Hepatitis
- HIV/AIDS
- Immune system disorders
- Multiple sclerosis
- Neurologic conditions
- Osteoarthritis
- Psoriasis
- Pulmonary diseases
- Respiratory syncytial virus (RSV)
- Rheumatoid arthritis
- Transplant

Joining our preferred Specialty Pharmacy network

Are you a pharmacy interested in joining our preferred specialty pharmacy network? You can get the application process started by sending an email to Specialtypharmacyapplications@cvscaremark.com. Thank you for your interest in supporting our commitment to high-quality care.

NPI	Pharmacy Name	Address	City	State	Zip	County	Phone Number	Area(s) of Clinical Focus
1306394903	Accuserv Pharmacy	8731 Route 30	North Huntingdon	PA	15642	Westmoreland	724-978-0110	All
1134100134	Caremark Specialty Pharmacy	800 Biermann Ct, Ste B	Mount Prospect	IL	60056	Cook	1-800-447-4791	All
1518948413	Caremark Specialty Pharmacy	180 Passaic Ave	Fairfield	NJ	07004	Essex	1-800-237-2767	All
1891010229	Einstein at Center One Pharmacy	9880 Bustleton Ave, Ste 332	Philadelphia	PA	19115	Philadelphia	1-877-218-4499	All
1801060298	Elwyn Specialty Care	3070 McCann Farm Drive, Ste 101	Garnet valley	PA	19060	Delaware	314-919-4677	All
1215365325	Giant Eagle Pharmacy	20160 Center Ridge Rd, Ste 201	Rocky river	OH	44116	Cuyahoga	440-356-3287	All
1932578507	Giant Eagle Pharmacy	2500 Lovi Road	Freedom	PA	15042	Beaver	888-792-1552	All
1386984771	Pharmblue LLC	40 Pennwood Pl, Ste 300	Warrendale	PA	15086	Allegheny	1-855-779-4720	All
1770810855	Senderra RX Pharmacy	1301 E Arapaho Rd, Ste 101	Richardson	TX	75081	Dallas	1-855-460-7928	All



Specialty Drug List

Drug Class	Drug Name
Acromegaly	OCTREOTIDE ACETATE
Acromegaly	SANDOSTATIN
Acromegaly	SANDOSTATIN LAR
Acromegaly	SOMATULINE
Acromegaly	SOMATULINE DEPOT
Acromegaly	SOMAVERT
Allergen Immunotherapy	ORALAIR
Alpha-1 Antitrypsin Deficiency	ARALAST NP
Alpha-1 Antitrypsin Deficiency	GLASSIA
Alpha-1 Antitrypsin Deficiency	ZEMAIRA
Antiasthmatic	NUCALA
Antiasthmatic	XOLAIR
Auto Immune	COSENTYX
Auto Immune	DUPIXENT
Auto Immune	INFLECTRA
Auto Immune	KEVZARA
Auto Immune	RASUVO
Auto Immune	RENFLEXIS
Auto Immune	SILIQ
Auto Immune	TALTZ
Auto Immune	TREMFYA
Auto Immune	XELJANZ XR
Coagulation Disorders	CEPROTIN
Cryopyrin Associated Periodic Syndromes	ARCALYST
Cryopyrin Associated Periodic Syndromes	ILARIS
Electrolyte Disorders	SAMSCA
Gastrointestinal	GATTEX
Gastrointestinal	SOLESTA
Gout	KRYSTEXXA
Growth Hormone	GENOTROPIN

Drug Class	Drug Name
Growth Hormone	HUMATROPE
Growth Hormone	INCRELEX
Growth Hormone	NORDITROPIN
Growth Hormone	NUTROPIN
Growth Hormone	OMNITROPE
Growth Hormone	SAIZEN
Growth Hormone	SEROSTIM
Growth Hormone	TEV-TROPIN
Growth Hormone	ZORBTIVE
Hematopoietics	MOZOBIL
Hemophilia	ADVATE
Hemophilia	AFSTYLA
Hemophilia	ALPHANATE
Hemophilia	ALPHANINE SD
Hemophilia	ALPROLIX
Hemophilia	BEBULIN
Hemophilia	BENEFIX
Hemophilia	CORIFACT
Hemophilia	ELOCTATE
Hemophilia	FEIBA NF
Hemophilia	HELIXATE FS
Hemophilia	HEMOFIL M
Hemophilia	HUMATE-P
Hemophilia	KOATE-DVI
Hemophilia	KOGENATE FS
Hemophilia	KOVALTRY
Hemophilia	MONOCLATE
Hemophilia	MONONINE
Hemophilia	NOVOSEVEN RT
Hemophilia	NUWIG
Hemophilia	PROFILNINE SD
Hemophilia	PROPLEX T



Specialty Drug List

Drug Class	Drug Name
Hemophilia	RECOMBINATE
Hemophilia	REFACTO
Hemophilia	RIASTAP
Hemophilia	RIXUBIS
Hemophilia	STIMATE
Hemophilia	TRETTEN
Hemophilia	VONVENDI
Hemophilia	XYNTHA
Hemophilia	XYNTHA SOLOFUSE
HEPATITIS	VEMLIDY
Hepatitis B	ADEFOVIR DIPIVOXIL
Hepatitis B	BARACLUDGE
Hepatitis B	EPIVIR HBV
Hepatitis B	HEPSERA
Hepatitis B	TYZEKA
Hepatitis C	COPEGUS
Hepatitis C	DAKLINZA
Hepatitis C	EPCLUSA
Hepatitis C	HARVONI
Hepatitis C	INFERGEN
Hepatitis C	MAVYRET
Hepatitis C	OLYSIO
Hepatitis C	PEGASYS
Hepatitis C	REBETOL
Hepatitis C	RIBAPAK
Hepatitis C	RIBASPHERE
Hepatitis C	RIBAVIRIN
Hepatitis C	SOVALDI
Hepatitis C	TECHNIVIE
Hepatitis C	VEIKIRA XR
Hepatitis C	VIEKIRA
Hepatitis C	VOSEVI

Drug Class	Drug Name
Hepatitis C	ZEPATIER
Hereditary Angioedema	BERINERT
Hereditary Angioedema	CINRYZE
Hereditary Angioedema	FIRAZYR
Hereditary Angioedema	HAEGARDA
Hereditary Angioedema	KALBITOR
Hormonal Therapies	AVEED
Hormonal Therapies	ELIGARD
Hormonal Therapies	FIRMAGON
Hormonal Therapies	LEUPROLIDE ACETATE
Hormonal Therapies	LUPANETA PACK
Hormonal Therapies	LUPRON DEPOT
Hormonal Therapies	LUPRON DEPOT-PED
Hormonal Therapies	SUPPRELIN
Hormonal Therapies	SUPPRELIN LA
Hormonal Therapies	SYNAREL
Hormonal Therapies	TRELSTAR
Hormonal Therapies	VANTAS
Hormonal Therapies	ZOLADEX
I.V.I.G.	BIVIGAM
I.V.I.G.	CARIMUNE NF NANOFILTERED
I.V.I.G.	CYTOGAM
I.V.I.G.	FLEBOGAMMA
I.V.I.G.	GAMASTAN
I.V.I.G.	GAMMAGARD LIQUID
I.V.I.G.	GAMMAGARD S-D
I.V.I.G.	GAMMAKED
I.V.I.G.	GAMMAPLEX
I.V.I.G.	GAMUNEX-C
I.V.I.G.	HEPAGAM B
I.V.I.G.	HIZENTRA
I.V.I.G.	HYPERHEP B



Specialty Drug List

Drug Class	Drug Name
I.V.I.G.	NABI-HB
I.V.I.G.	OCTAGAM
I.V.I.G.	PRIVIGEN
I.V.I.G.	RHOPHYLAC
I.V.I.G.	VIVAGLOBIN
Idiopathic Thrombocytopenic Purpura	NPLATE
Idiopathic Thrombocytopenic Purpura	PROMACTA
Infectious Disease	ACTIMMUNE
Infectious Disease	ALFERON N
Inflammatory Bowel Disease	CIMZIA
Inflammatory Bowel Disease	ENTYVIO
Iron Overload	DEFEROXAMINE MESYLATE
Iron Overload	DESFERAL
Iron Overload	EXJADE
Lipid Disorder	KYNAMRO
Lysosomal Storage Diseases	ALDURAZYME
Lysosomal Storage Diseases	CEREDASE
Lysosomal Storage Diseases	CEREZYME
Lysosomal Storage Diseases	CYSTAGON
Lysosomal Storage Diseases	ELAPRASE
Lysosomal Storage Diseases	FABRAZYME
Lysosomal Storage Diseases	LUMIZYME
Lysosomal Storage Diseases	MYOZYME
Lysosomal Storage Diseases	NAGLAZYME

Drug Class	Drug Name
Lysosomal Storage Diseases	VIMIZIM
Lysosomal Storage Diseases	VPRIV
Movement Disorders	APOKYN
Movement Disorders	XENAZINE
Multiple Sclerosis	AUBAGIO
Multiple Sclerosis	AVONEX
Multiple Sclerosis	BETASERON
Multiple Sclerosis	COPAXONE
Multiple Sclerosis	EXTAVIA
Multiple Sclerosis	GILENYA
Multiple Sclerosis	GLATOPA SYN 20MG/ML
Multiple Sclerosis	MITOXANTRONE
Multiple Sclerosis	NOVANTRONE
Multiple Sclerosis	OCREVUS INJ 300/10ML
Multiple Sclerosis	PLEGRIDY
Multiple Sclerosis	REBIF
Multiple Sclerosis	REBIF REBIDOSE
Multiple Sclerosis	TECFIDERA
Multiple Sclerosis	TYSABRI
Multiple Sclerosis	ZINBRYTA
Neutropenia	GRANIX
Neutropenia	LEUKINE
Neutropenia	NEULASTA
Neutropenia	NEUPOGEN
Neutropenia	ZARXIO
Oncology	ALUNBRIG
Oncology	IDHIFA
Oncology	IMFINZI
Oncology	KISQALI
Oncology	NERLYNX
Oncology	RUBRACA



Specialty Drug List

Drug Class	Drug Name
Oncology	TYMLOS
Oncology - Injectable	ABRAXANE
Oncology - Injectable	ADCETRIS
Oncology - Injectable	ALIMTA
Oncology - injectable	ARZERRA
Oncology - Injectable	AVASTIN
Oncology - Injectable	AZACITIDINE
Oncology - Injectable	BENDEKA MDV
Oncology - Injectable	DACOGEN
Oncology - Injectable	DECITABINE
Oncology - Injectable	DOCETAXEL
Oncology - Injectable	ELSPAR
Oncology - Injectable	ERBITUX
Oncology - Injectable	FASLODEX
Oncology - Injectable	FOLOTYN
Oncology - Injectable	FUSILEV
Oncology - Injectable	GAZYVA
Oncology - Injectable	GEMCITABINE HCL
Oncology - Injectable	HALAVEN
Oncology - Injectable	HERCEPTIN
Oncology - Injectable	INTRON A
Oncology - Injectable	ISTODAX
Oncology - Injectable	IXEMPRA
Oncology - Injectable	JEVTANA
Oncology - Injectable	KADCYLA
Oncology - Injectable	KYPROLIS
Oncology - Injectable	ONCASPAR
Oncology - Injectable	OXALIPLATIN
Oncology - Injectable	PERJETA
Oncology - Injectable	PROLEUKIN
Oncology - Injectable	RITUXAN
Oncology - Injectable	SYLATRON

Drug Class	Drug Name
Oncology - Injectable	TEMODAR (INJECTABLE)
Oncology - Injectable	THYROGEN
Oncology - Injectable	TORISEL
Oncology - Injectable	TREANDA
Oncology - Injectable	VALSTAR
Oncology - Injectable	VECTIBIX
Oncology - Injectable	VELCADE
Oncology - Injectable	VIDAZA
Oncology - Injectable	XGEVA
Oncology - Injectable	YERVOY
Oncology - Injectable	YONDELIS
Oncology - Injectable	ZALTRAP
Oncology - Oral	AFINITOR
Oncology - Oral	BOSULIF
Oncology - Oral	CABOMETYX
Oncology - Oral	EMCYT
Oncology - Oral	ERIVEDGE
Oncology - Oral	ETOPOSIDE
Oncology - Oral	GLEEVEC
Oncology - Oral	HYCAMTIN
Oncology - Oral	INLYTA
Oncology - Oral	JAKAFI
Oncology - Oral	MEKINIST
Oncology - Oral	MUGARD
Oncology - Oral	NEXAVAR
Oncology - Oral	OFORTA
Oncology - Oral	POMALYST
Oncology - Oral	REVLIMID
Oncology - Oral	SPRYCEL
Oncology - Oral	STIVARGA
Oncology - Oral	SUTENT
Oncology - Oral	TAFINLAR



Specialty Drug List

Drug Class	Drug Name
Oncology - Oral	TARCEVA
Oncology - Oral	TARGRETIN
Oncology - Oral	TASIGNA
Oncology - Oral	TEMODAR
Oncology - Oral	TEMOZOLOMIDE
Oncology - Oral	THALOMID
Oncology - Oral	TYKERB
Oncology - Oral	VOTRIENT
Oncology - Oral	XALKORI
Oncology - Oral	XELODA
Oncology - Oral	XTANDI
Oncology - Oral	ZELBORAF
Oncology - Oral	ZOLINZA
Oncology - Oral	ZYKADIA
Oncology - Oral	ZYTIGA
Oral Oncolytics	RYDAPT
Osteoarthritis	EUFLEXXA
Osteoarthritis	GEL-ONE
Osteoarthritis	HYALGAN
Osteoarthritis	MONOVISC
Osteoarthritis	ORTHOVISC
Osteoarthritis	SUPARTZ
Osteoarthritis	SYNVISC
Osteoarthritis	SYNVISC-ONE
Osteoarthritis	VISCO-3
Other	CERDELGA
Other	CIDOFOVIR
Other	COLISTIMETHATE SODIUM
Other	COLY-MYCIN M
Other	ELOXATIN
Other	ESBRIET
Other	FERRLECIT

Drug Class	Drug Name
Other	GANCICLOVIR SODIUM
Other	HYPERRAB S/D
Other	HYQVIA
Other	JADENU SPRKL
Other	KEYTRUDA
Other	NORTHERA
Other	QUTENZA
Other	RUCONEST
Other	RUCONEST SDV
Other	SANCUSO
Other	SIRTURO
Other	SOD FERRIC
Other	SORIATANE
Other	TAXOTERE
Other	THYMOGLOBULN
Paroxysmal Nocturnal Hemoglobinuria	SOLIRIS
Phenylketonuria	KUVAN
Psoriasis	ACITRETIN
Psoriasis	AMEVIVE
Psoriasis	OTEZLA
Psoriasis	STELARA
Pulmonary Arterial Hypertension	ADCIRCA
Pulmonary Arterial Hypertension	ADEMPAS
Pulmonary Arterial Hypertension	EPOPROSTENOL
Pulmonary Arterial Hypertension	LETAIRIS
Pulmonary Arterial Hypertension	OPSUMIT
Pulmonary Arterial Hypertension	ORENITRAM
Pulmonary Arterial Hypertension	ORENITRAM ER



Specialty Drug List

Drug Class	Drug Name
Pulmonary Arterial Hypertension	REMODULIN
Pulmonary Arterial Hypertension	REVATIO
Pulmonary Arterial Hypertension	SILDENAFIL
Pulmonary Arterial Hypertension	TRACLEER
Pulmonary Arterial Hypertension	TYVASO
Pulmonary Arterial Hypertension	UPTRAVI
Pulmonary Arterial Hypertension	VELETRI
Pulmonary Arterial Hypertension	VENTAVIS
Retinal Disorders	EYLEA
Retinal Disorders	LUCENTIS
Retinal Disorders	MACUGEN
Retinal Disorders	OZURDEX
Retinal Disorders	RETISERT
Retinal Disorders	VISUDYNE

Drug Class	Drug Name
Rheumatoid Arthritis	ACTEMRA
Rheumatoid Arthritis	ENBREL
Rheumatoid Arthritis	HUMIRA
Rheumatoid Arthritis	ORENCIA
Rheumatoid Arthritis	OTREXUP
Rheumatoid Arthritis	REMICADE
Rheumatoid Arthritis	SIMPONI
Rheumatoid Arthritis	SIMPONI ARIA
Rheumatoid Arthritis	XELJANZ
RSV	SYNAGIS
Seizure Disorders	ACTHAR GEL
Seizure Disorders	SABRIL
Systemic Lupus Erythematosus	BENLYSTA
Urea Cycle Disorders	BUPHENYL
Urea Cycle Disorders	RAVICTI
Urea Cycle Disorders	SODIUM PHENYL BUTYRATE



Quality. Did you know?

As an Aetna Better Health provider, you should be aware of the our quality interventions and outcomes that affect providers and members. To see this information learn more, please visit our website at: <https://www.aetnabetterhealth.com/pennsylvania/providers/quality>

2019 Quick Reference Guide

Aetna Better Health of Pennsylvania			
Administrative Office	2000 Market Street, Suite 850 Philadelphia, PA 19103 1-866-638-1232 (MA) 1-800-822-2447 (CHIP)	Claims Customer Service Contact (CICR)	1-866-638-1232
Pharmacy	CVS Caremark: 1-866-638-1232	Language Line Services	1-800-385-4104
Eligibility Verification (by phone)	1-866-638-1232 (MA) 1-800-822-2447 (CHIP)	Complaints, Grievances & Appeals	Complaints Grievance and Appeals 2000 Market Street, Suite 850 Philadelphia, PA 19103 Fax: 1-860-754-1757 Email: PAMedicaidAppeals&Grievance@AETNA.com
Claim Submission Address/Payor ID	Aetna Better Health PA P.O. Box 62198 Phoenix, AZ 85082-2198 Emdeon Payor ID: 23228	eviCore®	Link: www.medsolutionsonline.com Link: www.Evicore.com Radiology: 1-888-693-3211 Pain Management: 1-888-393-0989 Client Services: 1-800-575-4517
Prior Authorization Phone and Fax Numbers	P: 1-866-638-1232 F: 1-877 363-8120 Form Link: https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/PriorAuthForm-PA_JF_SP2_FINAL.pdf	Real Time support via Emdeon: Claim Inquiry & Response (276/277); Eligibility Inquiry & Response (270/271); and Health Service Review Inquiry & Response (278)	Emdeon Payor ID: 23228
Provider Manual	https://www.aetnabetterhealth.com/pennsylvania/providers/manual	EFT / ERA	Form Link: https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/provider-forms/EFT-AuthorizationEnrollmentForm-PA.pdf
Website	www.aetnabetterhealth.com/pennsylvania	Vision	Superior Vision: 1-866-819-4298 www.superiorvision.com
Provider Web Portal	www.aetnabetterhealth.com/pennsylvania/providers/portal	Provider Relations, Contracting & Updates	P: 1-866-638-1232 F: 1-860-754-5435 Email: ABHProviderRelationsMailbox@AETNA.com
Peer to Peer Request	1-959-299-6960	Special Needs Unit	1-855-346-9828
Member Services	1-866-638-1232 (MA) 1-800-822-2447(CHIP)	Dental	SKYGEN Provider Services: 1-800-508-4892 Website: https://skygenusa.com
Pennsylvania Department of Human Resources			
Dept of Human Services Helpline	1-800-692-7462	Provider Inquiry Hotline	1-800-537-8862 Prompt 4
Behavioral Health	1-800-433-4459	Pharmacy Hotline	1-800-558-4477 Prompt 1
OMAP - HealthChoices Program Complaint, Grievance, & Fair Hearings	1-800-798-2339 PO Box 2675 Harrisburg, PA 17105-2675	MA Provider Enrollment Applications / Changes	1-800-537-8862 Prompt 1
Eligibility Verification System (EVS) – Phone	1-800-766-5387	Outpatient Providers Practitioner Unit	1-800-537-8862 Prompt 1
Eligibility Verification System (EVS) – Website	http://www.dhs.pa.gov/provider/frequentlyaskedquestions/accesscardsevseligibilityquestionsandanswers/index.htm	MA Provider Compliance Hotline	1-800-333-0119

2019 Quick Reference Guide

Mental Health, Drug & Alcohol Services Aetna Better Health recipients receive mental health, drug, and alcohol services through Behavioral Health (BH) Managed Care Organizations (MCO) in each county. Please refer to the list below to contact the office in the member's county.				Medical Assistance Transportation Program (MATP) Please refer recipients needing assistance with transportation to these local county offices. Recipients can use these numbers to obtain information on how to enroll in the MATP program. For more information, visit matp.pa.gov .			
County	BH MCO / Phone	County	BH MCO / Phone	County	Phone	County	Phone
Adams	CCBHO 800-553-7499	Lackawanna	CCBHO 800-553-7499	Adams	800-632-9063	Lackawanna	570-963-6482
Allegheny	CCBHO 800-553-7499	Lancaster	PC 888-722-8646	Allegheny	888-547-6287	Lancaster	800-892-1122
Armstrong	VBH 877-615-8503	Lawrence	VBH 877-615-8503	Armstrong	800-468-7771	Lawrence	888-252-5104
Beaver	VBH 877-615-8503	Lebanon	PC 888-722-8646	Beaver	800-262-0343	Lebanon	717-273-9328
Bedford	PC 866-773-7891	Lehigh	MBH 888-207-2911	Bedford	814-643-9484	Lehigh	888-253-8333
Berks	CCBHO 800-553-7499	Luzerne	CCBHO 800-553-7499	Berks	800-383-2278	Luzerne	800-679-4135
Blair	CCBHO 800-553-7499	Lycoming	CCBHO 800-553-7499	Blair	800-458-5552	Lycoming	800-222-2468
Bradford	CCBHO 800-553-7499	McKean	CCBHO 800-553-7499	Bradford	800-242-3484	McKean	866-282-4968
Bucks	MBH 888-207-2911	Mercer	VBH 877-615-8503	Bucks	888-795-0740	Mercer	800-570-6222
Butler	VBH 877-615-8503	Mifflin	CCBHO 800-553-7499	Butler	866-638-0598	Mifflin	800-348-2277
Cambria	MBH 888-207-2911	Monroe	CCBHO 800-553-7499	Cambria	888-647-4814	Monroe	888-955-6282
Cameron	CCBHO 800-553-7499	Montgomery	MBH 888-207-2911	Cameron	866-282-4968	Montgomery	215-542-7433
Carbon	CCBHO 800-553-7499	Montour	CCBHO 800-553-7499	Carbon	800-990-4287	Montour	800-632-9063
Centre	CCBHO 800-553-7499	Northampton	MBH 888-207-2911	Centre	814-355-6807	Northampton	888-253-8333
Chester	CCBHO 800-553-7499	Northumberland	CCBHO 800-553-7499	Chester	877-873-8415	Northumberland	800-632-9063
Clarion	CCBHO 800-553-7499	Perry	PC 888-722-8646	Clarion	800-672-7116	Perry	800-632-9063
Clearfield	CCBHO 800-553-7499	Philadelphia	CBH 888-545-2600	Clearfield	800-822-2610	Philadelphia	877-835-7412
Clinton	CCBHO 800-553-7499	Pike	CCBHO 800-553-7499	Clinton	800-206-3006	Pike	866-681-4947
Columbia	CCBHO 800-553-7499	Potter	CCBHO 800-553-7499	Columbia	800-632-9063	Potter	800-800-2560
Crawford	VBH 877-615-8503	Schuylkill	CCBHO 800-553-7499	Crawford	800-210-6226	Schuylkill	888-656-0700
Cumberland	PC 888-722-8646	Snyder	CCBHO 800-553-7499	Cumberland	800-632-9063	Snyder	800-632-9063
Dauphin	PC 888-722-8646	Somerset	PC 866-773-7891	Dauphin	800-309-8905	Somerset	800-452-0241
Delaware	MBH 888-207-2911	Sullivan	CCBHO 800-553-7499	Delaware	866-450-3766	Sullivan	800-242-3484
Elk	CCBHO 800-553-7499	Susquehanna	CCBHO 800-553-7499	Elk	866-282-4968	Susquehanna	866-278-9332
Erie	CCBHO 800-553-7499	Tioga	CCBHO 800-553-7499	Erie	800-323-5579	Tioga	800-242-3484
Fayette	VBH 877-615-8503	Union	CCBHO 800-553-7499	Fayette	800-321-7433	Union	800-632-9063
Forest	CCBHO 800-553-7499	Venango	VBH 877-615-8503	Forest	800-222-1706	Venango	814-432-9767
Franklin	PC 866-773-7917	Warren	CCBHO 800-553-7499	Franklin	800-632-9063	Warren	877-723-9456
Fulton	PC 866-773-7917	Washington	VBH 877-615-8503	Fulton	800-999-0478	Washington	800-331-5058
Greene	VBH 877-615-8503	Wayne	CCBHO 800-553-7499	Greene	877-360-7433	Wayne	800-662-0780
Huntingdon	CCBHO 800-553-7499	Westmoreland	VBH 877-615-8503	Huntingdon	800-817-3383	Westmoreland	800-242-2706
Indiana	VBH 877-615-8503	Wyoming	CCBHO 800-553-7499	Indiana	888-526-6060	Wyoming	866-278-9332
Jefferson	CCBHO 800-553-7499	York	CCBHO 800-553-7499	Jefferson	800-648-3381	York	800-632-9063
Juniata	CCBHO 800-553-7499			Juniata	800-348-2277		

Revised 1/9/2019