

GETTING HEALTHCARE for Children and Teens



A Manual for School Nurses and
Counselors in Southeastern Pennsylvania



About PCCY

Founded in 1980, Philadelphia Citizens for Children and Youth (PCCY) serves as the region's leading child advocacy organization and works to improve the lives and life chances of its children.

In 2007, we changed our name to Public Citizens for Children and Youth to better reflect our expanded work in the counties surrounding Philadelphia.

PCCY is a committed advocate and an independent watchdog for the well-being of all our children.

Special Thanks

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Getting Healthcare for Children and Teens

A Manual for School Nurses and Counselors
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Introduction

Understanding Public Health
Insurance for Children in
Pennsylvania



INTRODUCTION:

Understanding Public Health Insurance for Children in Pennsylvania

This manual is designed to support the important work of school nurses and counselors in Bucks, Chester, Delaware, Montgomery and Philadelphia counties by providing them the information they need to effectively serve the uninsured or under-insured children in these communities. As the health care workers who most frequently see low-income children and their families, school nurses and counselors are often the only consistent source of assistance for families trying to navigate the health care system for their children. PCCY, with support from Independence Blue Cross and Health Partners has updated this manual with the most current health care benefits and services information for children in Southeastern Pennsylvania.

Understanding the Problem

The Pennsylvania Department of Insurance reports that there are approximately 133,000 children across the state who do not have health insurance, nearly 37,000 of whom live in Southeastern PA. The vast majority of these children are eligible for health insurance. They just need someone like you to help them enroll!

In 2007, Pennsylvania made great strides towards insuring all of the state's children. Governor Edward G. Rendell successfully proposed, and the legislature passed, a new law called **"Cover All Kids"** that expands eligibility in the Children's Health Insurance Program (CHIP) so that all children in Pennsylvania will be eligible for

Good news! As of spring 2007, all children in Pennsylvania, regardless of their family's income can be covered by MA or CHIP.

You don't need to screen families to see if their income makes them eligible. They can just go ahead and apply!

The only exceptions are children who do not legally reside in the United States or who do not have qualified INS status. See Section Two for more information about citizenship/immigration status and insurance eligibility.

some type of health insurance, regardless of their parents' income.

With this new plan to help insure all Pennsylvania children, PCCY, along with hundreds of community-based agencies, health centers and hospitals across the region and the state, are dedicating staff time and resources to enroll families in health insurance. These activities range from conducting health benefits trainings at community sites to conducting home and school visits to the distribution of health insurance applications and informational brochures. PCCY's Child Health Watch Helpline (**at 215-563-5848 ext. 17**) continues to be a critical resource for families, community organizations and schools seeking assistance in completing health insurance applications and locating high quality physical and behavioral health care services for their children.

Why are so Many Kids Uninsured? What Can You Do to Help?

Despite the existence of free or low-cost health insurance for children, there are still thousands of uninsured children in our region because parents don't know that coverage is available! Some families do not know how to apply for health insurance while others have difficulty understanding the eligibility criteria or the applications themselves. These families need your help! Here are a few ways you can help ensure that Pennsylvania's children have the health coverage they need.

1) Spread the Word and Find Uninsured Children: Tell everyone you know about the free and low-cost children's health insurance programs in Pennsylvania.

- Encourage all families in your school to apply for health insurance even if they believe they are not eligible. New laws have made getting health insurance for most children possible.

Tip: Make sure any materials you use publicize "free or low-cost children's health insurance program," not just Medical Assistance or CHIP. Your message should be as broad as possible, so that you don't miss any families who may be eligible.

- Use posters and giveaways to publicize the availability of free and low-cost health insurance programs. Go to the Robert Wood Johnson Foundation's Cover the Uninsured website at www.covertheuninsured.org to order free materials.
- Send flyers home with children, particularly sick ones. A copy of PCCY's flyer for our Child Health Watch Helpline is included in Section Five of this manual.

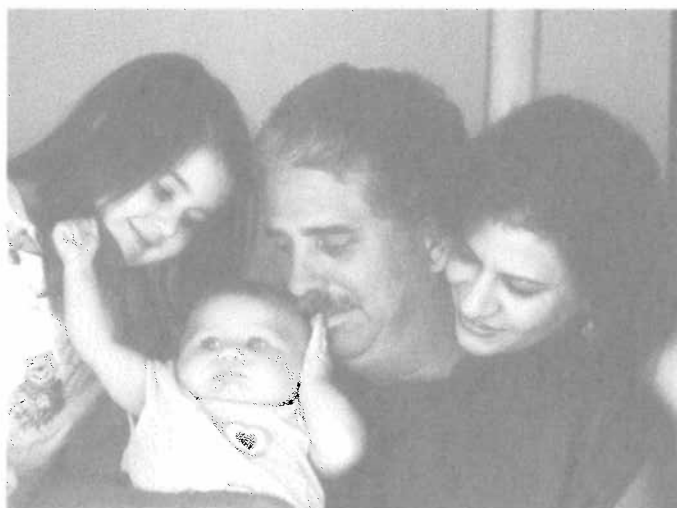
Tip: Remember that a family's income is sometimes a sensitive issue. Make sure that any school staff who are trained to assist with enrollment procedures are aware of the confidential nature of the information and assist families in a setting that allows for privacy.

- Use school events to distribute information. For example, do outreach on the first day of school, at health fairs, open houses, parent-teacher nights, sports events and other extra-curricular activities when parents are at school.

2) Help Families Figure Out Which Health Insurance Program They Are Eligible For: to do this, check the family's income and family size against the requirements for Medicaid and CHIP using PCCY's Health Insurance Eligibility Chart which is included in Section Five of this manual. Remember, all children, regardless of income are eligible for either Medicaid or CHIP (this does not include immigrant children without status, see page 31 for more information on accessing health insurance for these children).

3) Help Families Complete Applications: You can also help families apply for health insurance for their children. You'll find step by step instructions for completing applications in Section Two of this manual. To help families apply, you can:

- Distribute applications to families.
- Set up a computer to connect families to the online insurance application program **COMPASS** at www.compass.state.pa.us. Allowing families to apply for health insurance via the internet at school can be a fast and easy way to get kids insured.
- Engage community groups around your school to conduct enrollment days at schools. (See Section Two for more information).
- Refer families to an agency that will help them apply such as **PCCY** at **215-563-5848 ext. 17**.



¹ One exception to this rule is children who are enrolled in the Department of Public Welfare's Health Insurance Premium Payment Program or HIPP. If cost effective employer-sponsored insurance is available to the child, DPW will pay the child's premium to obtain that insurance and the child will have MA as secondary coverage. In these cases, the child will not be enrolled into an MA managed care plan, but instead will get their MA services through fee-for-service Medicaid (the ACCESS Card).

Overview of Public Health Insurance Programs for Children

There are two publicly-funded health insurance programs for children in Pennsylvania: **Medicaid (Medical Assistance or MA)** and the **Children's Health Insurance Program (CHIP)**.

In general, parents with very low-incomes may qualify for Medical Assistance for their children; families with higher incomes will be eligible for CHIP. Families do not have a choice between Medical Assistance and CHIP. Which program a child is eligible for primarily depends on the family's income as well as family size and the age of the child. See the insurance eligibility guidelines chart in Section Five. (Exceptions apply – for example children living in out-of-home placement and children with disabilities. Please see Section Two for more information about Eligibility in Special Situations).

Children enrolled in Medical Assistance or CHIP are required to enroll in a managed care plan that contracts with a specific network of health care providers. Patients choose a personal doctor or nurse practitioner, known as a primary care provider (PCP)¹. The PCP provides and coordinates care and makes referrals to specialists as needed. The health plans offer telephone assistance and often provide additional health education or outreach services.

Medical Assistance

Medical Assistance provides very comprehensive care for children because it covers all services that a PCP or specialist has deemed medically necessary for a child including check-ups, immunizations, dental, specialty care, hospital care, and behavioral health care. This federal mandate is issued through Medicaid's Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program. Some managed care plans may require additional paperwork or pre-authorization for services they perceive as beyond their usual package of services, but if a child's PCP attests that a treatment is medically necessary, the health plan is required to pay for the treatment. This EPSDT standard makes Medical Assistance a powerful child health tool for both prevention and treatment.

Medical Assistance recipients are also eligible for transportation services in the Medical Assistance Transportation Program or MATP. For more information about how MATP works in your county, see Section Five.

Families apply for Medical Assistance with the Department of Public Welfare (DPW) coordinated through the County Assistance Offices (CAO).

Once DPW determines a child is eligible for Medical Assistance, the CAO may assign the child to a managed care organization or the CAO will provide the child's family with directions for choosing a health plan.

Three managed care organizations provide services to Medical Assistance enrollees in Southeastern PA. All the plans provide the same benefits. (The major difference between the plans are their provider networks).

The Medical Assistance plans for Southeastern PA are: Health Partners, AmeriChoice, and Keystone Mercy.

Children enrolled in Medical Assistance have two identification cards: a yellow "ACCESS" card issued by DPW verifying their eligibility for Medical Assistance and a second card given to them by the child's health plan.

CHIP Eligibility Levels – 2008

	Federal Poverty Income Guideline	Annual gross income for a family of four in 2007	Monthly premium	Co-pays
Free CHIP	101-200%*	\$42,400	\$0	No
Low-Cost CHIP	201-250%	\$53,000	\$40	Yes
	251-275%	\$58,300	\$56	Yes
	276-300%	\$63,600	\$64	Yes
At-Cost CHIP	301% and up	\$63,601 and above	\$161	Yes

See the Health Insurance Income Eligibility chart in Section Five for more detailed information.

CHIP

The Children's Health Insurance Program (CHIP) provides free and low-cost health insurance to children whose parent's income is above the guidelines to qualify for Medical Assistance.

CHIP coverage is similar to private insurance and includes many preventive and diagnostic treatment services such as check-ups, dental care, immunizations, and specialty and hospital care. CHIP does not cover braces, however, and limits the number of outpatient behavioral health visits. CHIP covers:

- Immunizations
- Routine check-ups
- Prescription drugs

- Dental care
- Maternity care
- Mental health benefits
- Up to 90 days hospitalization/year.
- Durable medical equipment
- Substance abuse treatment
- Partial hospitalization for mental health services
- Rehabilitation therapies
- Home health care

See Section Four for more complete information on behavioral/mental health and drug and alcohol benefits, dental, hearing impairment, lead poisoning, and family planning benefits. Since the passage in 2007 of Cover All Kids, CHIP now breaks down into three major categories: free, low-cost, and at-cost.

The Bottom line is that ALL families, regardless of income are now eligible for CHIP!

There are a few changes for families in the low-cost category, and the at-cost category is brand new. *For families in the low-cost and at-cost CHIP categories:*

1) "Go-bare period": There is a six-month go-bare period. Families must show that their child has not had coverage for the last six months, unless:

- the child is two years of age or less;
- the child has lost coverage because a family member lost their job;
- the child is moving from another public insurance program.

2) Co-payments: CHIP insurance companies charge families in the low-cost and at-cost categories co-payments for services such as out-patient visits, emergency room visits, prescription medications and other health services.

Three managed care organizations provide services to CHIP recipients in Southeastern PA. All of the plans provide the same benefits. (The major difference between the plans is their provider networks). Families choose a managed care organization at the time that they apply for CHIP.

The CHIP plans in Southeastern PA are: Aetna, Keystone Health Plan East (a product of Independence Blue Cross also known as the Caring Foundation), and AmeriChoice.

Children enrolled in CHIP have one identification card that the managed care company will issue to them. This card will not say "CHIP" on it. The card will look exactly like the insurance card of a privately insured child.

One

Applying for Health Insurance—
A Step By Step Guide

Applying for Health Insurance— A Step By Step Guide

You can help families enroll their children in MA and CHIP in many different ways depending upon how much help a family needs.

Step 1—Obtain Applications for Your School

Applications Can be Printed from Your Computer.

For MA, applications can be downloaded from:

- www.dpw.state.pa.us/omap/provinf/ma-forms/omapmaforms.asp

For CHIP, applications can be downloaded from:

- www.chipcoverspakids.com (click on "Apply Now" link to download application or apply online)

You can also order bulk applications for your school/agency.

Use the following contact information to order applications to distribute at your school.

Pre-order application forms on the phone:

- **Healthy Kids Helpline** (for MA and CHIP applications) 1-800-986-KIDS (5437)
- **DPW**—717-772-7809 and order form number PA 600-CH
- **Aetna**—800-822-2447
- **AmeriChoice**—877-289-1917
- **Keystone Health Plan East**—800-464-5437

Pre-order application forms online:

- **DPW**—Order form number PA 600-CH at www.dpw.state.pa.us/omap/provinf/ma-forms/omapmaforms.asp. You will be asked for a provider type and provider number. Enter **88** for provider type and **88888888** for provider number.
- **Caring Foundation**—https://ecom.ibx.com/ibx/htdocs/social_mission/caring_foundation_materials_req_form.html

INSURANCE APPLICATIONS ARE AVAILABLE IN MULTIPLE LANGUAGES

*The Department of Public Welfare
and each of the three CHIP health
plans publish their applications
in English and Spanish.*

ANY APPLICATION WORKS TO ENROLL CHILDREN IN HEALTH INSURANCE!

As you help families begin this process, it is helpful to know that “any insurance application is a good application” – meaning that if a family doesn’t know whether they are eligible for MA or CHIP, that is not a problem. They can use either a MA or CHIP application to apply; the forms are interchangeable. We recommend keeping it simple, just fill out one application and send it in.

As the MA and CHIP programs go electronic in early 2008, applications will be sent between MA and CHIP electronically and not manually, thus eliminating a lot of the problems with transfers that you may experience now.

Step 2—Ways Families Can Enroll in Health Insurance:

Apply Online

Families have the option to apply online at the state-supported COMPASS web site (Commonwealth of Pennsylvania Access to Social Services) at www.compass.state.pa.us.

Applying online gives families a much broader choice of health and human service programs to apply for with just one application. Rather than limiting them only to health care coverage like a paper application does, families can go online and apply for health insurance, cash assistance, food stamps, school meals, heating assistance (LIHEAP), and many other social service programs with just one application on COMPASS! And community partners like nurses can help families do this by providing Internet access through their schools.

After applying online, parents/guardians will still need to send in income documents to the address provided to them at the end of the electronic application. They will also have an e-form number and password which they should write down and keep in a safe place so they can follow-up on their online application if necessary.

WITH COMPASS, FAMILIES CAN APPLY FOR MORE HEALTH AND HUMAN SERVICES BENEFITS

In addition to applying for Medical Assistance and CHIP, families can use the COMPASS web site to apply for cash assistance, free or reduced price school meals, Food Stamps, home and community based services and adultBasic as well as other state and federal benefits.

Apply Over the Phone

There are several help lines that families can call and complete an application over the phone.

Type of Help Line	Phone Number	Language Assistance
Statewide toll free helpline	1-800-986-KIDS (5437) TTY/TDD 1-800-451-5886	Staff can assist families regardless of what language they speak.
PCCY Child Health Watch Helpline	215-563-5848 ext. 17	Beginning this year, staff can assist families regardless of what language they speak.
CHOICE Children's Health Line	215-985-3301	English and Spanish



Apply with a Paper Application

Paper applications for MA and CHIP can be ordered by calling 1-800-986-KIDS (5437). You can also download and print CHIP applications by going to www.chipcoverspakids.com.

Apply at a Community-Based Organization

There are a host of community-based organizations in Southeastern PA that provide assistance to parents/guardians to apply for children's health insurance. Some of the organizations are listed on the next page. Also, some churches and elected officials' offices provide help. Ask around your community for agencies that offer this service so that you can refer families.

Organizations Providing Application Assistance

County	Organization
Bucks	YWCA of Bucks County 215-245-0454 ext. 11 Free Clinic of Doylestown 1-800-462-0819
Chester	Maternal and Child Health Consortium of Chester County 610-344-5370 ext. 114 Can assist English and Spanish speaking callers
Delaware	PathWaysPA 1-800-209-2914 Can assist English and Spanish speaking callers
Montgomery	Community Action Development Committee of Montgomery County (CADCOC) 610-277-6363 Call to make an appointment. Montgomery County Personal Navigator Program VNA Community Health Services 1-800-591-8234 or 215-572-7880
Philadelphia	Public Citizens for Children and Youth (PCCY) 215-563-5848 ext. 17 Can assist in all languages CHOICE Children's Health Line 215-985-3301 Can assist English and Spanish speaking callers District Health Care Centers (See Section Six for contact information.)

Apply in Person (for MA only)

Parents/guardians can also go to the County Assistance Office (CAO) in their community and apply with a caseworker. Applying at a CAO or applying on-line are good options if families want to apply for other benefits in addition to MA. Families who go in person may have to wait before they see a caseworker, but applying in the office or online often results in the application being processed and approved quicker than mail or phone applications. (Refer to Section Five page 84 of the manual for CAO locations and phone numbers.)

Step 3—Filling Out the Application

Note: The application is organized into six sections. Make sure that all the required fields are filled in and that the information is legible.

Section I: Initial Information

If the family gets their mail at a PO Box, give the PO Box address AND the St. address.

Although it is recommended that families fill in all social security number information, if a parent/guardian doesn't have or doesn't want to give a social security number (SSN), just leave the space blank. **The only SSNs that must be provided are for the individuals for whom the parent/guardian is applying.**

Section II: Household Members

When applying for MA or CHIP for a child, list the immediate family members: the child, his/her siblings, parents/guardians living in the home. Others living at the same address such as cousins or non related individuals do not need to be listed. Siblings over the age of 21 do not need to be listed unless they are applying for Medical Assistance.

WHAT ABOUT GUARDIANS?

If a child does not live with his/her parents, whoever the child lives with and is exercising care and control of the child is the child's guardian. This person should be listed in the household section of the application. A child's guardian might be a grandparent, aunt, uncle or older sibling, but it can also be someone who is not related to the child by blood.

In this section, parents/guardians need to provide citizenship information and social security numbers only for the children for whom they are applying.

Section III: Income and Expenses

Income

List the gross monthly income of only the individuals listed in the household section of the application. (Gross income is the total amount earned before taxes and other deductions). Often people don't know their gross income. Make sure they understand what gross income is and that they record the gross income as it appears on their pay stub or other income verification document. **Families are required to send in documentation of any income listed in this section of the application.**

Expenses – Dependent Care

Fill in information on any family expenses for dependent care. This includes children, disabled individuals in the household and older adults who require care by others while the adult(s) in the household are working. If a family gets childcare subsidy from Child Care Information Services (CCIS), only write down the amount the family pays out-of-pocket.

Expenses – Transportation

Fill in information about transportation to and from work, whether it is miles traveled or amount paid for transportation. Other work related travel is not counted here. Also include information about car payments, as these may matter in figuring income eligibility.

Section IV: Health Insurance

Health Insurance

It is important that families answer every question in this section. If the child currently has health insurance, the parent/guardian needs to complete this section. If the child's insurance is about to lapse, then fill out this section and be sure to list the date the insurance will end.

Auto Insurance

If the household has auto insurance, fill in this section. The application asks for this information because auto insurance often covers medical bills that are related to accidents involving insured vehicles.

Other Insurance Availability

If the parent/guardian has a job that offers insurance, but the family can't afford to buy it, it doesn't mean they can't get MA or CHIP. The employer-offered insurance, however, may affect how a child's MA or CHIP is provided (see footnote one on page three for more information). Check the appropriate boxes in this section.

Section V: Special Qualifying Information

Be sure to answer these questions as they may influence the kind of insurance available to the child.

Unpaid Bills

Medical Assistance may cover unpaid medical bills for treatment obtained three months prior to the month of application. This can be a huge help to some families with medical debts.

If the family has unpaid medical bills for a child they are applying for, be sure to check YES and attach a copy of the bill to the application. If there is an outstanding bill that the parent/guardian has not yet received, write down the date of service, the name of the facility where service was given and indicate that the bill has not yet been received.

Section VI: Optional Sections

These sections can be completed or not depending on the wishes of the family.

Step 3—Sign and Date the Form

Make sure the parent/guardian signs the form and writes in the date. Without a signature and date, the application cannot be approved!

Step 4—Attach Documentation

For Families Applying for Medical Assistance or CHIP:

Income Documentation

Families must attach proof of ALL gross household monthly income. The following are acceptable forms of documentation:

- ☛ **Pay stub**—single stub from within the last six weeks.
- ☛ **Proof of unemployment**—either a copy of a letter that states the weekly benefit amount or a check stub from an unemployment check.
- ☛ **Proof of child support and/or alimony**—either a benefit letter or deposit record.
- ☛ **Proof of profit from self-employment**—federal income tax return for the last calendar year.
- ☛ **Proof of social security, worker's compensation, etc.**—either a benefit letter or a deposit record.
- ☛ If the parent/guardian is paid in cash, he/she needs to get a letter on the employer's letterhead stating:
 - ☛ the parent/guardian works for them
 - ☛ number of hours a week parent/guardian works
 - ☛ the rate of pay
 - ☛ the total gross income per week
 - ☛ length of time parent has worked there

If a parent/guardian just began working somewhere, he/she can get a letter from the employer stating how many hours, etc., the parent/guardian is expected to work.

If the parent/guardian has no income and a friend or family member is helping with living expenses, the friend or family member needs to document this help. The friend/family member can complete and sign a "Third Party Statement of Management" form which is included in this manual in Section Five.

Note: There are many different kinds of income and each kind can be proven in a different way. Just make sure there is documentation originating from someone other than the applicant substantiating family income. If a family's income is difficult to document or varies greatly over time and you need help figuring out how they can document their income, call PCCY at 215-563-5848 ext. 17 or 1-800-986-KIDS and ask for advice.

Proof of Child's Qualified Immigration Status

If the child has a qualified immigration status such as legal permanent resident, asylee or refugee, the application should include proof. For more information on applying for a child who is an immigrant, see Section Two.

For Families Applying for MA:

Families applying for MA (or families who are unsure whether they are eligible for MA or CHIP) have to attach documents proving the citizenship and identity of the child applying for insurance. If a child is applying for CHIP, proof of citizenship is not necessary.

Proof of Citizenship

If you are submitting an MA application for a child who is a citizen, proof of citizenship for each applicant must be sent in with the application. Most commonly, this will mean a copy of a birth certificate or U.S. passport.

If the parent/guardian does not have a copy of the child's birth certificate, the state of Pennsylvania has provided PA Form 1809 that the parent/guardian can fill out and send in with their application. The state will look for the child's birth certificate and provide it to the MA agency. A copy PA Form 1809 is included in Section Five of this manual.

Proof of Identity

If you are submitting an MA application for children who are citizens, proof of identity for each applicant must be sent in with the application. If the child is old enough, you can send a copy of his/her school-issued photo ID card or driver's license. The most accessible form of proof is likely to be an official school record that shows that the child is enrolled in that school such as a report card or progress note, or a parent can request that the school write a letter for the express purpose of including it with the insurance application. This letter must be on official school letterhead. A passport can also be used as proof of identity.

If none of these forms of identity proof are available, the child's parent/guardian can fill out and sign an affidavit attesting to the child's identity. A copy of the affidavit is included in Section Five. This affidavit does not need to be notarized.

Step 5—Make a Copy of the Application and Supporting Documents

This is very important just in case the family's application is lost.

Step 6—Send the Application to the Right Place

Mail the Medical Assistance application to the County Assistance Office located in the family's community. (Refer to Section Six for addresses of the County Assistance Offices). CHIP applications get mailed directly to the health plan the family has chosen, and most of the CHIP applications have a pre-addressed envelope bound into the application.

Note: MA applications may be processed quicker if the family drops it off in person at their County Assistance Office. **If an application is delivered in person, be sure the parent/guardian gets a receipt for the application and the supporting documents.**

Step 7—Track the Application

The County Assistance Offices and the CHIP health plans can take 30–45 days to process an application and determine eligibility. Both the CAO and the CHIP health plans are required to notify a family in writing about their decision. If a family has not received a letter in the mail within this time, they should call one of the numbers below and ask about the status of their application.

For Medical Assistance:

- ☎ The Change Center – a call-in center run by the Department of Public Welfare. (For more information about the Change Centers, see Section Five of this manual).

- ☎ Philadelphia County: 215-560-PCAO (7226)
- ☎ All other counties: 877-395-8930

- ☎ The caseworker at the County Assistance Office where the family applied.

For CHIP:

Families need to call the health insurance plan they applied to or can go online to www.compass.state.pa.us if they applied online. They will need their e-form number and password to check the status of their online application.

- ☎ **Aetna:** 800-822-2447
- ☎ **AmeriChoice:** 877-289-1917
- ☎ **Keystone Health Plan East:** 800-464-5437

Step 8—After a Determination Has Been Made

Coverage Has Been Approved

Medical Assistance

- The approval letter from the County Assistance Office will confirm that the applicant was deemed eligible for coverage. Check the effective date of the coverage to make sure it is correct. Coverage is supposed to start on the date the parent/guardian signed the application—or earlier if the parent is seeking retroactive coverage for unpaid medical bills.

CHOOSING A MA PHYSICAL HEALTH PLAN

If a child has a health care provider that the family would like him/her to maintain, the family should ask the provider which MA physical health plan(s) he/she accepts and then choose one of those plans. This ensures that the child is enrolled in an plan that will allow the child to keep seeing his/her current provider.

Call the PA Enrollment Services call line to enroll in a health plan at 1-800-440-3989. Callers of all languages can be accommodated at this number. The TTY line for hearing impaired users is 1-800-618-4225.

- Usually, the family needs to choose a physical health plan. However, in some cases, the CAO will assign the child to a plan. If the CAO did not assign the child or the family would like to change the plan that the CAO assigned the child, the parent/guardian needs to call the PA Enrollment Services (sometimes referred to as Health Choices) call line at 1-800-440-3989.
- Soon after the state mails the approval letter, it will mail the child's yellow ACCESS card.
- Generally, two to three weeks after the family chooses a physical health plan, the health plan will send the child an identification card.

CHIP

- Approval letters for CHIP come directly from the health plan the family selected when they applied. Note: If the child is eligible for low-cost or at-cost CHIP, the family will also receive an invoice that must be paid before coverage can start.
- The health plan will send an identification card soon after the family receives the approval letter.

Coverage Has Been Denied

Insurance coverage may be denied if: 1) the application was missing information or documentation to determine eligibility, 2) the child was determined eligible for a different insurance program, 3) the application was based on the child's disability and either Social Security or MA determined the child was not disabled, or 4) the County Assistance Office questions the child's citizenship or immigration status.

If MA is Denied:

If the child is denied because of missing information, the parent or guardian can contact the caseworker who sent the denial and find out what documentation is missing. It is important to contact the worker and get them the missing documentation within **ten days** of getting the notice of denial. That way the worker can usually attach the new information to the original case and proceed with processing the application. If the additional documentation is sent after the ten day period, the parent may have to fill out another application and start the process again.

If the parent made a good faith effort to obtain the information/documentation (such as a birth certificate) but was unsuccessful, the parent should contact the CAO and tell them that his/her efforts were unsuccessful and request assistance from the CAO in obtaining the information.

If the child is denied because he/she was deemed eligible for a different insurance program such as CHIP, MA will deny coverage and then is supposed to forward the application to CHIP. Some times the applications do not get forwarded, so families need to call their caseworker and request that their application be referred.

If the child is denied because he/she was not found to be disabled under the MA or Social Security definition of disability, the family can appeal the decision and present additional medical evidence of the child's disability. If the decision was made by the Social Security Administration for SSI, the family needs to call the SSA at 1-800-772-1213 or call the SSA staff member on their case and ask to appeal the denial. If the decision was made by the County Assistance Office Medical Review Team, the easiest thing to do is start a new application with stronger medical documentation. For help with these cases, families in Southeastern PA can call the Advocating on Behalf of Children Project of Community Legal Services at 215-981-3756.

If the child is denied because the County Assistance Office does not find the child to have qualified immigration status, and this finding is incorrect, the family should call the caseworker who sent them the denial notice and arrange to bring or mail the documentation that proves the child's qualified immigration status. For help with these cases, you might also refer the family to the PA Health Law Project that specializes in immigration and benefits at 800-274-3258.

A parent can also file an appeal of denial. The CAO must send the parent/applicant a written denial notice that contains information on how to appeal the decision. The notice tells the applicant he/she has 30 days from the date on the decision to appeal. The appeal should be sent to:

Bureau of Hearings & Appeals
2330 Vartan Way, 2nd Floor
P.O. Box 2675
Harrisburg, PA 17110

The person will be entitled to a hearing in front of an Administrative Law Judge which can be in person or via teleconference (whichever the parent chooses). The parent will have a chance to say why they think the decision was wrong and to submit any documentation to support their case. The judge will issue an appeal decision in writing within 90 days of receiving the appeal request.

If CHIP is Denied:

If the child was denied enrollment in CHIP, it may be that: the family's gross household income is below the CHIP eligibility guidelines; there is a question about the child's immigration status; or because proof of income was not received by the insurance company. It is no longer possible in Pennsylvania for a family to have income that is too high to enroll in CHIP. (See page five for eligibility levels).

If the family believes there has been an error in determining their income, they should first contact the insurance company that denied them at the phone number that is provided in their letter

of denial. If they cannot resolve the issue with the insurance company, then they can appeal the decision by requesting a review from the Pennsylvania Insurance Department. They should send a copy of the denial letter along with a letter explaining why they think the denial decision was made in error, within 30 days to:

CHIP Eligibility Review Unit
333 Market St.
Lobby Level
Harrisburg, PA 17120

The letter should request that the Review Unit conduct an Eligibility Review Process and state the reason why they believe the decision was made in error.

However, it is important to make sure the family understands that if their child is found ineligible because their income is too low for CHIP, they will be eligible for Medical Assistance and can get health insurance for their child through the County Assistance Office. If a child applies for CHIP but CHIP determines the child is eligible for MA, CHIP denies coverage and forwards the application to MA. Families cannot choose between MA and CHIP, as they are enrolled in the program for which they are eligible.

If the denial is because of a question about citizenship, or qualified immigration status, the family should call the phone number on the denial letter and arrange to bring or mail in the documentation that proves the child's qualified immigration status. For help with these cases, you can also refer the family to the PA Health Law Project at 800-274-3258.

Answers to Common Questions about the Enrollment Process

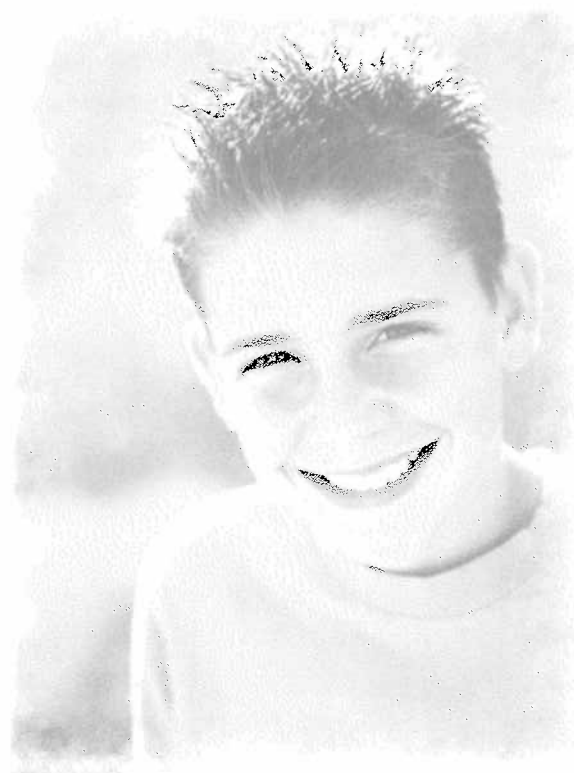
Families often have questions about the enrollment process. Listed below are some common questions and their answers. Refer families to the state helpline at 1-800-986-KIDS, PCCY at 215-563-5848 ext. 17, or frequently asked questions at www.chipcoverspakids.com for additional questions.

Question: Do all children in a family need to have the same managed care plan?

Answer: No. Each family member can have a different managed care plan, if this is what makes sense for the family. For example, two siblings that have different health care providers that do not participate in the same health plan can choose two different managed care plans. Most families prefer to select the same health plan for everyone, so that it is easier to coordinate care.

Question: If everyone has the same plan, does everyone need to have the same PCP?

Answer: No, each family member can choose a different PCP.



Question: Which health plan has the most coverage/benefits?

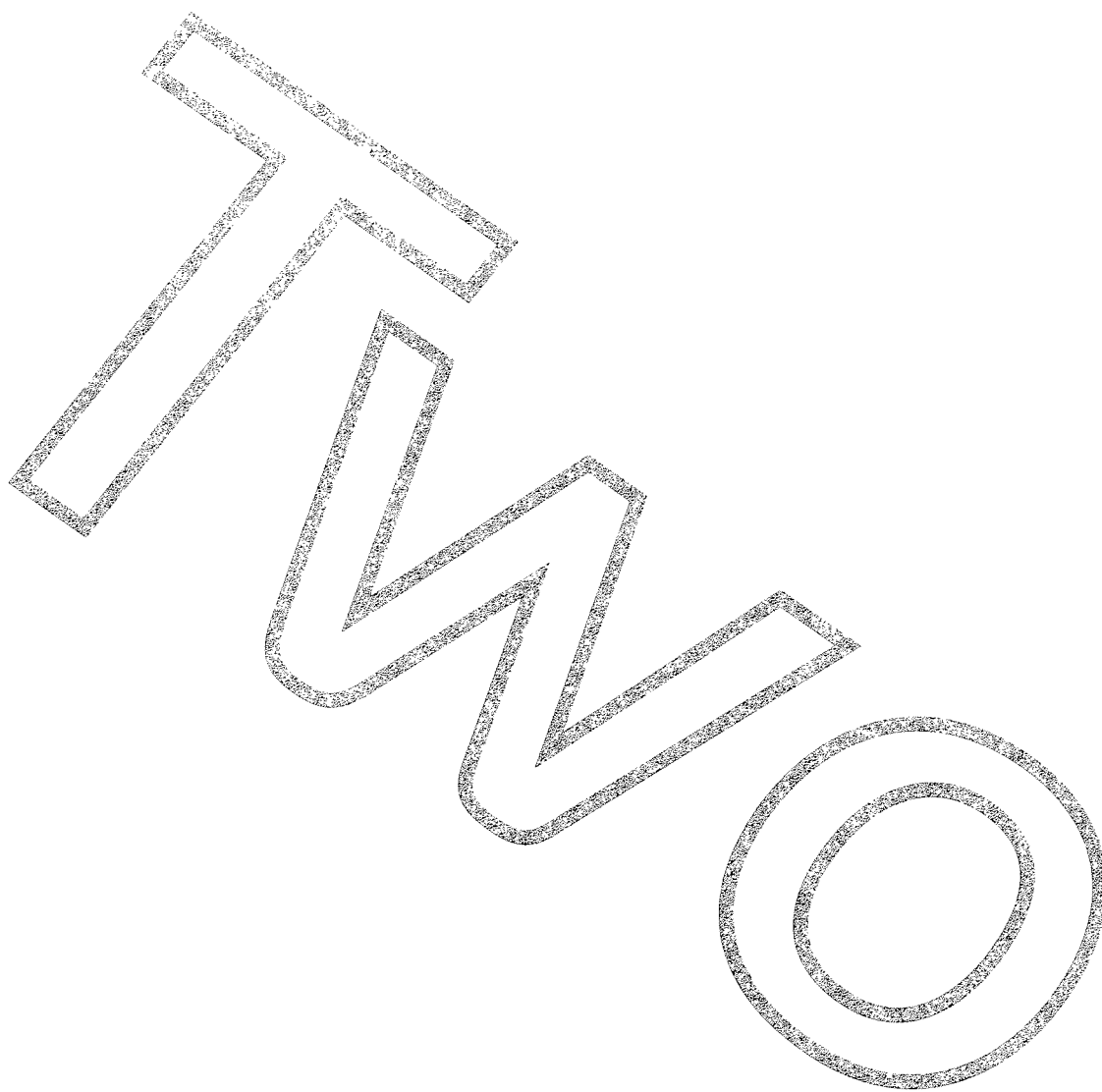
Answer: All of the MA health plans provide the same coverage to children under 21 and all of the CHIP plans provide the same coverage for children under 19. The major difference between the plans is their provider networks.

Question: If you want to change your PCP, do you have to change health plans?

Answer: No, as long as your new PCP accepts your insurance, you can call your HMO to change your PCP without changing your health plan.

Question: How long does it take to change doctors or health plans?

Answer: Changing your doctor or health plan can take between two to six weeks.



Health Insurance Eligibility
in Special Situations

Health Insurance for Children with Disabilities

MA for Children with Disabilities —MA Category PH 95

Children with disabilities sometimes find it difficult to qualify for insurance or find insurance that covers all of their needs. This can be true for children who live in families at all income levels. Pennsylvania has a special Medical Assistance program for children with disabilities that determines eligibility on the basis of the child's disability – not the parents' income. This special category of eligibility is called PH95. To be eligible for Medical Assistance in this category, a child must be disabled as defined by the Social Security Administration (SSA).

Definition: The Social Security Administration considers a child disabled if he/she has “a medically determinable physical or mental impairment, which results in marked and severe functional limitations.” In addition, the disability must be expected to last at least 12 months or result in death. Generally, a child is considered disabled by the SSA if he/she has a condition that limits the child's functioning in a manner and to the extent that meets or equals the limitations listed for that type of condition in Social Security's “Listing of Impairments” which is available online at <http://www.socialsecurity.gov/disability/professionals/bluebook/ChildhoodListings.htm>. Note: that having a particular diagnosis does not automatically mean a child meets Social Security's disability criteria. The focus is on how and to what extent the condition affects the child's age appropriate functioning.

Income Qualifications: *Parental income is not counted for children on MA applying for this category. The only income that could disqualify a child is income that is actually received by the child – in the child's name.*

Social Security payments that children receive in their name because a parent is disabled, retired or deceased are no longer counted in figuring their eligibility for PH95. Also not counted is child support – provided it is court ordered.

APPLYING FOR SUPPLEMENTAL SECURITY INCOME (SSI)

In order to be eligible for category PH95 MA coverage, parents may be asked to submit documentation verifying that they have recently applied for SSI and have been denied based on household income or show that they are in the process of applying for SSI. The Social Security Administration oversees SSI, and children who qualify for SSI are automatically eligible for Medical Assistance. The Department of Public Welfare wants to make sure that children with disabilities explore and seek to obtain other public benefits for which they may be eligible.

If a **child** has countable income that exceeds 100% of the federal poverty level for a family of one (which for 2008 is \$867 a month), then the child cannot qualify under this program. Examples of income in a child's name are regular payments from a trust account and interest or dividends on investments in the child's name or

money earned from part-time or summer jobs (although there are special deductions for earned income). Assets, such as money in the bank, will not disqualify a child; only income is counted.

Child Already Has Private Insurance: Children with private insurance that does not cover all of their expenses can apply for MA as a secondary insurance and keep their private coverage.

How to Apply:

- 1 Parents need to complete the standard Medical Assistance application and send in the required documentation.
 - Even though parental income is not counted to determine eligibility, parents still need to report and document their income on the application.
- 2 Parents need to emphasize that they are applying for a disabled child by writing in large print on the cover of the application, "MA Disabled Child Category PH 95".
- 3 Parents must also include documentation from medical or mental health professionals verifying the child's diagnosis and the nature and extent of the limitations on the child's age appropriate functioning. Important sources of documentation include the child's doctor, psychologist, psychiatrist and therapists.
 - The document providing an evaluation of the child's condition must have been performed recently, usually within the last three months and needs to contain the child's diagnosis and current treatment plan or recommendations.
 - Please note that Individualized Education Plans (IEPs) generated by school officials are not considered adequate documentation by

themselves because they focus on educational issues which are not the primary focus of the Social Security disability standards².

- 4 Parents need to include documentation about denial of Supplemental Security Income or documentation that they are in the process of applying for SSI.
 - If parents have applied for and been denied SSI based on household income before applying for MA, they simply need to include a copy of the SSI denial letter.
 - If parents have not applied for SSI before applying for MA, they will need to do both simultaneously. They do not have to wait for a decision from Social Security to submit their MA application. They can submit documentation showing that they are in the process of applying. See the box below for more information.

HOW PARENTS CAN OBTAIN DOCUMENTATION SHOWING THEY HAVE STARTED AN SSI APPLICATION

Step 1. Call the Social Security Administration at 1-800-772-1213

Step 2. Ask the Social Security representative for a date for a telephone interview.

Step 3. Ask for a letter confirming your date to apply for SSI. Submit this letter or a written "informal denial" letter when applying for Medicaid for a child with disabilities.

² Coggins, Stacey. A Guide for Determining Your Eligibility for Free Health Care Coverage for Medical Assistance. Pennsylvania Health Law Project, page 6.

Children in Out of Home Placement

Guardian and Kin Care: Children Being Raised by Grandparents or Other Caregivers

Children being raised by grandparents or other caregivers are eligible for Medical Assistance. Legal custody is not required.

Income Qualifications: *The income of the caregiver is not considered in determining the child's eligibility.* The only income that could disqualify a child is income that is actually received by the child – in the child's name.

If a child has income that exceeds 100% of the federal poverty level for a family of one (which for 2008 is \$867 a month), then the child cannot qualify under this program. Examples of income in a child's name are Social Security payments, regular payments from a trust account and interest or dividends on investments in the child's name. Assets, such as money in the bank, will not disqualify a child; only income is counted.

Some grandparents or other caregivers who are not participating in the foster care system may be concerned that they will be penalized in some way for submitting a Medical Assistance application on behalf of the child in their care. Please assure these caregivers that their income will not be a factor in determining the child's eligibility, and that enrolling the child in Medical Assistance will not affect benefits such as social security or Medicare that the grandparent or caregiver may be receiving.

Caregivers need to complete a Medical Assistance application and specify their relationship to the child on the form. In addition, caregivers need to attach the required documentation as outlined in step four in Section One of the manual (page 14). If a caregiver runs into problems with the application, the caregiver or school nurse can call PCCY's Child Health Watch Helpline at 215-563-5848 ext. 17.

Children in Foster and Group Homes and Other Residential Placements

Children who live in foster homes, group homes and other institutions are generally eligible for and enrolled in Medical Assistance.

Who enrolls a child or teenager in health insurance? The answer depends on the type of substitute care:

- ☛ If the child was placed in substitute care through the child welfare system, then the county children and youth agencies have legal custody of the children.
- ☛ If the child was placed in substitute care through the juvenile justice system, then the child's parents remain the legal custodians.

This means that the parents of children in the juvenile justice system often need to enroll the child in CHIP or Medical Assistance. Children in foster care are enrolled in Medical Assistance when they enter foster care, but parents must enroll them in CHIP or Medical Assistance when they return home.

CHILDREN IN FOSTER CARE

If you have questions about the status of a foster care child's insurance, call the Statewide Change Center at 1-877-395-8930 or, in Philadelphia call 215-560-7226.

If you need assistance accessing insurance for a foster child in your care, contact the child's foster care caseworker.

Children Returning Home from Substitute Care Placement

When children return home from substitute care placements, they sometimes return home without health insurance. In most cases, children leaving substitute care will still be eligible for Medical Assistance or CHIP when they return home to their families.

Obtaining Medical Assistance for an eligible child returning home from placement differs depending upon whether or not the child's family of origin currently has an open case for benefits from the county assistance office (for MA, cash, or food stamps, for example).

Child's Family of Origin Not Currently Receiving CAO Benefits

Bucks County

When a child is legally discharged from child protective services in Bucks County, the Bucks County Children & Youth Agency closes out the case and sends a letter to the parent/guardian who is receiving custody. This letter states that the child's Medical Assistance coverage will be ending and they should apply for MA for the child from the County Assistance Office (CAO) under their name. The CAO then gets notice of the transfer and closes the child's MA case on a date that is 15 days after they get the paperwork from the Bucks County Children & Youth Agency. If the parent/guardian gets an application in for the child within the 15 days, the CAO worker will confirm the discharge from the Bucks County Children & Youth Agency. If confirmed, the worker can open the MA case right away, assuming the family is otherwise eligible. The person to call for help with these families is Donna Honeywell at 215-340-8921.

Chester County

In Chester County, the policy is for the child's record to be first changed into the name of the receiving parent/guardian and then the case gets closed about three weeks after the record change. At that time, a notice is sent out to the receiving parent/guardian to come in and activate the coverage during that two to three week period, or renew the child's MA online.

In this case, there is some chance that the child will go without active MA insurance, even if the receiving parent/guardian acts on the notice right away. However, when the CAO worker does get the application and documents, the worker can re-activate the child's insurance, and they can do so retroactively to the date the coverage lapsed. The worker who oversees this process in Chester County is Mrs. Denton, 610-466-1168.

Delaware County

In Delaware County, when a child comes out of custody and returns to his/her parent/guardian, the care agency notifies the Department of Public Welfare (DPW) that the child is no longer in the custody of Delaware County Children & Youth. The County Assistance Office sends out a 13 day notice. If the parent/guardian submits an MA application for the child in their name within the 13 day period, and submits a document showing that they now have custody of the child, the child's MA can be reinstated right away, assuming the family is otherwise eligible. If the parent/guardian does not re-apply during the 13 day grace period, the child's coverage will be terminated.

Montgomery County

In the Montgomery County Assistance Office there is one worker who handles these cases. Either the County gets a notice from child protective services or the parent/guardian gets a letter from child protective services instructing them to go to the CAO office with documents and apply for MA for the child who is returning to them.

With the letter and the necessary application documents, the county will open the case within 30 days. Some kids may go without medical insurance coverage during the transition time, but the sooner parents/guardians make application for their child, the shorter that time will be.

Philadelphia County

In Philadelphia County, there is a pilot program in the County Assistance Office that helps children coming out of DHS custody and returning to their parent/guardians maintain continuous health insurance coverage. When a child is discharged from DHS custody, they are given a 60 day grace period, so that the parent/guardian who is taking the child back has enough time to reinstate the child's MA insurance in their own name. If a child in your school is returning from DHS custody, please remind the receiving parent/guardian that they have two months to get the child's MA registered in their name. After that time the coverage will lapse. This pilot program covers children up to age 21 because some youth ages 18 to 21 will continue to receive support from DHS through what is called a "board extension."

Sometimes a Philadelphia CAO worker may see the DHS codes in the child's MA record and think that they can't change the child's status. The receiving parent/guardian is mailed a letter from the DHS Medical Eligibility Unit that they can take into the district office as documentation for the worker that it is appropriate to change the child's MA status. If there continues to be difficulty with the change-over, the parent can talk with the MA liaison in his/her CAO, call the child's former DHS worker, or the Child Health watch Helpline at PCCY, 215-563-5848 ext. 17.

Child's Family of Origin Currently Receiving CAO Benefits

The Department of Public Welfare has just released a policy clarification on the matter of continuing Medical Assistance coverage for children returning to their family of origin when the family has an open case with the county assistance office.

The policy clarification states that the county assistance office can add the child's MA coverage into the family's household case automatically, without needing a separate application. If you have a child who meets the criteria listed above, you can cite Policy Clarification PMA13915304 with the CAO caseworker in order to get the child's MA insurance activated without a separate application.

However, this policy clarification is quite new at this writing, and many of the offices and caseworkers may not have had time to implement it. If you have a case like this and you are having trouble getting a child's MA started, just give the Child Health Watch Helpline a call at 215-563-5848 ext. 17 and we will try to help.

Youth Who Have Aged-Out of Substitute Care

After youth have aged-out of substitute care, they may be eligible for MA if they are:

- receiving SSI when they leave care
- pregnant or have a child
- disabled, but can work (they may be eligible for Medical Assistance for Workers with Disabilities, (MAWD))
- prescribed health-sustaining medications
- temporarily disabled and receiving General Assistance
- a victim of domestic violence

A youth may also be able to purchase adult Basic coverage if he/she meets income eligibility guidelines. To determine if a youth is eligible, call 1-800-GO-BASIC or go to www.compass.state.pa.us.

Teenagers

Teenagers Living With Their Parents

In general, teenagers are eligible for public health insurance.

Teenagers and Medical Assistance

Teens living in families with incomes at or under 100% of the Federal Poverty Income Guideline are eligible for Medical Assistance, at least until they turn 19. (See PCCY's Insurance Eligibility Chart in Section Five of this manual). Between the ages of 19 and 21 the MA eligibility guidelines are lower – they are the same as for Temporary Assistance to Needy Families (TANF) eligibility.

Teenagers and CHIP

Teens are eligible for CHIP at any income level until they turn 19. At that point they can no longer be covered by CHIP, even if they are still in school.

Emancipated Teenagers

Some teenagers have a difficult relationship with their parents or legal guardians. The adult who is supposed to be responsible for them may not be willing to cooperate in the process of applying for a youth's health insurance. These teenagers may be considered "emancipated." Emancipated teenagers may be eligible for public health insurance in their own name.

Teenagers may be considered emancipated if:

- they are married, no matter where they are living;
- they are no longer under the "care and control" of a parent or legal guardian, no matter where they are living;
- if the parent or legal guardian does not provide a majority of the financial support for them, no matter where they are living;
- they are living on their own, or;
- if school officials do not view the parent or legal guardian as the party responsible for them.

If a student in your care needs to apply for health insurance as an emancipated minor, it is best for you to provide some kind of written documentation with their application describing the situation. If possible, have the teen's parent or legal guardian write or sign a letter you have drawn up, stating that the child is no longer under their care and control. For a sample letter, see Section Five, page 78. You can also get a statement from your school that the school does not view the parent/legal guardian as the party responsible for the child. The teen can submit a letter from a landlord to document that he/she is living on his/her own. A marriage certificate should prove marital status. If you have questions about a teen's emancipated status, you can call the Juvenile Law Center, 215-625-0551.

Pregnant Teenagers

Eligibility for MA or CHIP does not change if a teenager is pregnant. A teenager is not necessarily "emancipated" just because she is pregnant, or has a child. To be emancipated, a teen must meet one of the criteria listed on the previous page.

HOW TO COUNT A PREGNANT TEENAGER

A pregnant teenager applying for MA is counted as 2 persons in the household.

A pregnant teenager applying for CHIP is counted as 1 person in the household.

CHIP will cover the newborn under her mother's insurance for up to 30 days, but then the child will require coverage in its own name. If the mom has other children, she needs to contact her CHIP health plan to let them know that her new child is born, and the plan will add her newborn to her family's existing CHIP coverage.

Insurance for Newborns

If the teen mom has MA coverage:

If the teen mom has Medical Assistance or Emergency Medical Assistance, her newborn child is automatically eligible for Medical Assistance for its first year of life. The teen mom should call the CAO caseworker and let him/her know the baby's name and date of birth. The caseworker should add the child to the household. The birthing hospital is also supposed to notify DPW of the child's birth by faxing the teen mother's caseworker a completed copy of Form MA112. The teen parents should not have to complete an application for their newborn.

If the teen mom has CHIP coverage:

If the teen mom has CHIP coverage and this is her first baby, she will need to complete a new health insurance application for her baby right after the baby is born.

Health Care for Undocumented Children and Youth

As described in the Step by Step Guide for applying for health insurance in Section One of this manual, children who are legally residing in the United States and who have a qualified immigration status may be eligible for Medical Assistance and CHIP.

The parent is not required to declare his/her immigration status, and the status cannot be a factor in determining whether or not the child is eligible. A parent is also not required to provide his/her social security number when applying on behalf of a child.

However, if a student in your school does not have a "qualified" immigration status or has no immigration documents, he/she might not be eligible to enroll in MA or CHIP. The child might qualify for private insurance coverage, however; and even without coverage, free or reduced cost health care services are available to families across Southeastern PA.

See Section Six for a list of health care providers who will see children for free or at a reduced cost.



Private Health Insurance Coverage for Immigrant Children Without Status

Special Care is a "low-cost" private insurance product offered by Independence Blue Cross/Blue Shield. It is available to children in low-income families, regardless of their immigrant status. To be eligible for Special Care, you must meet the basic eligibility requirements:

- Be a resident of Pennsylvania and live in one of the five counties served by Independence Blue Cross: Bucks, Chester, Delaware, Montgomery or Philadelphia
- Not be enrolled in or eligible for a private or governmental group or individual health care program
- Meet the Special Care family size income guidelines listed below

Special Care Family Size & Income Requirements (2008)

Family Size	Maximum Income
1	\$20,800
2	\$28,000
3	\$35,200
4	\$42,400
5	\$49,600
6	\$56,800
7	\$64,000
8	\$71,200

Parents are also eligible for Special Care as long as they meet the income requirements and can afford the premiums.

Parent/guardians can call 1-866-282-2702 if they are interested in applying for Special Care.

If parents/guardians of undocumented children have higher incomes, other private health insurance plans should be available to them.

Getting Care in an Emergency

Going to the ER

If a child in your school is experiencing a life-threatening medical emergency, you should call 911 or the child should be taken to the nearest hospital emergency room whether or not they have insurance. Hospitals are required by law to take patients in emergency situations and at least stabilize their medical condition, regardless of their insurance status. Don't hesitate to take a child to the ER if they don't have insurance. The hospital has ways to handle the situation.

Emergency Medical Assistance (EMA)

EMA is like a detour around the citizen/immigration status requirements in medically perilous circumstances. This kind of Medical Assistance is available to children who have an emergency or a dangerous ongoing medical condition that requires treatment quickly, even if they don't have "qualified immigration status". However, the child must still meet all the other eligibility criteria for MA, such as household income relative to household size and age of the children in the household.

EMA also covers labor and delivery, as it is considered to be a medical condition requiring emergency care.

If there is an undocumented child in your school who has a need for urgent care that cannot be met any other way, and the child meets the other criteria for MA eligibility, you can help the child's parents/guardians to apply for EMA.

Here are steps the family can take to apply for EMA.

Gather up documentation. The family should have medical records and a statement from the child's doctor that they need care and require EMA. They should also have proof of their household income.

Go in person to the nearest County Assistance Office and bring the documents. See Section Five page 84 of this manual for a list of local CAOs.

Ask specifically to apply for Emergency Medical Assistance, not regular Medicaid. Tell the worker that the child does not have "qualified immigration status" but that they are in urgent need of medical care.

If approved, the CAO should issue an ACCESS card within 48 hours, but sometimes care can be accessed even sooner. If this is needed, the family can ask the worker for an authorization number that can be used as proof of MA coverage.

Getting Routine Care without Insurance

Even without health insurance, there are many health care services and programs available to children and youth including undocumented immigrant children. Many of them are free (if you meet certain income requirements) or charge on a sliding scale.

See Section Six for a list of primary care, dental, behavioral health, and family planning providers in Southeastern PA.

Also, the PA Department of Health maintains an online Health Care Access Guide to help families with no insurance or inadequate insurance identify the health care services they need. Go to <http://www.dsf.health.state.pa.us/health/cwp/view.asp?a=179&Q=237394&thealthRNavrad3439C=|>.

Thrive

Issues After Enrollment

How to Choose a Primary Care Provider (PCP)

Enrollment in health insurance is only the first step in getting children needed health care. After enrolling, children need to find a primary care provider (PCP) that works for them and their family by using the provider network handbook provided to them at time of approval. If a family does not choose a PCP, one will be automatically assigned to them by the health care company.

If a child does not already have a primary care provider, it can be confusing for a parent/guardian to figure out how to choose one. Below are a few questions for a parent/guardian to consider in picking a PCP.

1. How important is location? Does the provider need to be within walking distance? Is public transportation an option to reach a provider's office? Is a car available?

Please be sure to remind the parent/guardian of a child enrolled in MA about the MATP that can provide free rides to children or reimburse for expenses. (See Section Five page 88 for more information).

2. What kind of provider is appropriate? Does the parent/guardian prefer a Nurse Practitioner, a Physician's Assistant or a Doctor? Does the gender of the doctor make a difference? Is there a particular language requirement? Does the child have an ongoing condition where it makes sense for the PCP to be a doctor that specializes in that area of medicine, or does the parent/guardian prefer a generalist?

3. You might suggest that the parent/guardian ask friends or neighbors for referrals to providers they recommend.
4. How long is the wait to get an appointment for both routine and urgent care? How long is the wait to get to see the provider once a patient has arrived in their office? How willing is the provider to allow for referrals to specialists?
5. Are there any principals or methods of medical practice that are important to the parent/guardian? How does the provider fit with these ideas? An example of this might be a parent/guardian who wants their child to also see a chiropractor. Some providers are fine with this and others take exception.

Parents/guardians also need to understand the importance of keeping medical appointments in order to expedite care. Please work with parents/guardians to make medical appointments as accessible as possible.



Keeping Your Health Insurance: Reporting Changes, Renewing Coverage, Leaving Welfare and Moving

Keeping insurance active is not automatic, and families must take steps each year to continue their child's coverage.

Reporting Changes in Family Circumstances

Families should let their insurance plan know about changes in their household whenever they occur. This includes changes of address, phone number, income and household members.

Changes in Household Members

It is only necessary to report household member changes that affect the household as defined for MA and CHIP. Specifically, families should let the County Assistance Office or the CHIP health plan know if an enrolled child has a new sibling under the age of 19 (including step-siblings, half-siblings, adopted siblings, etc.) or if a parent or guardian moves in or out of the household (including step-parents, adoptive parents, etc.) Other household changes are irrelevant, such as movement in or out of an aunt or uncle, cousin, grandparent or unrelated individual.

Changes in Income

If a family's income increases, the kind of health insurance for which they are eligible may change. This DOES NOT mean they won't be eligible for coverage any longer. If a family's income in-

creases beyond the income ceiling for MA, they will most likely be eligible for CHIP – or they may move between CHIP categories (i.e. free to low-cost or at-cost CHIP).

It is better for a family to report income changes and make the necessary adjustment in their coverage than to let it go unreported and find out later that their insurance has lapsed. Then they will have to start all over again, and their children may go uninsured for a period of time while they re-establish coverage

REPORT CHANGES IN INCOME TO THE CAO

It is especially important to make sure families with increasing income understand that if they exceed MA limits, they should ask their caseworker to forward their case to CHIP. This should happen automatically, but unfortunately it sometimes does not. A family needs to specifically ask for this referral to better ensure it happens. For a list of County Assistance Office phone numbers, see Section Five page 84 of this manual.

Likewise, if a CHIP family's income decreases, they should let their insurer know and ask that their case be referred to the County Assistance Office. Then they should call their local CAO approximately 10 days later and ask if their application was received. If so, they should find out who their caseworker is and ask about the status of their case.

If a child's health insurance coverage has changed from CHIP to MA, please urge the parent/guardian to let the CHIP agency know to stop their CHIP insurance. MA covers everything that CHIP covers and more, and there is no reason why a family should be covered by both. The funds the state will no longer spend for that child's CHIP coverage can then be used to insure additional children.

Medical Assistance income eligibility guidelines change when a child turns six, so even if a child's family's income does not change, the child may be eligible for CHIP at his or her sixth birthday. At that time, a parent/guardian should contact their caseworker and make sure that the child's coverage is transferred to CHIP and not simply terminated.

Periodic Renewal of Insurance

For most children enrolled in MA or CHIP, their coverage must be renewed each year. This is called re-determination.

The County Assistance Office or the CHIP health plan sends out a series of three letters over time, requesting a family's participation in the re-determination process.

Please help families understand that if they do not comply with re-determination or renewal of their child's benefits, their child's coverage will end.

Failure to comply with re-determination is the single greatest reason why children lose coverage. Remind families to look for these letters, to open them and send back the form and the documents requested by the CAO or the CHIP health plan.

Families that are receiving benefits beyond MA (such as Temporary Assistance for Needy Families (TANF) or Food Stamps) may have to renew those benefits more often than once a year. Each benefit program has its own schedule of re-determination. Please encourage the parents/guardians of students in your care to remind their caseworkers to continue the Medical Assistance when they renew other benefits. Even if their other benefits are suspended, their children's Medical Assistance should be continued, if they remain eligible by income and age.

Unlike TANF, there are no time limits on the length of time a person can be covered by MA or CHIP, as long as they meet the eligibility requirements. Insurance can and should be renewed for eligible children until they turn 21 for MA or 19 for CHIP.

Keeping Medical Assistance after Leaving TANF

If a family is receiving cash benefits or food stamps, their children should be eligible for MA, as the income ceiling for MA for children is above what is allowed for these two benefits. If a child is receiving cash assistance or food stamps but is not enrolled in MA, let the parents/guardians know that the child should be eligible and that they should talk with their caseworker to get their child enrolled. Even if a parent is "sanctioned" from cash benefits (for failing to meet a work requirement, for example), the child is still eligible for MA.

As families leave welfare for work, they must take steps to keep their Medical Assistance coverage and prevent becoming uninsured. Although the welfare department has made procedural changes that should help families keep their insurance, it is still important for families and those assisting them to keep on top of the process.

What Families Need to Know and Do

- Children have much broader income eligibility guidelines for health insurance than adults do. Children can keep Medical Assistance for as long their parent's income makes them eligible. If children become ineligible for MA because their parent's income goes up, they will be eligible for CHIP.
- If a parent gets a job, but the income from the job is low enough that the family could still qualify for cash assistance, then the children and the parent should remain enrolled in Medical Assistance.
- If a parent leaves welfare because his/her income from work is too high to qualify for cash assistance, then the parent and children can keep Medical Assistance for at least six months, and in most cases, for an entire year; this coverage is called Extended Medical Coverage or EMC.
- After one year off welfare, a parent will usually lose eligibility for Medical Assistance but the children will probably still qualify. If the children do not qualify for Medical Assistance, they qualify for CHIP and the parent may qualify for adultBasic, Pennsylvania's low-cost coverage for adults ages 19-64. Families should call PCCY at 215-563-5848 ext. 17 or the Healthy Kids help line at 1-800-986-KIDS (5437) to talk about health insurance options for their children.

- Families should stay in touch with the welfare office and provide their caseworker with documentation of their income.
- If parents run into problems with keeping Medical Assistance when they leave welfare, they should call their local legal assistance agency (see page 44 for a listing) or the Children's Health Line at 215- 985-3301 or PCCY at 215- 563-5848 ext. 17.

THERE ARE NO TIME LIMITS FOR MEDICAL ASSISTANCE

Some families believe that because there is a five year lifetime limit on cash assistance, the same is true for Medical Assistance. Pass the word: there are no time limits or work requirements to apply for health insurance!

Transferring MA Coverage When a Family Moves

Moving within the County

If a family changes address within their county of residence, they only need to report that change of address to the CAO. They can do this directly to their caseworker or they can call the Change Center. The phone number for the Change Center in Philadelphia is 215-560-7226 and in the surrounding counties families call 1-877-395-8930. Depending on where they move, they may come under the jurisdiction of a new County Assistance Office and a new case worker. For a list of CAOs in each county, see Section Five page 84 of this manual.

Moving to a New County

If a family moves between counties in Pennsylvania, the procedure to maintain MA benefits is more complex. The parent/guardian must take the following steps:

Call the CAO in the county they moved from or call the statewide Change Center (877-395-8930). Inform the case worker that your family has moved out-of-county and give them the new address. Inform the Change Center or the CAO that they have moved away from to change the family record so that it will expire in 60 days, with a special code so that the new county will know the family had coverage in another county before, but has moved away from that county.

The family must then submit an application in the new county where they have moved within 60 days of notifying their old CAO. It would be helpful if the family either tells the new case worker that they recently moved or includes a note explaining that they moved with their mailed in application. Note: In some cases, a family does not need to submit a new application. For example, if a family moves just across a county or CAO district border and their address changes but their income does not, they do not have to submit a new application. If a family's move does not impact their MA eligibility, the family should let their caseworker know.

The new case worker should be able to open the family's benefits in the new county without a lapse in coverage if the family is still otherwise eligible.

Transferring CHIP Coverage When a Family Moves

Moving within Southeastern PA

If a family moves within the five county Southeastern PA region, the family must report the move to their health plan's customer service department right away. Customer service can also assist the family in finding a new primary care provider and issuing the child a new card with their new provider's name. The phone number for customer service is located on the back of the child's insurance card.

Moving Outside of Southeastern PA

If a family moves outside of the five county Southeastern PA region to another part of Pennsylvania, they need to call their current health plan, and the plan will help the family transfer their CHIP benefits to a new CHIP health plan. Families do not have to complete a new insurance application when they move out of the region to another part of the state (unless they are transferring around the time the child's coverage is up for renewal). There is a possibility that their health plan might ask for written confirmation of a request to transfer just to ensure that the parent/caregiver on the phone is actually who he/she claims to be. Only the family member who filled out the original insurance application can request a transfer.

Resolving Problems with Managed Care: How to File Grievances, Complaints and Appeals

Sometimes a parent or guardian has a concern about the care his/her child is receiving or has been told that a service that a child needs will not be provided by the managed care plan. A parent/guardian may also have a concern or dispute over the plan's policies or procedures or how he/she was treated by a plan employee or a plan provider. The first thing a parent/guardian should do is call the customer service department at his/her health plan. This gives the health plan a chance to solve the problem. If this step does not result in a satisfactory resolution, you can assist the caregiver in filing a complaint or grievance with the managed care plan.

Since all children enrolled in CHIP, and most children enrolled in Medical Assistance or private insurance, get their health insurance through a managed care organization, the state of Pennsylvania enacted Act 68 that established specific processes so that parents and guardians who are having a problem with their managed care organization can resolve their problems. (If a child is enrolled in a private preferred provider organization or PPO, the provisions of Act 68 do not apply. If these families are having a problem they should contact the insurance department at 1-877-881-6388.)

In addition to Act 68, the federal government, through the Balanced Budget Act, established protections and processes that must be in place for Medical Assistance recipients who are in managed care plans. Finally, children enrolled

in Medical Assistance managed care plans can appeal through the Department of Public Welfare as well as through their managed care plan. Disputes with managed care plans are classified as either grievances or complaints.

What is a Grievance?

A GRIEVANCE is a dispute with the health plan in which the person insured has been denied a service because the managed care plan says that the service is not medically necessary. This may be an outright denial of services or a case where the plan decides to substitute an alternative service for the one the child's health care provider has requested. The key words to look for here are "services denied" and "not medically necessary."

Examples of grievances:

- ✦ A plan refuses to cover an ER visit because they claim there was no true emergency and therefore not medically necessary;
- ✦ A plan refuses a referral to a specialist because they claim it is not medically necessary, or;
- ✦ A plan refuses to cover a particular drug or treatment that the child's doctor recommends because they claim it is not medically necessary.

What is a Complaint?

A COMPLAINT is any kind of dispute between a patient and his/her health plan that does not occur because the plan denies services as not medically necessary. Complaints can be about quality, cost, availability or timeliness of care.

Examples of complaints:

- ✧ A parent/guardian thinks his/her child did not get good quality of care, or the parent/guardian disagrees with the treatment received from a provider;
- ✧ A parent/guardian has a complaint about increases in premiums or co-pays;
- ✧ A plan has no, or too few, providers available in a certain specialty in a reasonably sized geographic area, or;
- ✧ A child has to wait an unreasonable length of time to get an appointment with a provider.

Sometimes it's not so easy to tell what category a dispute falls into. The managed care plan is responsible for determining whether an appeal or dispute is a "complaint" or a "grievance" and it must send a written acknowledgment that the appeal/dispute has been received and whether it is considered to be a grievance or a complaint. The parent/guardian can contest how the plan has labeled the dispute if he/she disagrees. For help with this, contact one of the following places.

- ✧ The customer service number for the health plan in question. Look on the child's health insurance ID card for this number.
- ✧ The PA Health Law Project: 1-800-274-3258
- ✧ The PA Department of Health toll-free hotline: 1-888-466-2787
- ✧ The Pennsylvania Insurance Department toll-free hotline: 1-877-881-6388

How to Handle a Problem

Because the grievance and complaint process is different depending if a child is in a MA or a CHIP managed care plan, each program's process will be described separately.

Handling a Problem with a CHIP Managed Care Plan

The first step in handling a problem is to file a formal complaint or grievance with the managed care plan. If the parent/guardian received a notice of a decision from the plan that he/she disagrees with, the notice must explain how to file a complaint or grievance. Otherwise, the parent/guardian needs to call Member Services and ask for the contact information (address or fax number) for where to file a formal written complaint or grievance. This should be done within 45 days of the occurrence in question and the date of the filing should be clearly noted and retained. If there is a language or disability barrier to sending in a written document, the parent/guardian can file an oral grievance or complaint, but he/she should ask the health plan for a written record of the proceeding.

The health plan has 30 days from receipt of the complaint or grievance to investigate the problem and five additional days to issue a written decision to the parent/guardian. Additional documentation and medical records can be submitted to the plan to support the parent's/guardian's complaint or grievance. During that time, the filing and any documents or records submitted will be reviewed by a committee selected by the health plan made up of people who were not directly involved in the original decision, and for grievances, must include a licensed provider in the same or similar specialty as the prescriber of the service at issue.

If the parent/guardian is not satisfied with the complaint or grievance decision, he/she can proceed to the next step by requesting a second level review within 45 days from the date of the decision. For more information and assistance with pursuing a review, contact the Pennsylvania Health Law Project at 1-800-274-3258.

What if the Problem is URGENT?

Act 68 requires that a managed care plan hear and resolve expedited grievances and complaints within 48 hours if a child's life, health or ability to regain maximum function would be jeopardized by the delay involved in following the normal review process.

If an expedited review is necessary, the child's provider must provide the plan with written certification, including medical facts and clinical reasons why the child's life, health or ability to regain maximum function would be imperiled by the delay involved in following the normal review process. This certification must be given to the health plan within two business days of the medical decision in question. The plan must give its decision within 48 hours of the request and provider certification.

If the parent/guardian is unhappy with the expedited review decision, he/she has two business days from receiving the decision to request an expedited external review. Again, contact the Pennsylvania Health Law Project for more information 1-800-274-3258.

Handling a Problem with a Medical Assistance Managed Care Plan

In addition to the processes outlined in Act 68 and the Balanced Budget Act, individuals with Medical Assistance have additional options and rights for resolving disputes with their managed care plans.

Children enrolled in Medical Assistance have different rights and a different benefit package from children enrolled in CHIP or private insurance plans.

Federal law requires states to provide children "all medically necessary screening, diagnosis, and treatment."

This means that a plan cannot deny medically necessary services to a child on MA on the grounds that it is "not covered." By law, a service is considered medically necessary if getting the service or benefit:

- ✱ is reasonably expected to prevent the onset of an illness, condition or disability;
- ✱ is reasonably expected to reduce or ameliorate the physical, mental or developmental effects of an illness, condition or injury, or;
- ✱ will assist the child to achieve or maintain maximum functional capacity in performing daily activities appropriate to the functioning capacity of the individual and to individuals of the same age.

This is a broad definition of medically necessary services and one that is open to interpretation. Examples of medically necessary services may be any number or replacements of eyeglasses because an earlier pair was inadequate, lost, broken or stolen; a specially equipped wheelchair; hearing aids and FM systems; all-day treatment for behavioral disorders, etc.

**DPW CLINICAL SENTINEL HOTLINE
1-800-426-2090**

MONDAY – FRIDAY FROM 9 A.M. TO 5 P.M.

The Clinical Sentinel Hotline was established by the Department of Public Welfare to ensure that the health plans honor requests for medically necessary services in a timely manner. A parent can call the Hotline if care has been requested and the health plan has not responded in time to meet the need. You can also call the hotline if your health plan or behavioral health plan has denied you medically necessary care or services and won't accept your request to file a grievance.

Many of these services require prior approval. Medicaid health plans must issue a decision on whether or not they will grant a request for prior approval within 21 calendar days of receiving a request. (If the plan does not respond within 21 days of receiving the request and any additional information it may need, the request is considered automatically approved and the plan must cover the service).

File a Formal Complaint or Grievance with the Health Plan

Parents and guardians with children on Medical Assistance start the complaint and grievance process similarly to the process for children on CHIP by filing a formal complaint or grievance with a child's managed care plan. (See the previous section).

File a Request for a Fair Hearing with the Department of Public Welfare

Parents and guardians can file an appeal called a Request for a Fair Hearing with the Department of Public Welfare. A fair hearing request is a formal appeal to the state. Parents/guardians can bypass the health plan's complaint or grievance process and instead simply request a fair hearing with the state, or they can file a request for a fair hearing at the same time that they file a grievance or complaint, or following a grievance or complaint decision at any level. Requests for a fair hearing must be filed within 30 days of the date of the decision being appealed (or within 10 days if the managed care plan is trying to terminate, reduce or change services the plan had previously approved and the parent/guardian wants the services to continue pending the appeal).

To request a fair hearing concerning the denial of a health service, the parent should write a letter with the words "fair hearing request" on the top of the page. All that is necessary is that the parent explains that he/she disagrees with the decision to deny or reduce a service. It is helpful, however, to include additional information such as the name of the health plan, the history of service requests, and some information on why the child needs the service. If possible, a copy of the decision being appealed should be attached.

Send the appeal certified mail so that the parent will have verification that it was received by the Department of Public Welfare.

Address the appeal to:

Department of Public Welfare

Office of Medical Assistance Programs
HealthChoices Program
P.O. Box 2675
Harrisburg, PA 17105-2675

It is a good idea to get legal or advocacy help when filing an appeal. See the next page for a list of organizations that can provide assistance.

The fair hearing is conducted by an Administrative Law Judge with the Bureau of Hearing and Appeals. The parent/guardian can request a face to face hearing or can have a telephone hearing. Additional medical evidence and documentation can be submitted at the hearing and the parents can have witnesses provide testimony in person or over the phone in support of their appeal. The Administrative Law Judge will issue a written decision within 90 days of the date the Fair Hearing request was received. If the parent/guardian does not agree with the Fair Hearing decision, he/she can request Reconsideration by the Secretary of DPW and/or appeal to Commonwealth Court.

Urgent Appeals

Under the Balanced Budget Act, MA recipients who are enrolled in managed care plans have the right to an expedited fair hearing if a provider certifies that a child's life, health or ability to attain, maintain or regain maximum function would be placed in jeopardy by the delay involved in following the normal fair hearing process.

Once an expedited fair hearing is requested, the child's provider has three business days to provide the necessary medical certification. If the provider's certification is received, the Bureau of Hearings and Appeals must issue an expedited decision within 48 hours of getting the provider's certification or within three business days of receiving the request for expedited review, whichever is shorter. If the provider's certification is not received, the Bureau of Hearings and Appeals will not expedite their review and will instead decide the matter within the normal 90 day process.

FILE AN APPEAL IN 10 DAYS AND THE CHILD KEEPS THE SERVICE

If a child has been receiving a service that had been previously approved under MA and his/her managed care plan now decides to terminate, reduce or change the service, a parent/guardian can assure his/her child continues to receive the previous services pending resolution of the appeal by filing a grievance or a fair hearing within 10 days of the date of the decision being appealed. Filing within 10 days guarantees the child the right to continue receiving the service until the grievance or fair hearing decision is made. Appealing a grievance decision within 10 days keeps the benefit intact until the next level decision is reached.

Legal Resources for Help With Grievances, Complaints and Appeals

Statewide Resources:

Pennsylvania Health Law Project

Call the Toll-Free Helpline:

1-800-274-3258 or TTY: 1-866-236-6310

Harrisburg Office

1414 N. Cameron St., Suite B

Harrisburg, PA 17103

staff@phlp.org

Phone: 717-236-6310

Fax: 717-236-6311

www.phlp.org

Philadelphia Office

Lafayette Building, Suite 900

437 Chestnut St.

Philadelphia, PA 19106

Phone: 215-625-3663

Fax: 215-625-3879

www.phlp.org

Disabilities Rights Network of Pennsylvania

Call the toll-free helpline: 1-800-692-7443

or TDD: 1-877-375-7139

Harrisburg Office – Statewide Intake

1414 N. Cameron St., Suite C

Harrisburg, PA 17103

drnpa-hbg@drnpa.org

717-236-8110 [Voice]

717-346-0293 [TDD]

717-236-0192 [Fax]

Philadelphia Office

The Philadelphia Building

1315 Walnut St., Suite 400

Philadelphia, PA 19107-4798

drnpa-phila@drnpa.org

215-238-8070 (Voice)

215-789-2498 (TDD)

215-772-3126 (Fax)

For Spanish language speakers, llame al 1-800-692-7443, ext. 420 y uno de los miembros de nuestro equipo le devolverá la llamada en Español.

For all other languages, call 1-800-692-7443, extension 1 and then select 2. Leave your name, telephone number, and the language that you speak. A staff person and a translator will return your call.

Legal Clinic for the Disabled, Inc.

1513 Race St.

Philadelphia, PA 19102

Phone: 215-587-3350

Fax: 215-587-3166

Email: tprettyman@mageerehab.org

www.legalclinicforthedisabled.org

Education Law Center

Call the Helpline at 215-238-6970

(for area codes 215, 610, 484, 717, or 570)

Call the Helpline at 412-258-2120

(for area codes 724, 814 or 412)

Philadelphia Office

1315 Walnut St., Suite 400

Philadelphia, PA 19107

Phone: 215-238-6970

Fax: 215-772-3125

www.elc-pa.org

Juvenile Law Center

Call toll free in PA: 1-800-875-8887

1315 Walnut St., 4th Floor
Philadelphia, PA 19107
Phone: 215-625-0551
Fax: 215-625-2808
www.jlc.org

Philadelphia County Resources:

Community Legal Services

www.elsphila.org

Center City Office
1424 Chestnut St.
Philadelphia, PA 19102-2505
Phone: 215-981-3700

Law Center North Central
3638 N. Broad St.
Philadelphia, PA 19140-4136
Phone: 215-227-2400

Philadelphia Legal Assistance

42 South 15th St.
Philadelphia, PA 19102
Phone: 215-981-3800
Fax: 215-981-3860
www.philalegal.org

Bucks, Chester, Delaware, Mont- gomery County Resources:

Legal Aid of Southeastern Pennsylvania

Centralized telephone intake: 1-877-429-5994
www.lasp.org

Bucks County

Bristol Office

1290 Veterans Hwy.
Box 809
Bristol, PA 19007
Phone: 215-781-1111
Fax: 215-781-1116

Doylestown Office

100 Union St.
Doylestown, PA 18901
Phone: 215-340-1818
Fax: 215-340-9545

Chester County

14 E. Biddle St.
West Chester, PA 19380
Phone: 610-436-4510
Fax: 610-436-5186

Delaware County

410 Welsh St.
Chester, PA 19013-4407
Phone: 610-874-8421
Fax: 610-490-6915

Montgomery County

Pottstown Office

248 King St.
Pottstown, PA 19464
Phone: 610-326-8280
Fax: 610-326-8282

Norristown Office

625 Swede St.
Norristown, PA 19401
Phone: 610-275-5400
Fax: 610-275-5406



Four

Accessing Care

Behavioral/Mental Health Care and Drug and Alcohol Treatment

Behavioral/mental health care and drug and alcohol treatment are covered benefits for children with Medical Assistance and CHIP.

CONSENT FOR TREATMENT

For behavioral/mental health treatment, the permission of a parent or guardian is required for children under the age of 14. For youth age 14 and older, they need only consent to their own treatment to receive it. For drug and alcohol treatment, children and youth of all ages do not need their parent's permission to obtain treatment.

Children Enrolled in Medicaid

Children enrolled in Medicaid are entitled to all medically necessary mental health and drug and alcohol treatment services.

Children are enrolled in a separate behavioral health managed care plan which contracts with providers and facilities to provide a range of services such as emergency, inpatient, and outpatient care. Children are assigned to a behavioral health managed care plan based on their county of residence:

- **Bucks:** Magellan at 1-877-769-9784
- **Chester:** Community Care Behavioral Health at 1-888-662-4228
- **Delaware:** Magellan at 1-888-207-2911
- **Montgomery:** Magellan at 1-877-769-9782
- **Philadelphia:** Community Behavioral Health (CBH) at 215-413-3100

Parents can call one of the numbers above to find a provider in their county (there is a partial list of providers included in this manual in Section Six.)

Outpatient Services

The outpatient treatment system is the least restrictive and most utilized treatment option for children and adolescents. Services usually occur at a mental health provider's office. The outpatient system offers a wide range of clinical services including individual, group and family therapy, psychiatric evaluations, crisis specialists, mentoring programs and medication management.

The outpatient system is meant to provide readily accessible services to people in their communities. Treatment may range from several weeks to many years of therapy. The majority of outpatient treatment for children occurs at community mental health centers or at specialized mental health agencies (for a list of these centers, see Section Six of this manual).

For children on Medical Assistance, expanded community-based services are also available. These services may include:

- targeted case management
- wraparound services (also known as Behavioral Health Rehabilitation Services or BHRS). Wraparound is explained in depth, below
- family based therapy

Wraparound

Over the last few years, increasing numbers of children insured through Medical Assistance have been prescribed "wraparound." The theory behind wraparound is to provide an individual therapeutic plan for children with serious behavioral needs whose ability to function at home or at school is compromised. As part of wraparound, many children receive a Therapeutic Staff Support or 'T.S.S.' worker, however, this is just one type of worker who may be on a wraparound team, and not all children who receive wraparound have a T.S.S. worker. Over the last decade, wraparound services have grown exponentially as waiting times for outpatient services have increased.

The recent explosion of wraparound has made some providers and advocates believe that it is being over-prescribed. Because of this, along with the large price tag of providing wraparound services to thousands of school children, it has become difficult for some families to access Therapeutic Staff Support.

Community Behavioral Health (CBH, the Medicaid behavioral health care organization for Philadelphia) has created wraparound alternatives, such as school-based pilot programs for children with severe behavioral health problems.

For more information about these pilot programs, please contact CBH at 1-888-545-2600 or 215-413-3100.

Of course, wraparound is still an important part of the mental health system and is the treatment of choice for some children. As with all services, Medical Assistance will pay for wraparound as long as it is deemed medically necessary. Because of this, to access wraparound services, children need a prescription from a behavioral health professional. Once the prescription is given, the behavioral health insurer must approve the service.

For more information about wraparound or to receive approval for the services, families or behavioral health professionals can contact the child's Medicaid behavioral health insurer in their county at the following numbers:

Bucks County: Magellan 1-877-769-9784

Chester County: Community Care Behavioral Health: 1-888-662-4228

Delaware County: Magellan 1-888-207-2911

Montgomery County: Magellan 1-877-769-9782

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

If a child has already received a prescription for wraparound from a mental health provider, the family or provider can call the behavioral health insurer (see numbers above) to get a list of agencies that provide wraparound services.

Steps to obtain wraparound services for a child demonstrating difficulty in school:

In order to obtain wraparound services for children demonstrating difficulty in school, each child must have an evaluation and an interagency meeting must be conducted. Either the evaluation or the interagency meeting can occur first. The evaluation determines the medical necessity of wrap-around and the interagency meeting is where a treatment plan is created. Parents are key participants in the interagency team meeting, and can invite an advocate such as a school nurse to attend the meeting.

At the interagency team meeting, the treatment plan will be designed. After this meeting, the provider will submit a formal request for services to the child's behavioral health insurance company, which should approve or deny the treatment plan within two days. A request for wraparound services must include a psychiatric or psychological evaluation, a treatment plan, the interagency meeting notes and a plan of care summary form. If the plan denies services, it must send a written notice explaining the reason for the denial and providing information on how to appeal the decision. If no denial notice is sent within 21 days of the request, the service should be deemed approved.

A new evaluation will have to be done periodically to reassess need. The team may reconvene at any time to discuss the child's treatment plan but for most children, need only reconvene annually.

Children Enrolled in CHIP

Children enrolled in CHIP are also provided with mental health and drug and alcohol treatment, but these services are limited to a specified package of benefits that include:

- ☛ Outpatient Mental Health Services (up to fifty (50) visits per year): These visits can be exchanged for inpatient hospital days. This includes psychiatric visits, psychiatric consultations, individual counseling, family counseling and medication management.
- ☛ 90 inpatient days per calendar year – which is a combination of medical/surgical benefits and mental health benefits
- ☛ Partial hospitalization
- ☛ Drug and alcohol treatment
 - Inpatient treatment – Detoxification limited to seven (7) days per year, with a lifetime maximum of four (4) inpatient admissions
 - Outpatient treatment – Ninety (90) full-session visits per year; lifetime maximum of three hundred sixty (360) visits
 - Non-hospital residential treatment – Ninety (90) days per year; lifetime maximum of three hundred sixty (360) days

The Behavioral Health providers for CHIP in this region are Aetna, AmeriChoice and Keystone Health Plan East (which is through Independence Blue Cross' Caring Foundation).

✧ **Aetna:** 1-800-755-2422

✧ **AmeriChoice** (through Magellan):
1-888-207-2911

✧ **Keystone Health Plan East:** 1-800-688-1911

Families can discuss any problems regarding CHIP benefits by calling the member services line of their CHIP health plan.

Children Enrolled in Commercial Insurance

If a child is enrolled in commercial insurance, the package of benefits is dependent on the contract between the insurance company and the employer (or other purchaser, such as the parent). If a child does not have adequate coverage for behavioral/mental health issues, the family can apply for Medical Assistance as secondary insurance. CHIP is not available as secondary insurance; therefore, children who have health insurance are not eligible for CHIP.

Children Without Insurance

Children without coverage for behavioral/mental health care in any of the five Southeastern PA counties can access care at city or county-run community-based mental health facilities sometimes called "base service units." The base service units provide outpatient services to the uninsured with fees based on a sliding scale based on the family's income. For a listing of behavioral health base service units in each county, see Section Six of this manual. Families can also call the Healthy Kids help line at 1-800-986-KIDS (5437) for help finding available resources in their community.

Special Situation: Behavioral Health Crisis

In the event of a psychiatric emergency, parents can bring their child to the nearest hospital – but they also have the option of taking their child to the nearest children's mental health emergency center. At a mental health emergency center the child will be evaluated by a psychiatrist and connected to appropriate treatment. There are crisis centers like these in each county.

Bucks County

✧ *Lower Bucks County:*

Lenape Valley Foundation Crisis Center- on the campus of the Lower Bucks Hospital ER
501 Bath Rd., Bristol, PA 19007
215-785-9765

✧ *Central Bucks County:*

Doylestown Hospital ER, home to Lenape Valley Foundation Crisis Center
595 West State St., Doylestown, PA 18901
215-345-5327

✧ *Upper Bucks County:*

Grandview Hospital, home of Penn Foundation Crisis Center
807 Lawn Ave., Sellersville, PA 18960
215-257-6551

Chester County

✧ Chester County Mental Health Crisis Intervention Service
222 North Walnut St.
West Chester, PA 19380
610-918-2100 or 1-877-918-2100

Delaware County

☛ **For the eastern half of Delaware County:**

Mercy Fitzgerald Hospital Psychiatric Crisis Center
1500 Lansdowne Ave., Darby, PA 19023
610-237-4210

☛ **For the western half of Delaware County:**

Crozer Chester Mental Health Crisis Center
1 Medical Center Blvd., Upland, PA 19013
610-447-7600

Mobile crisis outreach services are also available in Delaware County, Monday-Friday, 10am-6pm, to homes, schools, etc. The phone number is 610-352-4703. They will assess the situation and offer advice as to what should be done with the individual. They will not transport the child in crisis themselves.

Montgomery County

Note: In Montgomery County, before parents take their child to a crisis center, they need to call the Crisis Hotline at the Children's Crisis Support Program at 1-888-435-7414. This agency is the first line of defense in Montgomery County for emergency mental health services for children because they connect families with services. The Children's Crisis Support Program also has a mobile crisis unit that can be used for voluntary transportation to a hospital for psychiatric inpatient intake.

☛ *Horsham Clinic*

722 East Butler Pike, Ambler, PA 19002
1-800-237-4447; 215-643-7800
(must call Horsham Clinic before going)

☛ *Brook Glen Behavioral Hospital*

7170 Lafayette Ave.,
Fort Washington, PA 19034
215-641-5404

☛ **For adolescents 14 and older, only:**

Montgomery County Emergency Service
(located at Norristown State Hospital)
50 Beech Dr., Norristown, PA 19403
610-279-6100

Philadelphia County:

Einstein Children's Crisis Response Center at Germantown Hospital

☛ *One Penn Blvd.*

(between Olney and Chew Sts.)
Penn Tower Building, Philadelphia, PA 19144
215-951-8390

For children with Medicaid coverage, Community Behavioral Health (CBH) has a crisis line which parents are encouraged to contact if a child is having a psychiatric crisis. The crisis line phone number is: 1-800-545-2600.

Philadelphia's Office of Mental Health can also send a Mobile Team to a family's home to connect the child with needed crisis services. Call 215-685-6444 to request help.

Behavioral Health Crisis and Consent for Treatment³

For children under the age of 14:

Minors under the age of 14 cannot access behavioral health treatment without parental consent; parents and only parents have the power to admit the minor to inpatient or outpatient care⁴.

	Minor under 14	Parent
Inpatient MH treatment	No power to consent to treatment & admit self	Power to consent to treatment & admit minor
Outpatient MH treatment	No power to consent to treatment & admit self	Power to consent to treatment & admit minor

For Adolescents 14 and Older:

Adolescents age 14 or older can consent to treatment themselves but parents also have the right to consent to treatment for their teenager. Act 147 permits parents to consent to inpatient mental health treatment for minors age 14 or older on the recommendation of a physician who has examined the minor, and over the objections of the minor.

	Minor 14 or older	Parent
Inpatient MH treatment	Power to consent to treatment & admit self	Power to consent to treatment & admit minor
Outpatient MH treatment	Power to consent to treatment & admit self	Power to consent to treatment & admit minor

³ This section was excerpted from a presentation conducted by the Juvenile Law Center and is based on its manual, *Consent to Treatment and Confidentiality Provisions Affecting Minors in Pennsylvania*, 2nd Edition, January, 2006 that can be accessed at <http://www.jlc.org/file/publications/consent2ndedition.pdf>.

⁴ On January 22, 2005, the Minor's Consent Act was amended by Act 147 which changed the law regarding consent to mental health treatment for Pennsylvania minors 14 – 17 years of age.

**But remember that minors
still have the right to:**

- Admit themselves for inpatient treatment.
- Consent to outpatient treatment.

The person with the power to consent to the treatment has the power to revoke consent and stop the treatment. So...

- If a parent consented to treatment for a 12 year-old, the parent could later revoke consent and the treatment would have to stop
- If a minor age 14 or older originally consented to mental health treatment, that minor can later revoke consent and the mental health treatment would have to stop. However, the parent (who has the power under Act 147 to consent to treatment) can provide **replacement** consent and allow the treatment to continue

Accordingly, Act 147 also establishes a process for **objecting minors** to have their commitment reviewed by a court. For more details, see the Juvenile Law Center's Consent to Treatment and Confidentiality Provisions Affecting Minors In Pennsylvania that can be accessed at <http://www.jlc.org/File/publications/consent2ndedition.pdf>.

INVOLUNTARY COMMITMENT

If a child is 14 or older and will not consent to crisis treatment, the child can be involuntarily committed or "302'd".

To obtain assistance with involuntary commitment in Bucks, Chester and Delaware counties, go to the nearest crisis center. The crisis center will assist the witness to the emergency in getting a 302, and then will dispatch local police to the scene to bring the child to the crisis center.

In Montgomery County, call Montgomery County Emergency Service at 610-279-6100 for an involuntary commitment.

In Philadelphia, call the Office of Mental Health at 215-685-6444.

If the youth does not meet the criteria for an involuntary commitment, the parent may still be able to consent to mental health treatment for minors age 14 or older on the recommendation of a physician who has examined the minor.

Concerns and Grievances with Behavioral Health

If you are working with a family that is concerned about the care their child is receiving, about an inability to obtain care, or dissatisfaction with outpatient, inpatient, or crisis treatment care, there are a number of steps parents can take to voice and resolve their concerns.

Remind families that they can always ask to change their child's therapist within an agency or to switch agencies. It is also important for a family to try to talk with their child's therapist about their concerns because sometimes difficult issues come up in therapy.

If there is a more serious problem, families should first file a complaint with the behavioral health provider.

If the family's problem is not resolved, they should then file a complaint with their child's behavioral health insurance company. Call your child's behavioral health insurance company for more information on their complaint process. Phone numbers for the Medicaid plans are above on page 48 and for the CHIP plans on page 51.

As a last resort families can contact their county office that handles mental health/mental retardation services. Each county's office and phone number is listed below.

- ☛ Bucks County Department of Mental Health/ Mental Retardation: 215-442-0760.
- ☛ Chester County Department of Mental Health and Mental Retardation: 610-344-6265

- ☛ Delaware County Office of Behavioral Health: 610-713-2365
- ☛ Montgomery County Mental Health/Mental Retardation/Drug & Alcohol/Behavioral Health Department : 610-278-3565
- ☛ Philadelphia Department of Behavioral Health/Mental Retardation Services: 215-685-5400

If you would like assistance and support with the complaint or grievance process, you can call the Parents Involved Network (PIN) main Hotline number at 1-800-688-4226 ext. 513.

Dental Care

Children who have Medical Assistance can get all medically necessary oral health care services for free. Children who have CHIP are covered for preventative and routine dental care services, except for braces.

See Section Six of this manual for a partial list of dental offices in Southeastern Pennsylvania. The list in this manual includes larger practices that accept Medical Assistance. For a more comprehensive list of dentists who participate in MA and CHIP, parents need to call their health plan member services. The phone numbers are below:

Medical Assistance

- ☛ AmeriChoice: 1-800-321-4462
- ☛ Health Partners: 1-800-553-0784
- ☛ Keystone Mercy Health Plan: 1-800-521-6860

Children's Health Insurance Program (CHIP)

- Aetna U.S. Healthcare 1-800-822-2447
- AmeriChoice 1-800-321-4462
- Keystone Health Plan East: 1-800-464-5437

SPECIALTY SERVICES: BRACES

The CHIP program does not cover braces. On rare occasions Medicaid will cover braces if they are medically necessary. An orthodontist has to submit evidence of medical necessity and obtain preauthorization to give a child braces.

The orthodontia practices listed below accept Medicaid. If braces are not covered by the child's insurance, both dental clinics at Temple University and the University of Pennsylvania offer discounted braces on a payment plan.

Partial List of Orthodontists in Southeastern PA that Accept Medicaid

In Philadelphia:

Albert Einstein Dept. of Dental Medicine
5501 Old York Rd.
Paley Building 2nd Floor
Philadelphia, PA 19141
215-456-7130

Mankad Dental Associates, PC
1420 Walnut St., Suite 518
Philadelphia, PA 19102
215-567-5949

Pediatric Dental Associates, Ltd.
Episcopal Hospital
100 E. Lehigh Ave.
Philadelphia, PA 19125
215-707-1030

Prem Gulati, D.D.S.
4001 Lyman Dr.
Philadelphia, PA 19114
215-637-6300

Specialty Mngmt. Consulting
626 Snyder Ave., Suite 200
Philadelphia, PA 19148
267-940-0300

University City Dental Associates
5338 Baltimore Ave.
Philadelphia, PA 19143
215-476-2122

Chichetti, Siegel, & Dellagati

Orthodontic Associates

6404 Roosevelt Blvd.

Philadelphia, PA 19149

215-743-3700

Temple and Penn Dental schools provide braces for children for a discounted price with a payment plan.

*University of Pennsylvania School
of Dental Medicine*

Orthodontic Department

215-898-8982

Temple University School of Dentistry

Orthodontic Department

215-707-2866

Outside of Philadelphia:

Orthodontic Associates

101 Dutton St.

Ridley Park, PA 19078

610-521-2222

Donald B. Grosser, D.D.S.

2 E. Woodland Ave.

Springfield, PA 19064

610-544-0120

Vision Care

Children Enrolled in Medical Assistance

Children enrolled in Medical Assistance are entitled to all medically necessary vision care. If they lose their glasses or their vision changes during the year, they are entitled to a new pair. If their glasses break, they should be repaired at no cost, and if they can't be repaired, they must be replaced. Contact lenses are not provided by Medical Assistance unless the child's condition requires the use of contacts instead of eyeglasses.

MA COVERS LOWER-COST FRAMES

Lenses are an issue of medical necessity, but frames are not. Children enrolled in Medical Assistance are provided a selection of frames that are available at no cost to the parent. If the parent wishes to select more expensive frames, the parent will have to pay the difference. Some parents have not been clearly informed that they will be charged for the more expensive frames, and find themselves unable to pay for the child's glasses.

Children Enrolled in CHIP

Children enrolled in CHIP are entitled to emergency, preventative and routine vision care including eye examinations.

Children may receive one frame each year but can receive two sets of lenses annually. Replacement glasses are not covered, nor are repairs to broken glasses. Contact lenses are not covered by CHIP unless the child's vision condition requires the use of contacts instead of glasses.

Children insured through CHIP are entitled to an eye exam every 6 months.

FINDING A VISION PROVIDER

Parents with children enrolled in MA and CHIP should call their health plan to find a vision provider in their community.

Vision Services for Uninsured and Under-insured Children

There are several organizations in Southeastern Pennsylvania that provide discount or free vision care services to children who are under or uninsured. They are listed to the right. Families can also call the Healthy Kids help line at 1-800-986-KIDS (5437) for help finding available resources in their community.

Please note that if a child's commercial health insurance does not cover vision care but the child has a serious impairment, the parent can apply for Medical Assistance as secondary insurance. See Section Two of the manual about getting health coverage for children with disabilities.

Vision Resources Available Across Pennsylvania

Castor Eye Care: Free vision exams and glasses

Castor Eye Care provides free eye exams and glasses to children who are uninsured. (They also provide low-cost vision services to uninsured adults). Parents can contact Castor Eye Care directly to obtain services or they can contact their school nurse because Castor Eye Care coordinates their services with school districts.

Castor Eye Care
4258 Castor Ave.
Philadelphia, PA 19124-4920
215-533-4700

Guiding Light for the Blind: Free glasses

Guiding Light for the Blind secures free glasses for individuals with low-incomes. To qualify, parents need to obtain a prescription for their child's glasses and then call Guiding Light that will in turn make arrangements with a commercial provider to secure the glasses.

Guiding Light for the Blind
919 Walnut St.
Philadelphia, PA 19107
215-627-0600

VISION USA: Free eye exams

VISION USA provides free eye exams to eligible, low-income working families. Services are donated by volunteer optometrists who are members of the American Optometric Association. The program is open to children and adults of all ages who qualify. The general eligibility requirements are listed below – although they may vary by state. To receive free services, individuals must:

- have a job or live in a household where there is one working member;
- have no vision insurance;
- have income below an established level based on household size; and
- not have had an eye exam within 2 years.

If an individual or family is eligible, they will be matched with a volunteer doctor of optometry who will provide a comprehensive eye exam at no charge.

The doctors are donating their services and may be limited in some areas. Eyewear may also be provided at no cost or for a small fee/donation in some states.

Parents need to complete an application form online or print out the form from the VISION USA website and mail it in. It takes from three to seven weeks to determine eligibility. If the applicants are qualified and a volunteer doctor is available in your area, you will be given his or her name to contact for an appointment.

For additional information contact:

VISION USA

243 North Lindbergh Blvd.

St. Louis, MO 63141

Fax: 314-991-4101

E-mail: visionusa@aoa.org

<http://aoa.org/visionusa.xml>

Sight for Students Program: Free vision exams and glasses

Sight for Students is a Vision Services Plan (VSP) charity that provides free vision exams and glasses to low-income, uninsured children. The program operates nationally through a network of community partners who identify children in need and VSP network doctors who provide the eye care services. Parents and guardians interested in seeking assistance through the Sight for Students program must work through VSP's established network of community partners. There are many community partners in the Southeastern PA region including the Philadelphia District Health Centers. (Please note that the partners are only obligated to provide referrals to children who are normally part of their programs/practices. However, they are allowed to help children outside of their programs at their discretion).

There are five basic qualifications children must meet in order to receive a Sight for Students gift certificate:

- family income is no more than 200% of federal poverty level;
- child is not enrolled in Medicaid or other vision insurance;
- child is 18 years old or younger and has not graduated from high school;
- child or parent is a U.S. citizen or legal immigrant with a social security number, and;
- child has not used the Sight for Students program during the past 12 months.

To find a participating Sight for Students community partner in your area or for more information contact:

Sight for Students
www.sightforstudents.org
sfsinfo@vsp.com
1-888-290-4964

Chester & Montgomery Counties

Phoenixville Health Care Access Program: Very low-cost vision exams and glasses

The Phoenixville Health Care Access Program serves 19 townships in the Phoenixville area including parts of Chester and Montgomery Counties. The program refers eligible individuals to a network of providers that offer services such as routine eye exams and glasses. The program is open to individuals of all ages who demonstrate financial need and meet program financial guidelines and who are uninsured or have

inadequate vision insurance coverage. Families are charged a minimal co-pay for the services based on their ability to pay.

Applications for the programs can be obtained by calling for an appointment or requesting one to be mailed.

Phoenixville Health Care Access Program
26 Gay St.
Phoenixville, PA 19460
1-877-765-0477
www.phcafoundation.org

Hearing Impairment

Children Enrolled in Medical Assistance

Children enrolled in Medical Assistance are entitled to all medically necessary hearing equipment and hearing services. Hearing equipment covered by Medicaid includes, but is not limited to:

- hearing aids;
- ear molds;
- batteries, and;
- FM Systems.

If a child with hearing aids loses or breaks his/her hearing equipment, or requires adjustment of the equipment, Medicaid will cover the cost.

If a child needs a particular model of hearing aid to be able to hear at a functional level, even if it costs more than another model, Medicaid should pay for it. If, however, a digital model is available, but a less expensive model would achieve the same results for the child, Medicaid will pay for the least expensive version.

Children Enrolled in CHIP

CHIP covers hearing screenings for diagnostic purposes and evaluation for hearing aids once every two years.

CHIP provides 100 percent reimbursement for one hearing aid, per ear, every two calendar years. CHIP does not cover FM systems or repairs to broken hearing equipment.

Under-insured and Uninsured children

Children with hearing impairments are often eligible for Medical Assistance regardless of parental income. Children with disabilities can apply for MA under Category PH95. For more information, see Section Two of this manual. Families can also call the Healthy Kids help line at 1-800-986-KIDS (5437) for help finding available resources in their community.

OTHER FUNDING SOURCES FOR HEARING DEVICES

The Miracle Ear Children's Foundation is designed to provide hearing aids and services to hearing-impaired children under age 17 whose private insurance does not cover this care or who are ineligible for MA and CHIP and have no other way to cover these expenses. Hearing aids obtained through this program may be new or reconditioned. The hearing aid style will depend on the child's hearing loss. For more information, contact the Miracle-Ear Children's Foundation at P.O. Box 59261, Minneapolis, MN 55459-0261 or call 1-800-234-5422.

Lead Poisoning Prevention

In 2008, lead poisoning is still a sizable public health problem in Southeastern Pennsylvania and across the state. Children under the age of seven are at highest risk for being poisoned because of rapid brain development in early childhood and hand-to-mouth activity at this age. Consequently, one and two year olds and their preschool-age older siblings are most at risk.

How do children get poisoned?

Deteriorated lead-based paint is the number one cause of childhood lead poisoning in the United States. Paint containing lead was used legally in housing in this country until 1978. Although banned for nearly thirty years now, lead paint remains in many older homes.

Children are exposed to lead when the lead-based paint in their older home deteriorates, breaks off into paint chips that get stepped on and ground into a fine dust which can contaminate both the interior and exterior of a home. Old windows and doors commonly generate lead-based paint dust when they are opened and closed. Young children play on the floors and in the yards of these homes, and often stick their fingers – coated with lead dust from floors and window sills and toys – into their mouths. Children can also be exposed to lead when their older home is undergoing renovation and lead-based paint surfaces are broken, sanded or removed, when windows are replaced or walls are torn down.

Primary Prevention: How to Prevent a Child from Ever Being Poisoned

In Philadelphia, Lead Safe Babies is a program that tests the homes of expectant mothers and families with newborns for lead hazards and helps families remove the hazards before the baby and any other young siblings are harmed. Lead Safe Babies is a partnership between the Philadelphia Department of Public Health's Childhood Lead Poisoning Prevention Program and the National Nursing Centers Consortium (NNCC). To participate in Lead Safe Babies, families need to call 215-685-2797. As of fall 2007, Lead Safe Babies is not offered in the surrounding counties.

Secondary Prevention: Testing and Treating Children

Blood Lead Test

Parents can get their young children a blood lead screening test. Medical Assistance and CHIP not only pay for blood lead tests but the programs mandate that children get tested at ages one and two. Children ages three through six without a confirmed prior lead blood test should also be tested – a recommendation consistent with current PA Department of Health (DOH) and Centers for Disease Control standards. (The DOH link to current blood level screening criteria is located at: http://www.dsf.health.state.pa.us/health/CWP/view.asp?A=179&QUESTION_ID=240544). The Philadelphia Department of Health recommends that children get tested again at age three. Parents should request a lead screening if their health care provider does not offer it.

Test the Child's Home

The best medicine for a child poisoned by lead is a lead-safe house. Once a child's blood lead level reaches a certain level, Childhood Lead Poisoning Prevention Program (CLPPP) staff conduct an environmental inspection of the child's residence(s) to identify the lead hazards and take sample lead dust wipes. Based on the results of the inspection, the lead program informs the property owner of the existing hazards and orders their repair.

Remove Lead Hazards from the Home

State and some local funds are available to families with low-incomes to remove lead hazards from their home. Families should contact the health department in their county for more information. (Families in Delaware County where there is no health department should contact the Pennsylvania Department of Health's Childhood Lead Poisoning Prevention Program. See the contact information on the next page.

In Philadelphia, if property owners do not remediate the identified lead hazards in the specified time, owners will receive citations to appear in Lead Court and could be ordered to pay fines for non-compliance.

Lead Poisoning Prevention Tips and Resources

Children do not have to get lead poisoned! By taking the following steps, parents can help reduce their children's exposure to lead.

WASH IT OUT!

- ⇒ Wash your children's hands often (before eating and after playing)
- ⇒ Wash their toys
- ⇒ Wet-mop (NOT sweep) the floors they play on
- ⇒ Wet-dust windowsills, window wells, and baseboards
- ⇒ Use a high phosphate detergent, like dishwasher soap (2 tablespoons in a bucket of water)

EAT IT OUT!

- ⇒ Serve a balanced diet with foods high in calcium (milk and dairy foods) and iron (meat, eggs, green leafy vegetables)
- ⇒ Cut down on fatty and fried foods
- ⇒ Do not store food in metal cans or ceramic bowls

RUN IT OUT!

- ⇒ Always run cold tap water for 2-3 minutes before using for cooking or drinking
- ⇒ Never use hot tap water to eat, drink, or cook

KEEP IT OUT!

- ⇒ Have children wipe their feet and remove their shoes when they come into the house
- ⇒ Hire trained workers for any job that disturbs paint

■ Where to turn for more information?

PA Lead Information Line

1-800-440-LEAD

PA Department of Health Lead Program

717-772-2762

National Lead Information Hotline

1-800-424-LEAD

Public Citizens for Children and Youth (PCCY)

215-563-5848

Bucks County Department of Health

215-345-3318

Delaware County residents need to call the PA Department of Health Lead Program at 717-772-2762.

City of Chester Bureau of Health

610-447-7777

Chester County Department of Health

610-344-5562

Montgomery Department of Health

610-970-5040

Philadelphia Department of Public Health Lead Program

215-685-2797

Family Planning Services for Teenagers

Confidentiality

There are many family planning clinics in the region that provide confidential services for male and female teenagers. Children and youth of all ages can access family planning services without parental consent.

Free or Low-Cost

Most of the clinics provide care for free to youth under the age of 18. A handful of clinics provide the care for low-cost or accept MA, CHIP, and private insurance coverage.

Comprehensive

Services that teens can access at family planning clinics include:

- birth control – including free condoms;
- emergency contraception;
- pregnancy tests and pregnancy options counseling;
- testing and treatment for sexually transmitted infections – including HIV;
- pelvic, breast, testicular and medical exams, and;
- health education and counseling on a wide variety of issues

Many Locations

A list of family planning clinics throughout Southeastern PA is available in Section Six of the manual.

You can also download a copy of CHOICE's, "Where to Find" guide for locations, more information and resources at www.wheretofind.org. You can request hard copies of the guide by calling CHOICE at 215-985-3355.

CHOICE REPRODUCTIVE HEALTH HOTLINE

CHOICE operates a hotline six days a week that is free and confidential. Hours are Monday thru Thursday, 8:30am to 7:30pm, Friday, 8:30am to 5:00 pm and Saturday, 9am to 1pm

In Philadelphia: 215-985-3300

Outside Philadelphia: 1-800-848-3367

Espanol: 215-985-3350

TTY: 215-985-3309

www.choice-phila.org

Other Health-Related Resources for Children

Shriner's Hospital: Orthopedic Problems or Spinal Chord Injuries

Shriner's Hospitals for children is a network of 22 hospitals across the nation that provide free, specialized care for orthopedic conditions, burns, spinal cord injuries and cleft lip and palate. There is a Shriner's Hospital located in Southeastern Pennsylvania in Philadelphia that offers medical and rehabilitative services for pediatric patients with orthopedic problems or spinal chord injuries. Children from infancy to their 18th birthday may be eligible for care if in the opinion of the chief of staff there is a reasonable possibility that the treatment will benefit the child and if treatment at another facility would place a financial burden on the patient's family or guardian.

For more information contact:

Shriner's Hospital
215-430-4000
3551 North Broad St.
Philadelphia, PA 19140

Kelly Anne Dolan Memorial Fund: Grants to Help Family Members with Chronic or Terminal Illnesses

The Kelly Anne Dolan Memorial Fund offers grants to families with children suffering from a chronic or terminal illness. The goal of the fund is to "lift the spirits and decrease the burdens of families dealing with the traumas and expenses serious childhood illness brings."



The Fund helps both low- and middle-income families and is committed by its mission to help families who are experiencing financial challenges as a direct result of the level of care required by their child. For example, one or both parents or guardians have lost a job as a result of time off from work to care for their sick child, or have had to cut back on work in order to care for their medically involved child. The most frequently requested forms of assistance include help with electric and gas bills, phone bills, transportation, car repairs and child care for well siblings. The fund responds within one to three days to an urgent request (e.g., loss of utilities). Other types of requests are handled within a week.

Requirements:

- All referrals must be made by a social worker, nurse, case worker or other healthcare provider currently familiar with the child and his or her illness and family situation.
- The child must have a diagnosed serious, chronic or critical illness, disability or condition currently requiring medical attention, though he/she does not need to be hospitalized at the time of the referral.
- The child must be medically involved enough that he/she is currently being followed by a healthcare provider who is informed about the child's condition.
- The child must be a resident of Pennsylvania, New Jersey or Delaware, though may be receiving treatment in another state.
- The child must be dependent on parents or guardians.

For information contact:

The Kelly Anne Dolan Memorial Fund
Box 556, 602 S. Bethlehem Pike, Bldg. D
Ambler, PA 19002
Phone: 215-643-0763
Fax: 215-628-0266

Western Association: A Serious, One-time Medical Need

If a child's insurance will not cover a specific need or the child is not eligible for health insurance, the Western Association may be able to help the family. The Western Association provides small grants for expenses like eyeglasses, orthodontia or one month of home health care. The Western Association will not provide financial assistance directly to the family; a check is mailed directly to a designated provider if the application is approved.

To apply to the Western Association, a school nurse or counselor should write a letter for the family on School District letterhead describing the situation and explaining why the family cannot get help elsewhere. Include the name and address of the designated provider and the exact cost of the service. The Western Association usually responds within six weeks. Write to:

Western Association
240 Chatham Way
West Chester, PA 19380.

The Phoenixville Health Care Access Program: Help finding and Paying for Services

The Phoenixville Health Care Access Program serves 19 townships in the Phoenixville area including parts of Chester and Montgomery Counties. The program refers eligible individuals to a network of providers that offer dental and vision care services and helps with securing prescription medications. The program is open to individuals of all ages who demonstrate financial need and meet program financial guidelines and who are uninsured or have inadequate insurance coverage. Families are charged a minimal co-pay for the services based on their ability to pay.

Applications for the programs can be obtained by calling for an appointment or requesting one be mailed.

Phoenixville Health Care Access Program
26 Gay St.
Phoenixville, PA 19460
1-877-765-0477
www.phcafoundation.org

No Prescription Coverage

Some children with private insurance may have no or inadequate coverage for prescription drugs. If you are working with a family in this situation, there are several options:

Medical Assistance Coverage

A child can enroll in Medical Assistance even if the child has private insurance. Medical Assistance will pay for whatever the private insurance does not cover, including prescription drugs or the prescription co-pay. A family's income must be under the Medical Assistance eligibility guidelines or the child must have a serious disability in order to qualify. For more information on Medical Assistance eligibility, see the Eligibility Chart in Section Five and information about eligibility for children with disabilities in Section Two.

Patient Assistance Programs

Most pharmaceutical companies provide free prescription drugs to primary care providers (PCPs) whose patients could not otherwise afford them. These programs are called Patient Assistance Programs or Indigent Patient Programs. The PCP will need to write to the company and explain the situation; usually the family does not need to verify their lack of income. The pharmaceutical company may then provide the prescription directly to the PCP for a limited period of time (after which the PCP will need to reapply). The addresses of pharmaceutical companies are in the Physicians Desk Reference or they can be obtained by writing to the Pharmaceutical Research and Manufacturers of America, 1100 Fifteenth St., N.W., Washington, D.C. 20005. You can also go online at www.helpingpatients.org.

Philadelphia Health Care Centers (District Health Centers)

Parents who are Philadelphia residents and who register their children for primary care at a Philadelphia Health Care Center can access free prescription drugs if they do not have any coverage for prescriptions. The list of District Health Care Centers is in Section Six.

Family Educational Rights and Privacy Act (FERPA)⁵

The confidentiality of student health records maintained by Pennsylvania public schools is protected both by the federal Family Educational Rights and Privacy Act of 1974 (FERPA) Pennsylvania regulations – particularly the school code. (However, it is important to note that the FERPA regulations do not apply to school-based clinics that are funded and run by non-school entities. Such clinics are required to abide by the other federal and state confidentiality regulations protecting health care records, including HIPAA. Generally, public schools may only disclose the health care records of a minor under the age of 18 to a third party with the prior written consent of the minor's parent, guardian or an individual acting as a parent in the absence of a parent or guardian, or to comply with a court order or subpoena.

⁵ This information was excerpted from a presentation by the Juvenile Law Center based on its manual, *Consent to Treatment and Confidentiality Provisions Affecting Minors in Pennsylvania*, 2nd Edition, January, 2006, pages 32–34, <http://www.jlc.org/file/publications/consent2ndedition.pdf>.

When a minor under the age of 18 is in an institution of post-secondary education, the minor controls third-party access to his/her school records. For more detailed information, please see the *Juvenile Law Center's Consent to Treatment and Confidentiality Provisions Affecting Minors in Pennsylvania, Second Edition, January 2006* that can be accessed at <http://www.jlc.org/File/publications/consent2ndedition.pdf>.

How to Change Health Plans and Health Care Providers

Medical Assistance

If a child in your school is enrolled in MA, and the family wants to change the child's health plan, the parent/guardian can call PA Enrollment Services (Health Choices) at 1-800-440-3989 and request the change. Callers of all languages can be helped at this number. The TTY line for hearing impaired users only is 1-800-618-4225. Families can also change their child's health plan online at www.enrollnow.net.

It takes two to six weeks for the change to be processed. The child can continue to use their old plan until the change is made.

If a child in your school is enrolled in MA and the family wants to change the child's Primary Care Provider (PCP) within their current plan, they can do so by calling the Customer Service number on their Health Plan ID card. If there is an emergency situation, the change can be effective that same day. Usually, however, the change will take from two to four weeks.

CHIP

If a child or teen in your school is enrolled in CHIP and the family wants to change the child's health plan, the parent/guardian can call the customer service number of the child's current plan (located on their ID card) and request the transfer. It may take seven to 14 days to make the change.

If a child or teen in your school is enrolled in CHIP and the family wants to change the child's PCP, they should call the customer service number of the child's current plan and give them the name of the new PCP desired. The change may happen in 24 hours.

Language Issues and Enrollment and Access to Care

Enrollment in MA and CHIP

Depending on their family's income, legal immigrant children in Pennsylvania are eligible for Medicaid and CHIP, yet research shows that these children often do not enroll in health insurance because of their parents' language barriers, confusion about eligibility and program rules and fear of repercussions for using public benefits. Many immigrants do not apply for health programs they are eligible for, or do not apply for their children, out of fear that they will have problems with government or immigration authorities. The reality is that although there is never a 100% guarantee, applying for public health insurance programs is extremely low risk for immigrants.

Remember to refer families to PCCY even if you think they will not be eligible for health insurance – you just never know!

Language Issues

Even when insured, language access can be a major issue for immigrants who are "Limited English Proficient" (LEP). The law on this issue is clear: Any entity receiving Federal funding (this includes most hospitals, all County Assistance Offices and many health clinics) must be in compliance with Title VI of the 1964 Civil Rights Act which prohibits discrimination on basis of national origin, including language.

Immigrants should be provided translation and interpretation services when using public health care programs, including Medical Assistance and CHIP. Any family who calls the 1-800-986-KIDS line will receive appropriate interpretation services. In addition, families who do not speak English can call PCCY at 215-563-5848 ext. 17 for assistance with applying for health insurance.

For Immigrant Children without Legal Status

Even if a child is not able to obtain legal status, he/she is still eligible to receive health care services. In Philadelphia, according to the Philadelphia City Solicitor and the Philadelphia Department of Public Health, all immigrants living in the City, regardless of their status, can get care at the city-run health care centers. (See Section Six for a list of centers). Because of this, social security numbers are not required to gain access to care. In addition, the health care centers must be extremely flexible about residence identification required and no patient can be turned away without seeing a health care provider even if they don't have proof of identification or residence. Families can also receive health care from any of the City's federally qualified health centers (FQHC) or nurse-run centers regardless of immigrant status. (See Section Six for a list of these centers).

In Bucks, Chester, Delaware and Montgomery Counties, federally qualified health centers provide health care services regardless of immigration status. Families can also receive care from nurse-managed health centers. There are no restrictions for treatment based on immigration status or not having a Social Security Number at either a FQHC or a nursing center and care is usually provided on a sliding scale or is free for lower income consumers. See Section Six for a list of health centers.





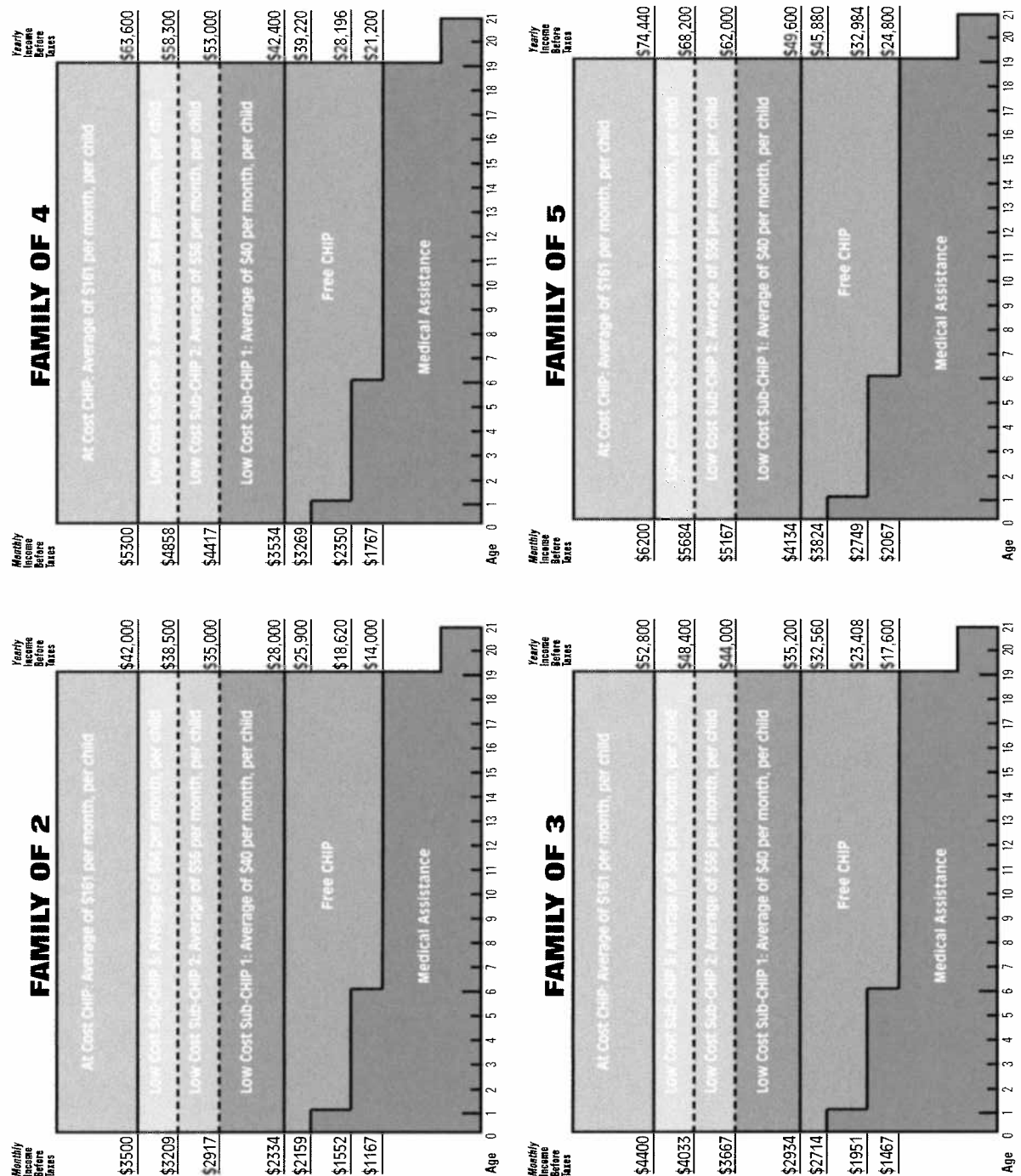
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Resources

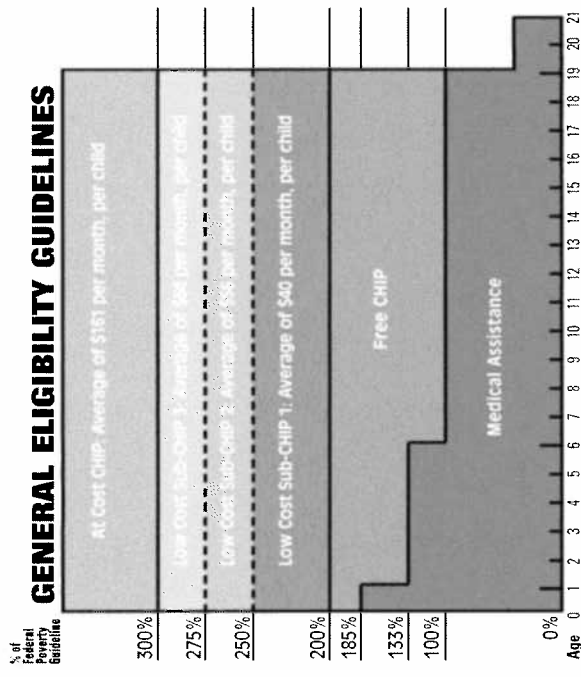
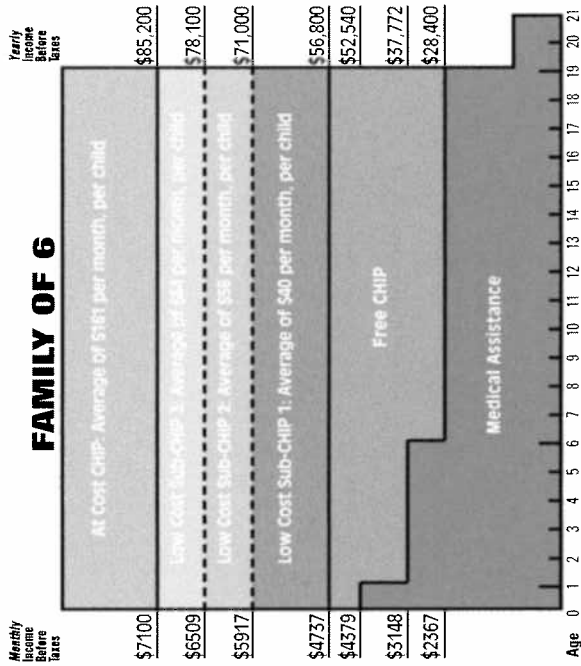
Insurance Eligibility Chart

PCCY CHILD HEALTH WATCH Health Insurance Income Eligibility for Children in Pennsylvania

AS OF 4/1/08



Hard copies of this chart are available by calling PCCY at 215-563-5848 x 17 or you can download from www.pccy.org/child.htm



ALLOWABLE DEDUCTIONS

Families whose income appears to be too high may still qualify by taking some income deductions. Figures on the chart reflect gross income after allowable deductions have been taken.

1. Each working parent or guardian may deduct \$120 per month from his or her income.
2. Families with child care expenses for children up to age two may deduct the amount they spend for child care, up to \$200 per child per month.
3. Families with child care expenses for children older than two or with day care expenses for older or disabled adults may deduct the amount they spend for day care, up to \$175 per person, per month.

Parents who take these deductions may need to prove their care expenses, and will not be able to take a deduction that is more than the amount they pay. For more information, call PCCY at 215-563-5848 x17.

DETERMINING HOUSEHOLD SIZE

Family size is parent(s) or guardian(s) plus children.
For example, 1 parent with 2 children is a family of 3.
Pregnant women count as two people for medical assistance, but not for CHIP.

For pregnant women, use eligibility guidelines for 0-1 year olds. For more information, call PCCY at 215-563-5848 x17.

100% OF FEDERAL POVERTY GUIDELINE LEVEL (monthly/yearly)

Family of	2	3	4	5	6	For each additional person add
	\$1167/ \$14,000	\$1467/ \$17,600	\$1767/ \$21,200	\$2067/ \$24,800	\$2367/ \$28,400	\$300/ \$3,600

To sign up for free or low-cost health insurance:

- Statewide Toll-free Hotline (PA Dept of Health).....800-986-KIDS
- PCCY Child Healthwatch Helpline (Language Line translation available).....215-563-5848 x17
- CHOICE Maternal/Children's Health Line (Spanish speaking counselors available). 215-985-3301
- Aetna U.S. Healthcare.....800-822-2447
- Caring Foundation/Keystone CHIP.....800-464-5437
- AmeriChoice.....877-289-1917

To get help with general problems getting health care for children:

- PCCY Child Healthwatch Helpline (Language Line translation available).....215-563-5848 x17
- CHOICE Maternal/Children's Health Line (Spanish speaking counselors available). 215-985-3301

Description of Benefits: Medical Assistance

Medical Assistance is Pennsylvania's name for Medicaid, the public health insurance program that covers many low-income children and adults. Once a child or adult is enrolled in Medical Assistance they choose to be enrolled in one of three managed care plans. In addition, every person enrolled in Medical Assistance is automatically enrolled in a separate behavioral health plan. The managed care plans are listed below.

Medicaid benefits include any physical health care your child needs, including:

- Doctor visits (well & sick)
- Immunizations
- X-rays and laboratory work
- Eyeglasses
- Hearing Aids
- Lead screening and treatment
- Dental (including braces)
- Prescriptions
- Specialty referrals
- Surgery (inpatient & outpatient)
- Hospitalization
- Case management
- Durable medical equipment
- Prenatal care
- Family planning visits
- Contraception
- Norplant and Depo Provera

Medicaid benefits also include any mental health care your child needs, including:

- Inpatient psychiatric hospitalization
- Inpatient drug and alcohol detoxification
- Inpatient drug and alcohol rehabilitation
- Psychiatric partial hospitalization
- Psychiatric outpatient clinic visits
- Residential treatment
- Prescription medication
- Laboratory studies ordered by behavioral health physicians
- Crisis intervention
- Mental health case management
- Wraparound services (in child's own home, school, or community)

Health Care Plans:

Health Partners: 1-800-553-0784

Americhoice: 1-800-321-4462

Keystone Mercy: 1-800-521-6860

Behavioral Health Care Plans:

Magellan Behavioral Health

Bucks County: 1-877-769-9784

Montgomery County: 1-877-769-9782

Delaware County: 1-888-207-2911

Community Care Behavioral Health

Chester County: 1-888-662-4228

Community Behavioral Health (CBH)

Philadelphia County: 1-888-545-2600

For more information, call PCCY Child
Health Watch at 215-563-5848 ext. 17

Description of Benefits: CHIP

CHIP, or Children's Health Insurance Program, provides health coverage for all uninsured children and teens up to age 19, who do not qualify for Medical Assistance, regardless of family income. In Southeastern PA, CHIP is offered by three different companies: Aetna, Keystone Health Plan East (also known as Independence Blue Cross – Caring Foundation for Children), and AmeriChoice.

CHIP benefits include:

- Doctor visits (including specialists)
- Hospitalization (90 day annual limit)
- Emergency Room visits
- Diagnostics (lab, x-ray, etc.)
- Prescription drugs
- Preventative and routine dental care
- Vision care
- Hearing care
- Home health care
- Rehabilitative therapies
- Mental Health and substance abuse treatment
- Durable medical care
- Maternity care
- Immunizations
- Allergy testing
- Routine gynecological care
- Prenatal care and delivery

There are no premiums or co-pays for free CHIP (which most families are eligible for). Low-cost CHIP has a sliding scale of premiums, depending on the household income, and charges some co-pays for ER, prescriptions and office visits. At cost CHIP has an average premium of \$150 per month per child and co-pays for ER, prescriptions and office visits.

Aetna: 1-800-822-2447

Keystone Health Plan East: 1-800-464-5437

AmeriChoice: 1-877-289-1917

For more information, call PCCY Child Health Watch at 215-563-5848 ext. 17, or Healthy Kids at 1-800-986-Kids, and visit www.chipcoverspakids.com

Child Health Watch Flyer

Free & Low Cost Health Insurance for Children and Families

Now, almost all children in Pennsylvania can get some kind of health insurance!

★ A family of four with income around \$40,000 a year may be eligible for free health insurance. Most other families can get low-cost health insurance. Don't assume your children can't be insured.



★ Get health care for children with special needs.

★ Get help paying for prescription drugs, behavioral and mental health needs, dental care for your children and much more!

★ There's no more filling out paperwork in an office. PCCY can help you over the phone. Our **FREE** Child Health Watch Help Line can help your family get the insurance you need to keep your children healthy.



Call PCCY TODAY
at 215-563-5848 x 17



We're here to help get your children health insurance or find a place to get health care services. Give us a call!

Public Citizens for Children and Youth, Seven Benjamin Franklin Parkway, 6th Floor, Philadelphia, Pa 19103
Phone: 215-563-5848 / Fax: 215-563-9442 / Web: www.pccy.org / E-mail: dzubow@pccy.org
PCCY is an independent nonprofit child advocacy organization.

What will I need when I call PCCY
to apply for health insurance for my children?

Before you call us, please try to have the following information ready:

- Information about your income during the last 6 weeks - such as pay stubs; any benefit letters for unemployment or child support; or the amount you made in the last month, if you are paid in cash.
- If your child(ren) were born in the United States, copies of documents that prove their citizenship and identity - such as passport, birth certificate, school photo ID or day care records.
- If your child(ren) were not born in the United States, copies of their green cards or stamped passports.
- Social Security numbers and birthdates for all the children applying for insurance.
- If your child(ren) has a disability, a copy of a recent evaluation of their condition.
- If you have a car, information about your auto insurance.
- If your child(ren) attend child care or if you have transportation expenses to go to work, we need that information as well.
- Membership cards for any health insurance you currently have that covers your child(ren).
- Finally, we will ask you for the full name and phone number of the health care provider you want to see.

Call PCCY TODAY at 215-563-5848 x 17

**We're here to help get your children health insurance
or find a place to get health care services.**



Public Citizens for Children and Youth, Seven Benjamin Franklin Parkway, 6th Floor, Philadelphia, Pa 19103

Phone: 215-563-5848 / Fax: 215-563-9442 / Web: www.pccy.org / E-mail: dzubow@pccy.org

PCCY is an independent nonprofit child advocacy organization.

Sample Letter for Emancipated Teen

TO: County Assistance Office caseworker
FROM: _____ (Name of Parent or Guardian)
RE: Not in the care and control letter
DATE: _____ (Date letter is signed)

My child, _____, who is _____ years old, is not under my
(name of child/foster child)

care and control at this time. He/she _____ live with me. I contribute
(does / does not)

to his/her support in the amount of _____. The remainder of the child's
(amount or percent)

support comes from _____.
(source of the child's support such as him/herself, relative, friend)

Signed: _____
(name of parent or guardian)

Third Party Verification of Past Management Form

Third Party Verification of Past Management Form

Instructions:

The person listed below has said that you have been helping him/her by providing some kind of support for the past (state number of months) _____ months. In order to find out whether or not he or she is able to qualify for Medical Assistance (MA), the Department of Public Welfare (DPW) needs to have information about the help you gave this person. If you have provided support for the person listed below, please complete and sign this letter, so it can be included with his/her MA application.

Date: _____
(today's date)

Verification information requested for: _____
(name of person(s) who has been getting help)

I, _____, have supported _____
(your name) (name of person(s) you have been helping)

from _____ to _____. The support I
(date you began to help out) (date help ended or "ongoing")

have given was in the form of (check any that apply);

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Food | <input type="checkbox"/> A place to stay |
| <input type="checkbox"/> Clothing | <input type="checkbox"/> Other (please explain below) |

I understand that DPW may contact me, to discuss this information.

Signature: _____

Print Name: _____

Address: _____

Phone number where I can be reached: _____

Citizenship and Identity Information Form



CITIZENSHIP AND IDENTITY INFORMATION

The Federal government now requires that EVERY person who receives Medical Assistance must provide proof of U.S. citizenship and identity. The most common way to satisfy this requirement is with a birth certificate and a driver's license. We will help you to meet this new requirement if you need assistance.

If you have a birth certificate and/or driver's license for some or all of the people who are applying for Medical Assistance, please send a photo copy of these documents with your application for Medical Assistance.

If you do not have a photo copy of the birth certificate and/or a driver's license for every person who is applying for Medical Assistance that you can send to us, complete this form so that we can help you find other documents that can provide proof of your U.S. citizenship and identity. **PLEASE COMPLETE THE INFORMATION BELOW FOR EVERY PERSON IN YOUR HOUSEHOLD WHO IS APPLYING FOR MEDICAL ASSISTANCE. IF YOU DO NOT HAVE ALL OF THE INFORMATION, PLEASE PROVIDE WHAT YOU KNOW.**

1	LAST NAME	FIRST NAME	MIDDLE INITIAL	DATE OF BIRTH MM/DD/YYYY	MOTHER'S MAIDEN NAME	SOCIAL SECURITY NUMBER	DRIVERS LICENSE STATE & NUMBER
	NAME ON BIRTH CERTIFICATE LAST, FIRST, MIDDLE			STATE OF BIRTH*	COUNTY OF BIRTH	CITY OF BIRTH	
2	LAST NAME	FIRST NAME	MIDDLE INITIAL	DATE OF BIRTH MM/DD/YYYY	MOTHER'S MAIDEN NAME	SOCIAL SECURITY NUMBER	DRIVERS LICENSE STATE & NUMBER
	NAME ON BIRTH CERTIFICATE LAST, FIRST, MIDDLE			STATE OF BIRTH*	COUNTY OF BIRTH	CITY OF BIRTH	
3	LAST NAME	FIRST NAME	MIDDLE INITIAL	DATE OF BIRTH MM/DD/YYYY	MOTHER'S MAIDEN NAME	SOCIAL SECURITY NUMBER	DRIVERS LICENSE STATE & NUMBER
	NAME ON BIRTH CERTIFICATE LAST, FIRST, MIDDLE			STATE OF BIRTH*	COUNTY OF BIRTH	CITY OF BIRTH	
4	LAST NAME	FIRST NAME	MIDDLE INITIAL	DATE OF BIRTH MM/DD/YYYY	MOTHER'S MAIDEN NAME	SOCIAL SECURITY NUMBER	DRIVERS LICENSE STATE & NUMBER
	NAME ON BIRTH CERTIFICATE LAST, FIRST, MIDDLE			STATE OF BIRTH*	COUNTY OF BIRTH	CITY OF BIRTH	
5	LAST NAME	FIRST NAME	MIDDLE INITIAL	DATE OF BIRTH MM/DD/YYYY	MOTHER'S MAIDEN NAME	SOCIAL SECURITY NUMBER	DRIVERS LICENSE STATE & NUMBER
	NAME ON BIRTH CERTIFICATE LAST, FIRST, MIDDLE			STATE OF BIRTH*	COUNTY OF BIRTH	CITY OF BIRTH	

COUNTY ASSISTANCE OFFICE USE	
COUNTY	DISTRICT
APPLICATION REG # OR RECORD #	
BIRTH CERTIFICATE VERIFICATION	
CLIENT 1 STATE FILE #	DATE FILED
SIGNATURE	
<input type="checkbox"/> NO RECORD FOUND	
CLIENT 2 STATE FILE #	DATE FILED
SIGNATURE	
<input type="checkbox"/> NO RECORD FOUND	
CLIENT 3 STATE FILE #	DATE FILED
SIGNATURE	
<input type="checkbox"/> NO RECORD FOUND	
CLIENT 4 STATE FILE #	DATE FILED
SIGNATURE	
<input type="checkbox"/> NO RECORD FOUND	
CLIENT 5 STATE FILE #	DATE FILED
SIGNATURE	
<input type="checkbox"/> NO RECORD FOUND	

* If born in a territory of the United States, list the territory.

We keep information you give us CONFIDENTIAL and only use this information to process your application for Medical Assistance.

PA 1809 7/06

The English version of this form is available at:

<http://www.dpw.state.pa.us/resources/documents/pdf/fillinformsp/pa1809-eng.pdf>

The Spanish version of this form is available at:

<http://www.dpw.state.pa.us/resources/documents/pdf/fillinformsp/pa1809-spa.pdf>

Affidavit Attesting to Identity of Minor Child

AFFIDAVIT ATTESTING TO IDENTITY OF MINOR CHILD

I, _____, am the parent or guardian of _____
(parent/guardian name) (child's name)

The child lives at _____, _____, _____
(street) (city) (state) (zip code)

The child was born on _____, _____ in _____
(month) (day) (state)

I, _____, state that the information on this affidavit is
true and correct to the best of my knowledge and belief and that the signature is being
made subject to the criminal penalties of false statements under 18 Pa.C.S. § 4904.

signature of parent/guardian (affiant) Date

signature of witness Date
(Required)

*Note: You may not submit this affidavit if you submit or have submitted an affidavit attesting to
the applicant/recipients citizenship.*

PA Department of Public Welfare Change Centers

What do the Change Centers do?

The Change Centers were created for consumers to serve as fast, easy and convenient options to their local County Assistance Office to make changes to their case. Consumers can call the Change Centers to:

- Make updates or changes to their case – including change of address and phone number
- Check application or case status
- Hear general information, such as payment dates or how to apply for benefits such as cash, medical, food stamps and LIHEAP
- Request forms and documents
- Add newborn and children under the age of 18 to an active case
- Remove household members from an active case
- Request carfare and/or clothing allowances as needed to obtain new employment
- Close a case
- Replace ACCESS and EBT cards

How do Consumers Contact the Statewide and Philadelphia Change Centers?

Statewide Change Center

1-877-395-8930

Language services are available for all callers. Hours are 7:30am to 5pm Monday thru Friday. You can also call after-hours to hear general information and to request certain forms.

Philadelphia Change Center

215-560-PCAO (7226)

215-965-7915 (TTY Service for the hearing/ speech impaired)

Language services are available for all callers. Hours are 7:30am to 6pm Monday through Friday. You can also call after-hours to hear general information and to request certain forms.

Can I Still Visit My Local District Office for Service?

Yes – the Change Centers provide another choice. Your district office is still available for service as usual.

Commonly Called Phone Numbers

PCCY Child Health Watch Help Line
215-563-5848 ext. 17

PA Children's Help Line
1-800-986-KIDS
TTY/TDD 1-800-451-5886

Aetna
1-800-822-2447

Keystone Health Plan East
1-800-464-KIDS

AmeriChoice
1-800-321-4462

Health Partners
1-800-553-0784

Keystone Mercy
1-800-521-6860

Statewide DPW Change Center
1-877-395-8930

Philadelphia DPW Change Center
215-560-PCAO (7226)
TTY 215-965-7915

PA Department of Health Information Line
1-877-PA-HEALTH

Bucks County Department of Health
215-345-3318

Chester County Department of Health
610-344-6225

Montgomery County Department of Health
610-278-5117

Philadelphia Department of Public Health
215-686-5000

County Assistance Offices. Bucks, Chester, Delaware, Montgomery and Philadelphia

Statewide Call-in Change Center:
1-877-395-8930

In the suburban counties, applications should be sent to the County Assistance Office (CAO) nearest where the family lives. Call and ask if there is more than one CAO in the county and you are unsure which is closer.

Bucks

Bucks County Assistance Office
1214 New Rodgers Rd.
Bristol, PA 19007-2593
FAX: 215-781-3438
Phone: 215-781-3300
LIHEAP: 215-781-3393
or 1-800-616-6481

Chester

Chester County Assistance Office
100 James Buchanan Dr.
Thorndale, PA 19372-1132
FAX: 610-466-1130
Toll Free: 1-888-814-4698
Information: 610-466-1000
LIHEAP: 610-466-1042

Delaware

Delaware County Assistance Office
Headquarters - Chester
701 Crosby St., Suite A
Chester, PA 19013-6099
FAX: 610-447-5399
Phone: 610-447-5500
LIHEAP: 610-447-3099

Darby District

845 Main St.
Darby, PA 19023
FAX: 610-461-3900
Phone: 610-461-3800
LIHEAP: 610-447-3099

Montgomery

Montgomery County Assistance Office
Norristown District
1931 New Hope St.
Norristown, PA 19401-3191
FAX: 610-270-1678
Toll Free: 1-877-398-5571
Phone: 610-270-3500
LIHEAP: 610-272-1752

Pottstown District

24 Robinson St.
Pottstown, PA 19464-5584
FAX: 610-327-4350
Toll Free: 1-800-641-3940
Phone: 610-327-4280
LIHEAP: 610-327-4280

Philadelphia

Philadelphia CAO Call-In Change Center
215-560-PCAO (7226)

*Philadelphia County Assistance
Office Headquarters*
Philadelphia State Office Building
1400 Spring Garden St.
Philadelphia, PA 19130-4088
FAX: 215-560-2114
Phone: 215-560-2900
LIHEAP Cash: 215-560-1583
LIHEAP Crisis: 215-686-2590

Alden District
5853 Germantown Ave.
Philadelphia, PA 19144-2154
FAX: 215-560-4876
Phone: 215-560-4800

Boulevard District
4109 Frankford Ave.
Philadelphia, PA 19124-4508
FAX: 215-560-2087
Phone: 215-560-6500

Center District
900 North Marshall St.
Philadelphia, PA 19123-1307
FAX: 215-560-3648
Phone: 215-560-3600

Delancey District
5740 Market St., 2nd Floor
Philadelphia, PA 19139-3204
FAX: 215-560-2055
Phone: 215-560-3700

Elmwood District
5740 Market St., 1st Floor
Philadelphia, PA 19139-3204
FAX: 215-560-2065
Phone: 215-560-3800

Federal District
1334 Bainbridge St.
Philadelphia, PA 19147-1810
FAX: 215-560-2066
Phone: 215-560-4400

Girard District
961 North Marshall St.
Philadelphia, PA 19123-1306
FAX: 215-560-6996
Phone: 215-560-3500

Hill District
301 East Cheltenham Ave., 3rd Floor
Philadelphia, PA 19144-5751
FAX: 215-560-5251
Phone: 215-560-5200

Kent District
2701 North Broad St., 2nd Floor
Philadelphia, PA 19132-2743
FAX: 215-560-5403
Phone: 215-560-7100

Lehigh District

2701 North Broad St., 3rd Floor
Philadelphia, PA 19132-2743
FAX: 215-560-2248
Phone: 215-560-4600

North District

219 East Lehigh Ave.
Philadelphia, PA 19125-1099
FAX: 215-560-4439
Phone: 215-560-4000

Nursing Home District

1348 West Sedgley Ave.
Philadelphia, PA 19132-2498
FAX: 215-560-3469
Phone: 215-560-5500

Ogontz District

301 East Cheltenham Ave., 2nd Floor
Philadelphia, PA 19144-5751
FAX: 215-560-5116
Phone: 215-560-5000

Ridge District

1350 West Sedgley St.
Philadelphia, PA 19132-2496
FAX: 215-560-4938
Phone: 215-560-4900

Snyder District

990 Buttonwood St., 5th Floor
Philadelphia, PA 19123-1306
FAX: 215-560-4321
Phone: 215-560-4300

Tioga District

1348 West Sedgley Ave.
Philadelphia, PA 19132-2498
FAX: 215-560-2260
Phone: 215-560-4700

Unity District

4111 Frankford Ave.
Philadelphia, PA 19124-4508
FAX: 215-560-2067
Phone: 215-560-6400

*Low-income Home Energy Assistance Program
(LIHEAP)*

219 E. Lehigh Ave.
Philadelphia, PA 19125
FAX: 215-560-4439
Phone: 215-560-1325

West District

5070 Parkside Ave.
Philadelphia, PA 19131-4747
FAX: 215-560-2053
Phone: 215-560-6100

Medical Assistance Ombudsman Program

The MA Ombudsman Program was recently implemented by the Department of Public Welfare (DPW). Every County Assistance Office has a supervisor or Executive Director who is also designated as the MA Ombudsman. The MA Ombudsman has received cross training on other programs, departmental offices and issues that intersect and go beyond MA eligibility. The MA Ombudsmen are a resource for casework-

ers, advocates, legislative offices, community organizations and providers. They are not directly available to clients. Clients must still go through their caseworker first, but the caseworker will use the MA Ombudsman as a resource to assist with the client's issues. The MA Ombudsman may be helpful to provide a way to connect with HMOs, behavioral health organizations and drug and alcohol providers. The Ombudsmen will also have nurses through the State Office of Medical Assistance Programs who they can work with and facilitate approval of specialized treatment or medical equipment.

County	Name	Telephone #	Fax #	E-Mail Address*
Bucks				
Bristol	Darcia Mobley	215-781-3319	215-781-3438	dmobley@state.pa.us
Warminster	Maureen Hahn	215-443-3260	215-443-3250	mhahn@state.pa.us
Chester	Patricia Busillo	610-466-1022	610-466-1130	pbusillo@state.pa.us
Delaware				
Crosby	Bonnie Gallagher	610-447-3229	610-447-5399	bogallaghe@state.pa.us
Darby	Darlene Walling	610-461-3811	610-461-3900	dwalling@state.pa.us
Montgomery	Margaret Bauer	610-327-5615	610-327-4350	marbauer@state.pa.us
Philadelphia	Alba Ortiz	215-560-2074	215-560-5664	aortiz@state.pa.us
Alden	Hazel Martin	215-560-4831	215-560-4876	hmartin@state.pa.us
Boulevard	Bernadetta Abrams-Torrance	215-560-6528	215-560-3730	babramstor@state.pa.us
Center	Donna Plumer	215-560-3603	215-560-3648	dplumer@state.pa.us
Delancey	Celestine Bryant	215-560-3731	215-560-2055	cebryant@state.pa.us
Elmwood	Raul Mendez	215-560-3834	215-560-2065	ramendez@state.pa.us
Federal	Delores Hunter	215-560-4441	215-560-2066	dehunter@state.pa.us
Girard	Alicia Carroll	215-560-3531	215-560-6996	acarroll@state.pa.us
Hill	William Steinbrecher	215-560-5220	215-560-5251	wsteinbrec@state.pa.us
Kent	Wanda William	215-560-7155	215-560-5403	wanwilliam@state.pa.us
Lehigh	Patricia Cooper	215-560-4624	215-560-2248	pcooper@state.pa.us
North	Richard Danan	215-560-4073	215-560-4065	rdanan@state.pa.us
Ogontz	Rhonda Smith	215-560-5036	412-560-5116	rhsmith@state.pa.us
Ridge	Irene Halkias	215-560-4954	215-560-4938	ihalkias@state.pa.us
Snyder	Linda Andrews	215-787-3382	215-560-4321	liandrews@state.pa.us
Tioga	Robin Staley Slaughter	215-560-4752	215-560-4938	rstaleysla@state.pa.us
Unity	Cosimo Digneo	215-560-6427	215-560-2067	cdigneo@state.pa.us
West	Edward Whisler	215-560-6117	215-560-2053	ewhisler@state.pa.us

Medical Assistance Transportation Program (MATP)

All children insured through Medical Assistance can receive transportation assistance to and from medical appointments. To benefit from this service you must have an ACCESS card (a yellow card with blue print, issued by the Pennsylvania Department of Public Welfare), which you receive when you enroll in Medical Assistance. You will also have to complete section one of the Medical Assistance Transportation Program Application and have your physician complete and sign section two. In order to access this service, families should call their county's Medical Assistance Transportation Program (MATP).

Bucks County

Bucks County Transport, Inc.

Box 510

Holicong, PA 18928

Toll Free: 1-888-795-0740

or Local: 215-794-8360

Riders must make reservations at least two days in advance (call numbers above between 8:30am-2:30pm). Since this is a shared ride service, make your reservation at least an hour before your appointment. Parents must accompany their child and can only bring the child with the actual appointment. Bucks County Transport will Dr. clients to appointments in Montgomery, Lehigh, and Philadelphia counties.

Chester County

Chester County ParaTransit Systems

797-6 East Lancaster Ave.

Downingtown, PA 19335

1-877-873-8415

Riders must schedule at least two days in advance but can schedule up to 14 days in advance. Riders are available Monday thru Friday 7am to 5pm. Children must be accompanied by an adult (does not need to be parent) and no other children aside from the one with the appointment can be transported under any circumstances. If a child needs a car seat, the parent must bring it and take it with them to appointment

Delaware County

Community Transit of Delaware County, Inc.

206 Eddystone Ave., Suite 200,

Eddystone, PA 19022-1594

610-490-3975

or Toll Free: 1-866-450-3766

Riders must schedule at least two days in advance but can schedule up to 14 days in advance. Rides are available Monday thru Friday 5am to 5pm (later hours as needed) and some Saturdays. Children must be accompanied by an adult (does not need to be parent) and no other children aside from the one with the appointment can be transported under any circumstances. If a child needs a car seat, the parents must bring it and take it with them to the appointment. If the trip is outside Delaware County, they will deny that trip request. In such a situation, if parents were able to find someone to Dr. them, they could get mileage reimbursement from MATP.

Montgomery County

Suburban Transit Network, Inc.

980 Harvest Dr., Suite 100,

Blue Bell, PA 19422

215-542-RIDE (7433)

Riders must schedule at least two days in advance but can schedule up to 14 days in advance; rides are available Monday thru Friday 8am to 6pm. Children must be accompanied by an adult (does not need to be parent). If a child needs a car seat or booster seat, the parent must bring it and take it with them to the appointment. If necessary, a parent can bring another child with them even if that child does not have an appointment

Philadelphia County

LogistiCare Solutions, LLC

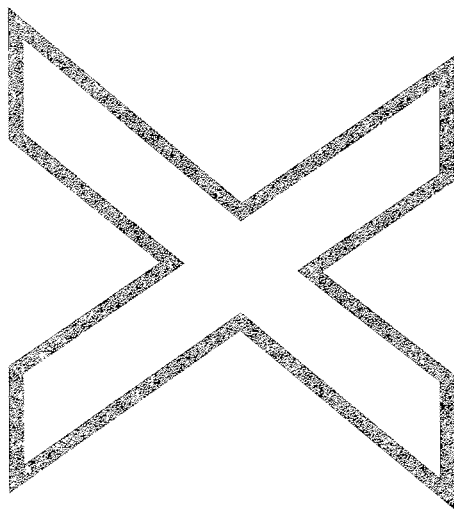
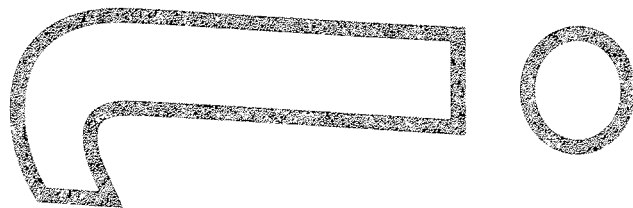
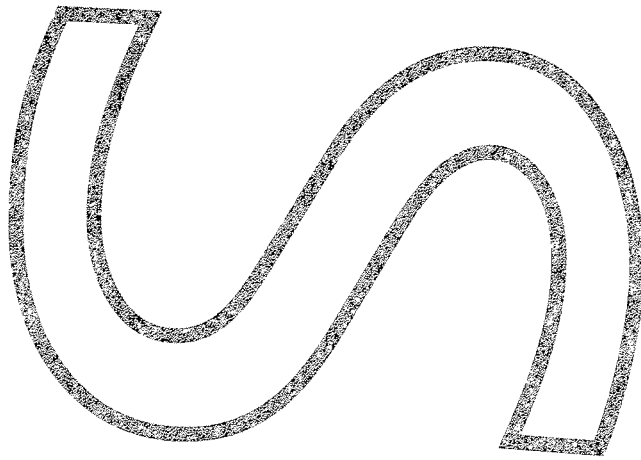
520 N. Delaware Ave., Suite 80

Philadelphia, PA 19123

215-542-RIDE (7433)

Office hours are Monday thru Saturday from 6am to 8pm. Riders can call as many as thirty days before their appointment to arrange a ride, but they must call at least three days before the ride is needed. If you do not call at least three days before, it may be difficult to get a ride. You can get a ride with less than three days notice for urgent trips, like when a person needs a test at the hospital right away. If you call after hours for an urgent trip, someone will help you. If you call after-hours for a trip that is not urgent, you will be asked to call back the next day during regular business hours. If you do not speak English, you will be provided with an interpreter.





County-Based Services and Resources

Bucks County

PRIMARY CARE

Insurance Accepted							
Agency	Address	Phone	Dental Services	Mental Health Services	Medicaid	CHIP	Discount Services or No Fee
Free Clinic of Doylestown	595 W. State St. Doylestown, PA 18901	215-345-2260	For adults only	N	N	N	No Fee
North Penn Visiting Nurses' Association Children's Clinic	51 Medical Campus Dr. Lansdale, PA 19446	215-855-8296	N	N	Y	Y	Discount
St. Mary's Children's Health Center	2546 Knights Rd. Bensalem, PA 19020	215-245-8873	N	N	Y	Y	N/A
<i>The following program does not provide primary care, but it does provide information and referral for low-cost care in a medically acute situation.</i>							
Grand View Hospital Medical Access Program		1-800-795-6991					
<i>The following three sites do not provide primary care, but they do provide free immunizations to children 2-18 months old. Call for an appointment.</i>							
Bucks County Health Department	1282 Alms House Rd. Doylestown, PA 18901	215-345-3344					
Lower Bucks County Health Department	7321 Falls Rd. Levittown, PA 19055	215-949-5805					
Upper Bucks County Health Department	515 S. Westend Blvd. Suite 6 Quakertown, PA 18951	215-536-6500					

Bucks County

DENTAL

Agency	Address	Phone	Insurance Accepted		Discount Services or No Fee
			Medicaid	CHIP	
A+ Family Dental Care, P.C.	1500 Horizon Dr., Suite 104 Chalfont, PA 18914	215-997-9980	Y	Y	Discount
A+ Family Dental Care, P.C.	24 South 14th St. Quakertown, PA 18951	215-536-3210	Y	Y	Discount
Albert C. La Torre, Jr. DDS Pediatric Dentistry	2289 Street Rd. Warrington, PA 18976	215-491-0502	Y	Y	Discount
Gentle Dental of Bensalem, LLC	4736 Neshaminy Boulevard Bensalem, PA 19020	215-702-8850	Y	Y	Discount
Mukund K. Patel, D.D.S.	2776 Knights Rd. Bensalem, PA 19020	215-639-5822	Y	Y	Discount
Ramesh G. Patel, DDS	2550 Knights Rd. Bensalem, PA 19020	215-245-4844	Y	Y	Discount
A-1 Family Dental Care P.C.	402 Middletown Boulevard, Suite 200 Langhorne, PA 19047	215-757-4400	Y	Y	Discount
Vinodkumar H. Mandalia DMD	826 Bustleton Pike Suite 105 Feasterville, PA 19053	215-357-5666	Y	Y	N/A
A-1 Family Dental Care, P.C.	1950 Street Rd. Suite 200 Bensalem, Pa 19020	215-638-4696	Y	Y	Discount
<i>The program below does not provide dental services on site, but it does connect uninsured children 18 and under to a dentist who will provide free care.</i>					
BCHIP Dental Program Grand View Hospital	1700 Lawn Ave. Sellersville, PA 18960	215-453-4382 1-800-347-6803			

Bucks County

FAMILY PLANNING

Agency	Address	Phone	Discount Services or No Fee	Walk in Pregnancy Testing?
Planned Parenthood-Doylestown Center	The Atrium Suite 2E 301 South Main St. Doylestown, PA 18901	215-348-0555	No Fee	Yes
Planned Parenthood-Quakertown Center	1532 Park Ave. Suite 108 Quakertown, PA 18951	215-536-2684	No Fee	Yes
Planned Parenthood-Warminster Center	The Atrium 610 Louis Dr. Warminster, PA 18974	215-957-7980	No Fee	Yes
Planned Parenthood-Bristol Center	721 New Rodgers Rd. Bristol, PA 19007	215-785-4591	No Fee	Yes
Planned Parenthood-Bensalem	Centre Plaza Shopping Center 185 Galloway Rd. Bensalem, PA 19020	215-638-0629	No Fee	Yes

Bucks County

BEHAVIORAL HEALTH SERVICES

Agency	Address	Phone	Discount Services or No Fee
Behavioral Health Services			
Bethanna	1030 2nd Street Pike Southampton, PA 18966	215-355-6500	No Fee
Bucks County Mental Health Clinic	1270 New Rodgers Rd. Suite F-10 Bristol, PA 19007	215-788-5730	No Fee
Catholic Social Services	100 Levittown Parkway Levittown, PA 19054	215-945-2550	Discount
Catholic Social Services	607 West Street Rd. Warminster, PA 18974	215-957-6699	Discount
Family Service Association of Bucks	708 North Shady Retreat Rd. Doylestown, PA 18901	215-345-0550	Discount
Family Service Association of Bucks	4 Cornerstone Dr. Langhorne, PA 19047	215-757-6916	Discount
Family Service Association of Bucks	515 West End Boulevard Quakertown, PA 18951	215-538-1616	Discount
Foundations Behavioral Health	833 East Butler Ave. Doylestown, PA 18901	215-340-1500	No Fee
Growth Opportunity Center	82 Buck Rd. Holland, PA 18966	215-947-8654	Discount
Growth Opportunity Center	2910 Franks Rd. Huntington Valley, PA 19006	215-947-8654	Discount
Lenape Valley Foundation*	500 North West St. Doylestown, PA 18901	215-345-5300	Discount
Maternal Child Consortium	800 Clarmont Ave. Suite B Bensalem, PA 19020	267-525-7000; 866-338-4662	Discount
Pan American	1 N. Wilson Ave. Bristol, PA 19007	215-788-6080	Discount
Penn Foundation*	807 Lawn Ave. Sellersville, PA 18960	215-257-6551	Discount
Penndel Mental Health Center*	1517 Durham Rd. Penndel, PA 19047	215-752-1541	Discount
Rehab after Work	Hyde Park Office Complex Suite 711 Doylestown, PA 18901	215-348-1720	Discount

* These centers will treat any county resident regardless of their ability to pay.

Bucks County

DRUG AND ALCOHOL TREATMENT PROGRAMS

Agency	Address	Phone	Discount Services or No Fee
Drug and Alcohol Treatment Programs			
Aldie Foundation, Inc.*	3369 Progress Dr. Suite 100 Bensalem, PA 19020	215-642-3230	Discount
Family Service Association of Bucks	4 Cornerstone Dr. Langhorne, PA 19047	215-757-6916	Discount
Family Service Association of Bucks	708 North Shady Retreat Rd. Doylestown, PA 18901	215-345-0550	Discount
Penn Foundation- Recovery Center	807 Lawn Ave. Sellersville, PA 18960	215-257-9999	Discount
Rehab after Work	Hyde Park Office Complex Suite 711 Doylestown, PA 18901	215-348-1720	Discount
Today Incorporated	1990 Woodbourne Rd. Newtown, PA 18940	215-968-4713	No Fee

**These centers will treat any county resident regardless of their ability to pay.*

Chester County

PRIMARY CARE

Agency	Address	Phone	Dental Services	Mental Health Services	Insurance Accepted		Discount Services or No Fee
					Medicaid	CHIP	
ChesPenn Family Health Center at Coatesville	1029 E. Lincoln Hwy Coatesville, PA 19320	610-384-5899	N	N	N	Y	Discount
Community Volunteers in Medicine	300 B Lawrence Dr. West Chester, PA 19380	610-836-5990	Y	N	N	N	No Fee
Project Salud of La Comunidad Hispana	400 McFarland Rd. Suite 1 Kennett Square, PA 19348	610-444-5278	N	N	Y	Y	Discount
The Clinic	143 Church St. Phoenixville, PA 19153	610-935-1134	N	N	N	N	Discount or No Fee
Welsh Mountain Medical and Dental Center	584 Springville Rd. New Holland, PA 17557	717-354-4711	Y	N	Y	Y	Discount
<i>The program below does not provide full primary care to children but it does provide free well-baby care for children 0-6 years old and immunizations for children 0-18 years old.</i>							
Chester County Health Department, Personal Health Services	Government Services Building 601 West Town Rd Westchester, PA 19380	610-344-6252					

Chester County

DENTAL

Agency	Address	Phone	Insurance Accepted		Discount Services or No Fee
			Medicaid	CHIP	
Welsh Mountain Medical and Dental Center	584 Springville Rd. New Holland, PA 17557	717-354-4711	Y	Y	Discount
The Children's Dental Clinic	801 Conestoga Rd. Berwyn, PA 19312	610-240-1213	N	N	Discount
Advanced Family Dentistry P.C.	8 Ponds Edge Dr. Suite 2 Chaddsford, PA 19317	610-388-4466	Y	Y	Discount
Childrens Dental Health Associates	519 Baltimore Pike Chaddsford, PA 19317	610-388-2131	Y	Y	Discount
Chester County Community Dental Center	1131 Olive St. Coatesville, PA 19320	610-383-3888	Y	Y	Discount
Coatesville Dental Center Atul Naik, DDS	6 North 3rd Ave. Coatesville, PA 19320	610-384-4555	Y	Y	N/A
Gentle Dental Andrew In, DDS Zheng Yao, DMD	101 East Lincoln Highway Coatesville, PA 19320	610-384-9099	Y	Y	Discount
Okumu Dental Center PC Walter Ngaji-Okumu, DDS	602 East Lincoln Highway Coatesville, PA 19320	610-466-9545	Y	Y	Discount
Thorndale Pediatric Dentistry	3915 Lincoln Highway Downingtown, PA 19335	610-269-1900	Y	Y	N/A
Community Volunteers in Medicine	300B Lawrence Dr. West Chester, PA 19380	610-836-5990	N	N	Discount
Exton Dental Care Tan Trinh, DMD	313 W. Boot Rd. West Chester, PA 19380	610-918-1710	Y	Y	N/A

Chester County

DENTAL

Agency	Address	Phone	Insurance Accepted		Discount Services or No Fee
			Medicaid	CHIP	
Gentle Dental Zheng Yao, DMD	533 East Gay St. West Chester, PA 19380	610-738-9440	Y	Y	Discount
Childrens Dental Health Associates PC	900 W. Baltimore Pike Suite 203 West Grove, PA 19390	610-869-9727	Y	Y	N/A
Jenny Chen Family Dentistry	207 N. Guernsey Rd. West Grove, PA 19390	610-869-0991	Y	Y	Discount
<i>The programs below do not provide direct care but do offer referral services for families with low-incomes to dentists who will provide either free or low-cost care.</i>					
Phoenixville Health Care Access Program	26 Gay St. Phoenixville, PA 19460	1-877-765-0477	N/A	N/A	No Fee or Discount
Luz Garzon Dental Health Program of the Chester County Health Department	610 Westtown Rd. Suite 175 West Chester, PA 19380	610-344-4452	N/A	N/A	No Fee or Discount

Chester County

FAMILY PLANNING

Agency	Address	Phone	Discount Services or No Fee	Walk in Pregnancy Testing?
Planned Parenthood – Avondale Health Center	1660 Baltimore Pike Post Office Box 484 Avondale, PA 19311	610-268-8848	No Fee	Yes
Planned Parenthood – Coatesville Center for Community Health	1001 East Lincoln Hwy Suite 101 Coatesville, PA 19320	610-383-5911	No Fee	Yes
ChesPenn Family Health Center at Coatesville	1029 East Lincoln Hwy Coatesville, PA 19320	610-384-5899	Discount	Yes
Planned Parenthood – West Chester Center	8 South Wayne St. West Chester, PA 19382	610-692-1770	No Fee	Yes
Planned Parenthood – Phoenixville Center	1041 Bridge St. Suite D 10-A Phoenixville, PA 19460	610-935-0599	No Fee	Yes

Chester County

BEHAVIORAL HEALTH SERVICES

Agency	Address	Phone Number	Discount Services or No Fee
Behavioral Health Services			
Child Guidance Resource Center	31 South 10th St. Coatesville, PA 19320	610-383-5635	No Fee
Community Services of Devereaux	1041 West Bridge St. Phoenixville, PA 19460	610-933-8110	No Fee
Creative Health Services, Inc.*	1 Mennonite Church Rd. Spring City, PA 19475	610-948-6490	Discount
Family Service of Chester County	310 N. Matlock St West Chester, PA 19380	610-696-4900	Discount
Family Service of Chester County	106 W. State St. Kennett Square, PA 19348	610-696-4900	Discount
Family Service of Chester County	1001 E. Lincoln Highway Coatesville, PA 19320	610-696-4900	Discount
Family Service of Chester County	35 N. Third St. Oxford, PA 19363	610-696-4900	Discount
Family Service of Chester County	2140 Kimberton Rd. Kimberton, PA 19442	610-696-4900	Discount
Holcomb Associates*	835 Sprindale Dr. Exton, PA 19341	610-363-1488	Discount
Holcomb Associates*	920 East Baltimore Pike Suite 200 Kennet Square, PA 19348	610-388-7400	Discount
Human Services*	520 East Lancaster Ave. Downingtown, PA 19335	610-873-1010	Discount

* These centers will treat any county resident regardless of their ability to pay.

Chester County

DRUG AND ALCOHOL TREATMENT PROGRAMS

Agency	Address	Phone Number	Discount Services or No Fee
Drug and Alcohol Treatment Programs			
Gaudenzia, Inc.	110 Westtown Rd. Suite 115 West Chester, PA 19382	610-429-1414	Discount
Northwestern Human Services	21 Gay St. Phoenixville, PA 19460	610-933-0400	Discount

Delaware County

PRIMARY CARE

Agency	Address	Phone	Dental Services	Mental Health Services	Insurance Accepted		Discount Services or No Fee
					Medicaid	CHIP	
Crozer-Chester Medical Center	1 Medical Center Blvd Pearl Hall Upland, PA 19013	610-447-2200	N	N	Y	N	Discount
ChesPenn Health Services – Center for Family Health	2600 West 9th St. Chester, PA 19013	610-859-2059	Y	N	Y	Y	No Fee and Discount
ChesPenn Health Services – Eastside Medical Center & Eastside Dental Center	125 E. 9th St. Chester, PA 19013	610-872-6131	Y	N	Y	Y	No Fee and Discount
West End Medical Group	2621 W. 9th St. Chester, PA 19013	610-494-7666	N	N	Y	Y	Discount

Delaware County

DENTAL

Agency	Address	Phone	Insurance Accepted		Discount Services or No Fee
			Medicaid	CHIP	
Broomall Pediatric Dentistry & Orthodontia	1999 Sproul Rd. Suite 14 Broomall, PA 19008	610-356-1454	Y	Y	N/A
ChesPenn Health Services	2602 West 9th St. Chester, PA 19013	610-497-2900	Y	Y	Discount
ChesPenn Health Services Eastside Dental Center	125 East 9th St. Chester, PA 19013	610-874-6231	Y	Y	Discount
Campus Dental Center	2200 Providence Ave. Chester, PA 19013	610-872-2355	Y	Y	Discount
Gentle Dental	875 Main St. Darby, PA 19023	610-534-0300	Y	Y	Discount
Hollyland Dental Corp.	917 McDade Boulevard Collingdale, PA 19023	610-583-4443	Y	Y	Discount
Drexel Hill Family Dental	4244 Ferne Boulevard Drexel Hill, PA 19026	610-259-6619	Y	Y	Discount
Dentistry for Children & Adolescents Clinton Rutherford, DMD Pediatric Dentistry	2114 McDade Boulevard Holmes, PA 19043	610-237-9070	Y	Y	N/A
Arnelle A. Lloyd, D.D.S. PC	651 Church Lane Yeadon, PA 19050	610-622-2077	Y	Y	Discount
Leo F. Conway Jr. DDS	111 N. Lansdowne Ave Lansdowne, PA 19050	610-626-6747	Y	Y	Discount
American Dental Care P.C. Media	1003 Baltimore Pike Media, PA 19063	215-625-4865	N	Y	N/A
Hart M. Dixon DDS Dental Clinic [^]	111 Elywn Rd. Elywn, PA 19063	610-891-2320	Y	N	N/A
American Dental Care P.C. Stoney Creek	515 Baltimore Pike Springfield, PA 19064	610-543-4900	N	Y	Discount
Advanced Family Dentistry, P.C.	35B Woodland Ave. Morton, PA 19070	610-544-3630	Y	Y	Discount
Childrens Dental Health Associates PC	3475 West Chester Pike Newtown Square, PA 19073	610-353-0493	Y	Y	N/A

[^] This office specializes in services to individuals with special health care needs only.

Delaware County

DENTAL

Agency	Address	Phone	Insurance Accepted		Discount Services or No Fee
			Medicaid	CHIP	
About Your Smile, PC	6776 Market St Upper Darby, PA 19082	610-734-0666	Y	Y	Discount
American Dental Care P.C All About Teeth	6780 Market St. Upper Darby, PA 19082	610-352-7600	N	Y	N/A
Rachel J. Mallya, DMD	27 Garrett Rd. Upper Darby, PA 19082	610-352-7766	Y	Y	N/A
Shen-Quan Hao, D.M.D.	6 Garrett Rd. Upper Darby, PA 19082	610-352-4525	Y	Y	Discount
Star Dental	101 Long Lane 1st Floor Upper Darby, PA 19082	610-352-2263	Y	Y	Discount
Neil Moscow, DDS Pediatric Dentistry	510 Darby Rd. Suite 201 Havertown, PA 19083	610-449-5010	Y	Y	N/A
Advanced Family Dentistry, P.C.	8 Pond's Edge Dr. Suite 2 Chadd's Ford, PA 19317	610-388-4466	N	Y	Discount
Childrens Dental Health Associates PC	519 Baltimore Pike Chadds Ford, PA 19317	610-388-2131	Y	Y	Discount

Delaware County

FAMILY PLANNING

Agency	Address	Phone	Discount Services or No Fee	Walk in Pregnancy Testing?
ChesPenn Health Services Eastside Medical Center & Eastside Dental Center	125 E. 9th St. Chester PA, 19013	610-872-6131	Discount	Yes
ChesPenn Health Services Center for Family Health	2600 West 9th St. Chester, PA 19013	610-859-2059	Discount	Yes
Crozer-Chester Medical Center	1 Medical Center Boulevard Pearl Hall Upland, PA 19013	610-447-2200	No Fee	Yes
Planned Parenthood Media Ctr.	216 West State St. Media, PA 19063	610-566-2830	Discount	Yes
Planned Parenthood St. Davids Medical Building B	515 E. Lancaster Ave. St. Davids, PA 19087	610-687-9410	Discount	Yes
Planned Parenthood Yeadon Ctr. Parkview Shopping Center	605-607 Cedar Ave. Yeadon, PA 19050	610-626-9482	Discount	Yes
Midwives of Delaware County Barclay Square Shopping Center	1560 Garrett Rd. Upper Darby, PA 19082	610-284-3300	No Fee	Yes

Delaware County

BEHAVIORAL HEALTH SERVICES

Agency	Address	Phone Number	Discount Services or No Fee
Behavioral Health Services			
Child Guidance Resource Center	2000 Old West Chester Pike Havertown, PA 19083	484-454-8700	N/A
Crozer-Chester-Community Division*	2600 W. 9th St. Chester, PA 19013	610-497-7700	Discount or No Fee
Family and Community Service of Delaware County	37 N. Glenwood Ave. Clifton Heights, PA 19018	610-566-7540	Discount
Family and Community Service of Delaware County	600 N. Olive St. Media, PA 19063	610-566-7540	Discount
Holcomb Behavioral Health Systems	225 S. 69th St. Upper Darby, PA 19082	610-352-8943	Discount
Life Guidance/Northwestern Human Services*	800 Chester Pike Sharon Hill, PA 19079	610-534-3636	Discount or No Fee
Northeast Treatment Center (NET)	1260 Woodland Ave. Suite 100, Springfield, PA 19064	215-408-4913	N/A
Presbyterian Children's Village	452 South Roberts Rd. Rosemont, PA 19010	610-525-5400	N/A

* These centers will treat any county resident regardless of their ability to pay.

Delaware County

DRUG AND ALCOHOL TREATMENT PROGRAMS

Agency	Address	Phone Number	Discount Services or No Fee
Drug and Alcohol Treatment Programs			
Center for Addictive Diseases	401 Pilgrim Lane Suite 103, Drexel Hill, PA 19026	610-645-6543	N/A
Child Guidance Resource Center	2000 Old West Chester Pike Havertown, PA 19083	484-454-8700	N/A
Crozer-Chester-Community Division	2600 W. 9th St. Chester, PA 19013	610-497-7223	N/A
Holcomb Behavioral Health Systems	225 S. 69th St. Upper Darby, PA 19082	610-352-8943	Discount
Northwestern Human Services	800 Chester Pike Sharon Hill, PA 19079	610-534-3636	Discount

* These centers will treat any county resident regardless of their ability to pay.

Montgomery County

PRIMARY CARE

Insurance Accepted

Agency	Address	Phone	Dental Services	Mental Health Services	Medicaid	CHIP	Discount Services or No Fee
Bryn Mawr Family Practice	1991 Sproul Rd. Broomall, PA 19008	610-325-1390	N	N	Y	Y	Discount may apply
Community Medical and Dental	309 Gravel Pike Rahns, PA 19426	610-489-1313	Y	N	Y	Y	Discount
Mercy Suburban Family Practice	530 Church St. Norristown, PA 19401	610-275-7240	N	N	Y	Y	Discount
Montgomery Family Practice Center	1330 Powell St. Norristown, PA 19401	610-277-0964	N	N	Y	Y	None
Norristown Regional Health Services	133 West Main St. Norristown, PA 19401	610-278-7787	Y	Y	Y	Y	Discount
North Hills Health Center – Abington Memorial Hospital	212 Girard Ave. North Hills, PA 19038	215-572-0302	N	N	Y	Y	Discount
North Penn VNA Children's Clinic	51 Medical Campus Dr. Lansdale, PA 19446	215-855-8296	N	N	Y	Y	Discount
VNA Children's Health Center	1109 DeKalb St. Norristown, PA 19401	610-272-3373	N	N	Y	Y	Discount
VNA Children's Health Center	1421 Highland Ave. Abington, PA 19001	215-572-7880	N	N	Y	Y	Discount may apply

Montgomery County

DENTAL

Agency	Address	Phone	Insurance Accepted		Discount Services or No Fee
			Medicaid	CHIP	
Dental Clinic at Abington Hospital	1200 Old York Rd. Abington, PA 19002	215-481-2193	Y	N	Discount
American Family Dental Care	15 North Presidential Blvd Suite 303 Bala Cynwyd, PA 19004	610-660-9510	Y	Y	Discount
Harcum College Cohen Dental Center	750 Montgomery Ave. Bryn Mawr, PA 19010	610-526-6015	N	N	Discount
Daniel J. Breuer, D.M.D.	15 West Monument Ave. Hatboro, PA 19040	215-675-1885	Y	Y	N/A
Manor Dental Health Center	700 Fox Chase Rd. Jenkintown, PA 19046	215-887-7617	N	N	Discount
Norristown Regional Health Services	133 West Main St. Norristown, PA 19401	610-278-7787	Y	Y	Discount
A-One Dental Care	11 West Lafayette St. Norristown, PA 19401	610-277-7440	Y	Y	Discount
J.C. Patel, D.D.S. & Associates	2527 Dekalb Pike Norristown, PA 19401	610-272-3219	Y	Y	Discount
Norristown Dental Centre Seema B. Navathe, DMD	1425 West Main St. Norristown, PA 19403	610-631-9931	Y	Y	Discount
Upper Merion Dental Associates	357 South Gulph Rd. Suite 100 King of Prussia, PA 19406	610-337-2325	Y	Y	N/A
Montgomery County Community College Dental Hygiene Clinic	211 Science Center 340 DeKalb Pike Blue Bell, PA 19422	215-641-6483	N	N	Discount
Community Medical and Dental Center	309 Gravel Pike Rahns, PA 19426	610-489-1313	Y	Y	Discount
Smile Pennsylvania PLLC	200 Barr Harbor Dr. Suite 400-4079 West Conshohocken, PA 19428	888-833-8441	Y	Y	No Fee

Montgomery County

DENTAL

Agency	Address	Phone	Insurance Accepted		Discount Services or No Fee
			Medicaid	CHIP	
A+ Family Dental Care, P.C.	456 School Lane Suite 104 Harleysville, PA 19438	215-513-7172	Y	Y	Discount
Greater North Penn Dental Initiative at North Penn Visiting Nurse Association	51 Medical Campus Dr. Lansdale, PA 19446	1-877-466-7764	Y	N	Discount
Donald R. Berger, DDS Pediatric Dentistry	832 Germantown Pike Suite 1 Plymouth Meeting, PA 19462	610-277-0996	Y	Y	N/A
J.C. Patel, D.D.S. & Associates	620 High St. Suite 1 Pottstown, PA 19464	610-323-7086	Y	Y	Discount
All Family Dental Care	2012 Bridge Rd. Skippack, PA 19474	610-222-8189	Y	Y	Discount
<i>The program below does not provide direct care but does offer referral services for families with low-incomes to dentists who will provide either free or low-cost care..</i>					
Phoenixville Health Care Access Program		1-877-765-0477			

Montgomery County

FAMILY PLANNING

Agency	Address	Phone	Discount Services or No Fee	Walk in Pregnancy Testing?
Planned Parenthood – Ambler Center	19 Lindenwold Ave. Ambler, PA 19002	215-542-8370	Discount	Yes
Planned Parenthood – St. David's Center	515 East Lancaster Ave. Medical Building Suite B Wayne, PA 19087	610-687-9410	Discount	Yes
Lankenau Hospital Family Planning Services	Lancaster & City Line Avenues Wynnewood, PA 19096	610-645-3067	No Fee	Yes
Planned Parenthood – Norristown Center	1220 Powell St. Norristown, PA 19401	610-279-6095	Discount	Yes
Planned Parenthood – Collegeville Center	78 Second Ave Suite 1A Collegeville, PA 19426	610-409-8891	Discount	Yes
Planned Parenthood – Pottstown Center	644 High St. (rear) Pottstown, PA 19464	610-326-8080	Discount	Yes

Montgomery County

BEHAVIORAL HEALTH SERVICES

Agency	Address	Phone Number	Discount Services or No Fee
Behavioral Health Services			
Abington-Creekwood Center*	3941 Commerce Ave. Willow Grove, PA 19001	215-481-5450	No Fee
Central Montgomery MH/MR*	1201 DeKalb St. Norristown, PA 19401	610-279-9270	No Fee
Creative Health Services*	361 High St. Pottstown, PA 19464	610-326-9250	No Fee
Lower Merion Counseling*	850 Lancaster Ave. 2nd Floor Bryn Mawr, PA 19010	610-520-1510	No Fee
Northwestern Human Services of Montgomery County*	400 N. Broad St. Lansdale, PA 19446	215-368-2022	No Fee
Norristown Regional Health Services	133 West Main St. Norristown, PA 19401	610-278-7787	Discount

* These centers will treat any county resident regardless of their ability to pay.

Montgomery County

DRUG AND ALCOHOL TREATMENT PROGRAMS

Agency	Address	Phone Number	Discount Services or No Fee
Drug and Alcohol Treatment Programs			
Central Montgomery MH/MR	1201 DeKalb St. Norristown, PA 19401	610-279-9270	N/A
Creative Health Services	361 High St. Pottstown, PA 19464	610-327-1503	Discount
Lower Merion Counseling*	850 Lancaster Ave. 2nd Floor, Bryn Mawr, PA 19010	610-520-1510	Discount
Northwestern Human Services of Montgomery County	400 N. Broad St. Lansdale, PA 19446	215-631-7827	N/A

Philadelphia County

PRIMARY CARE

Agency	Address	Phone	Dental Services	Mental Health Services	Insurance Accepted		Discount Services or No Fee
					Medicaid	CHIP	
District Health Ctr. #2	1720 S.Broad St. Philadelphia, PA 19145	215-685-1803	Y	N	Y	Y	No Fee
District Health Ctr. #3	555 S.43rd St. Philadelphia, PA 19104	215-685-7504	Y	N	Y	Y	No Fee
District Health Ctr. #4	4400 Haverford Ave. Philadelphia, PA 19104	215-685-7600	Y	N	Y	Y	No Fee
District Health Ctr. #5	1900 N. 20th St. Philadelphia, PA 19121	215-685-2938	Y	N	Y	Y	No Fee
District Health Ctr. #6	321 W.Girard Ave Philadelphia, PA 19123	215-685-2803	Y	N	Y	Y	No Fee
District Health Ctr. #9	131 E.Chelten Ave. Philadelphia, PA 19144	215-685-5701	Y	N	Y	Y	No Fee
District Health Ctr. #10	2230 Cottman Ave. Philadelphia, PA 19149	215-685-0639	Y	N	Y	Y	No Fee
Strawberry Mansion Health Center	2840 W.Dauphin St. Philadelphia, PA 19132	215-685-2401	N	N	Y	Y	No Fee
11th St. Family Health Services of Drexel University	850 N.11th St. Philadelphia, PA 19153	215-769-1100	Y	Y	Y	Y	Discount
Abbottsford-Falls Family Practice	4700 Wissihickon Ave. Bldg. D Suite 119 Philadelphia, PA 19144	215-843-9720	N	Y	Y	Y	Discount
APM Community Health Center	2147 North 6th St. Philadelphia, PA 19122	215-236-0315	N	Y	Y	Y	N/A
Broad St. Health Center	Progress Human Servs. Bldg. 1415 N.Broad St. Philadelphia, PA 19122	215-235-7944	N	N	Y	Y	Discount
Chinatown Medical Services	930 Washington Ave. Philadelphia, PA 19147	215-627-8000	N	N	Y	Y	Discount
Covenant House	251 E. Brighthurst Philadelphia, PA 19144	215-844-1020	N	N	Y	Y	Discount

Philadelphia County

PRIMARY CARE

Agency	Address	Phone	Dental Services	Mental Health Services	Insurance Accepted		Discount Services or No Fee
					Medicaid	CHIP	
Esperanza Health Ctr.	3156 Kensington Ave. Philadelphia, PA 19134	215-831-1100	Y	Y	Y	Y	Discount
Fairmount Health Ctr.	1412 Fairmount Ave. Philadelphia, PA 19130	215-235-9600	Y	Y	Y	Y	Discount
Finley Family Health Ctr	2813 W.Diamond St. Philadelphia, PA 19124	215-763-4445	N	N	Y	Y	Discount
Frankford Ave. Health Center	4510 Frankford Ave. Philadelphia, PA 19124	215-744-1302	Y	Y	Y	Y	Discount
Haddington Health Center	5619 Vine St. Philadelphia, PA 19139	215-471-2761	N	N	Y	Y	Discount
Health Annex at the Plaza	6120B Woodland Ave. 2nd Floor Philadelphia, PA 19142	215-727-4721	Y	Y	Y	Y	Discount
Hunting Park Health Center	1999 Hunting Park Ave. Philadelphia, PA 19140	215-228-9300	Y	Y	Y	Y	Discount
Maria De Los Santos Health Center	401-55 W. Allegheny Ave. Philadelphia, PA 19133	215-291-2525	Y	Y	Y	Y	Discount
Meade Family Health Center	18th and Oxford Sts. Philadelphia, PA 19121	215-765-9501	N	N	Y	Y	Discount
Quality Community Health Ctr.	2501 W.Lehigh Ave Philadelphia, PA 19132	215-227-0300	Y	Y	Y	Y	Discount
Rising Sun Health Center	500 Adams Ave. Philadelphia, PA 19120	215-279-9666	N	N	Y	Y	No Fee
Southeast Health Center	930 Washington Ave. Philadelphia, PA 19147	215-627-8000	N	N	Y	Y	Discount
PHMC Health Connection	1035 W.Berks St. Philadelphia, PA 19122	215-765-6690	N	N	Y	Y	No Fee

Philadelphia County

PRIMARY CARE

Agency	Address	Phone	Dental Services	Mental Health Services	Insurance Accepted		Discount Services or No Fee
					Medicaid	CHIP	
Vaux Family Health Center	23rd and Master Sts. Philadelphia, PA 19121	215-236-VAUX	Y	N	Y	Y	Discount
Wilson Park Medical Ctr.	2520 Snyder Ave. Philadelphia, PA 19145	215-755-7700	Y	Y	Y	Y	Discount
Woodland Ave. Health Ctr.	5000 Woodland Ave. Philadelphia, PA 19143	215-726-9807	N	N	Y	Y	Discount

Philadelphia County

DENTAL

Insurance Accepted							
Agency	Address	Phone	Medicaid	CHIP	Discount Services or No Fee	Languages Spoken Other Than English	Services for Children with Special Needs
Pediatric Dentists							
U Penn Dental Pediatric Clinic	240 South 40th St. Philadelphia, PA 19104	215-898-8979	Y	Y	Discount	Various languages	Limited care
Doc Bresler's Cavity Busters	240 Geiger Rd. Philadelphia, PA 19115	215-677-0380	Y	Y	-	Russian Spanish	Yes
Pediatric Dental Associates	100 East Lehigh Ave. Philadelphia, PA 19125	215-707-1030	Y	Y	-	Spanish	Yes
Doc. Bresler's Cavity Busters	6801 Ridge Ave. Philadelphia, PA 19128	215-483-6633	Y	Y	-	Russian Spanish	Yes
St. Christopher's Hospital Pediatric Clinic	Erie Ave. & Front Sts. Philadelphia, PA 19134	215-427-5065	Y	N	-	Spanish	Yes
Ronald McDonald Care Mobile	3601 A St. Philadelphia, PA 19134	215-427-8877	Y	N	No Fee	Spanish Chinese	Yes
Kids Smiles II	5828 Market St. Philadelphia, PA 19139	215-747-6901	Y	Y	Discount	-	Yes
Pediatric Dental Associates	3509 North Broad Philadelphia, PA 19140	215-707-6411	Y	Y	-	-	Yes
Temple University Pediatric Clinic	3223 N. Broad St. Philadelphia, PA 19140	215-707-2863	Y	Y	Discount	Various languages	No
John J. Del Gaiso, D.M.D.	2010 S. Juniper St. Philadelphia, PA 19148	215-334-3490	Y	Y	Discount	Spanish	Yes
Pediatric Dental Associates	6404 Roosevelt Blvd. Philadelphia, PA 19149	215-743-3700	Y	Y	-	-	Yes
Kids Smiles	2821 Island Ave. Suite 210 Philadelphia, PA 19153	215-492-9291	Y	Y	Discount	-	Yes

Philadelphia County

DENTAL

			Insurance Accepted				
Agency	Address	Phone	Medicaid	CHIP	Discount Services or No Fee	Languages Spoken Other Than English	Services for Children with Special Needs
General Dentists							
District Health Center #3	555 South 43rd St. Philadelphia, PA 19104	215-685-7506	Y	Y	No Fee	Spanish Mandarin French Russian Malay Phoneline*	Limited care
District Health Center #4	4400 Haverford Ave. Philadelphia, PA 19104	215-685-7605	Y	Y	No Fee	Spanish Bengali Hindi Urdu Phoneline*	Limited care
Elwyn Dental Clinic ^	4040 Market St. Philadelphia, PA 19104	610-891-2320	Y	N	-	-	Yes
Gentle Dental	201 S.13th St. Philadelphia, PA 19107	215-732-5000	Y	Y	-	Chinese Polish	No
Doc Bresler's Special Touch Dentistry ^	240 Geiger Rd. Philadelphia, PA 19115	215-508-4200	Y	N	-	-	Yes
Dentex Corporation	10108 Bustleton Ave. Philadelphia, PA 19116	215-677-3904	Y	Y	-	Mandarin Hindi Russian	No
Advanced Family Dentistry	600 W. Olney Ave. Philadelphia, PA 19120	215-549-6868	Y	Y	-	Cambodian Hindi	Limited care
Juan Espinoza, DMD	324 W. Roosevelt Blvd. Philadelphia, PA 19120	215-455-5385	Y	N	-	Spanish	Yes
Lawncrest Medical Center	500 E. Godfrey Ave. Suite B Philadelphia, PA 19120	215-745-9100	Y	N	-	Spanish	Limited care
Trieu & Trieu, D.M.D., P.C.	437 W. Chew Ave. Philadelphia, PA 19120	215-549-4888	Y	Y	-	Spanish Vietnamese	No
District Health Center #5	1900 North 20th St. Philadelphia, PA 19121	215-685-2938	Y	Y	No Fee	Phoneline*	Limited care

^ This office specializes in services to individuals with special health care needs only.

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Philadelphia County

DENTAL

Insurance Accepted							
Agency	Address	Phone	Medicaid	CHIP	Discount Services or No Fee	Languages Spoken Other Than English	Services for Children with Special Needs
General Dentists							
Vaux Family Health Center	2300 Master St. Philadelphia, PA 19121	215-236-8289	Y	Y	Discount	-	No
Dental Clinic – Kensington Hospital	136 W. Diamond St. Philadelphia, PA 19122	215-291-6004	Y	Y	-	Spanish	No
11st St. Family Health Services	850 North 11th St. Philadelphia, PA 19123	215-769-1594	Y	Y	Discount	-	Yes
District Health Center #6	321 W.Girard Ave. Philadelphia, PA 19123	215-685-3815	Y	Y	No Fee	Spanish Albanian Phoneline*	Limited care
Frankford Ave. Dental Center	4510 Frankford Ave. Philadelphia, PA 19124	215-535-1990	Y	Y	Discount	-	Yes
Kenneth J. Soapes, D.M.D.	1526 Pratt St. Philadelphia, PA 19124	215-535-5577	Y	Y	-	Spanish	Yes
Special Smiles, Ltd. ^	100 East Lehigh Ave. Centennial II Bldg. Philadelphia, PA 19125	215-707-0575	Y	N	-	Spanish Chinese German	Yes
Fairmount Primary Care Center	1412-22 Fairmount Ave. Philadelphia, PA 19130	215-684-5349	Y	Y	Discount	Spanish Arabic	No
The Community College of Philadelphia, Dental Hygiene Clinic	18th and Spring Garden Streets Philadelphia, PA 19130	215-751-8625	N	N	No Fee	-	Limited care
Quality Community Health Center	2501 W. Lehigh Ave. Philadelphia, PA 19132	215-227-0300	Y	Y	Discount	Vietnamese Kannada	No
Gentle Dental	2656 Germantown Ave. Philadelphia, PA 19133	215-228-8723	Y	Y	Discount	Spanish	No
Maria De Los Santos Health Center	401-55 W. Allegheny Ave. Philadelphia, PA 19133	215-291-2509	Y	Y	Discount	Spanish Arabic	No

^ This office specializes in services to individuals with special health care needs only.

Philadelphia County

DENTAL

Insurance Accepted							
Agency	Address	Phone	Medicaid	CHIP	Discount Services or No Fee	Languages Spoken Other Than English	Services for Children with Special Needs
General Dentists							
Peach Dental	3200 Frankford Ave. Suite #2 Philadelphia, PA 19134	215-739-5600	Y	Y	-	Spanish	No
Dwight Dental Care	8137 Frankford Ave. Philadelphia, PA 19136	215-338-5454	Y	Y	-	Russian Ukrainian	No
Family Dental	4646 N 5th St. Philadelphia, PA 19140	215-324-1950	Y	Y	-	-	Yes
Hunting Park Dental Center	1999 W. Hunting Park Ave. Philadelphia, PA 19140	215-229-1390	Y	Y	Discount	-	Yes
Gentle Dental	1335 W.Tabor Rd. Suite 150 Philadelphia, PA 19141	215-548-8080	Y	Y	Discount	-	Yes
Trieu Et Trieu, D.M.D., P.C.	6536 Woodland Ave. Philadelphia, PA 19142	215-727-3773	Y	Y	-	Spanish Vietnamese	Yes
The Health Annex at the Plaza – Dental Department	6120B Woodland Ave. 2nd Floor Philadelphia, PA 19142	215-727-4721	Y	Y	Discount	-	Yes
District Health Center #9	131 East Chelten Ave. Philadelphia, PA 19144	215-685-5738	Y	Y	No Fee	Spanish French Creole Phoneline*	Limited care
District Health Center #2	1720 South Broad St. Philadelphia, PA 19145	215-685-1822	Y	Y	No Fee	Spanish Cambodian Vietnamese Phoneline*	Limited care
Gentle Dental	1507 W. Passyunk Ave. Philadelphia, PA 19145	215-468-0220	Y	Y	Discount	-	No
Wilson Park Dental Center	2520 Snyder Ave. Philadelphia, PA 19145	215-755-6866	Y	Y	Discount	-	No

Philadelphia County

DENTAL

			Insurance Accepted				
Agency	Address	Phone	Medicaid	CHIP	Discount Services or No Fee	Languages Spoken Other Than English	Services for Children with Special Needs
General Dentists							
Dentex Dental Group	1701 Moyamensing Ave. Philadelphia, PA 19148	215-462-4047	Y	Y	-	Spanish	No
Family Dental Center at Snyder Ave.	626 Snyder Ave. Philadelphia, PA 19148	215-334-4900	Y	Y	Discount	-	No
Peach Dental	640 Snyder Ave. Philadelphia, PA 19148	215-334-4845	Y	Y	-	-	Limited care
Thomas H. Lam, D.M.D.	1611 S. Broad St. Philadelphia, PA 19148	215-271-6999	Y	Y	-	Chinese Vietnamese	No
Absolute Smile	6722 Bustleton Ave. Suite 101 Philadelphia, PA 19149	215-331-7585	Y	Y	Discount	Polish Russian Spanish Ukrainian	Yes
District Health Center #10	2230 Cottman Ave. Philadelphia, PA 19149	215-685-0608	Y	Y	No Fee	Spanish Vietnamese Japanese Creole French Russian Phoneline*	Limited care
A-1 Family Dental Care P.C.	8001 Roosevelt Blvd Smylie Times Bldg. Suite 503 Philadelphia, PA 19152	215-268-9655	Y	Y	-	-	Yes
A-1 Family Dental Care P.C.	8355 Loretto Ave. Suite 104 Philadelphia, PA 19152	215-342-5750	Y	Y	Discount	Chinese Russian Albanian Hindi	Yes
A-1 Family Dental Care P.C.	8539 Bustleton Ave. Philadelphia, PA 19152	215-342-5740	Y	Y	Discount	Spanish Hindi	Yes

Philadelphia County

FAMILY PLANNING

Agency	Address	Phone	Discount Services or No Fee	Walk in Pregnancy Testing?
Drexel University Women's Care Center	1427 Vine St. 2nd Floor Philadelphia, PA 19102	215-762-7824	Discount	Yes
Youth Health Empowerment Project	112 North Broad St., 9th Floor Philadelphia, PA 19102	215-564-6388	Discount	Yes
Children's Hospital of Philadelphia	3550 Market St. 4th Floor Philadelphia, PA 19104	215-590-3537	Discount	Yes
City Health Center #3	555 South 43rd St. Philadelphia, PA 19104	215-685-7504	No Fee	Yes
City Health Center #4	4400 Haverford Ave. Philadelphia, PA 19104	215-685-7601	No Fee	Yes
Helen Dickens Center for Women's Health	One East Gates Building 3400 Spruce St. Philadelphia, PA 19104	215-662-2730	No Fee under 18; Discount 19+	Yes
Pennsylvania Hospital Women and Children's Health Services	Garfield Duncan Building 700 Spruce St. Suite 200 Philadelphia, PA 19106	215-829-3525	Discount	Yes
LGBT Community Health Services of Mazzoni Center	1201 Chestnut St., 3rd Floor Philadelphia, PA 19107	215-563-0658	Discount	No
Planned Parenthood Locust St. Center	1144 Locust St. Philadelphia, PA 19107	215-351-5560	Discount	Yes
Planned Parenthood Elizabeth Blackwell Center	1211 Chestnut St., 4th Floor Philadelphia, PA 19107	215-496-9696	Discount	Yes
Thomas Jefferson University Hospital	834 Chestnut St. Suite 420 Philadelphia, PA 19107	215-955-6777/6776	Discount	Yes
Rising Sun Health Center	500 Adams Ave. Philadelphia, PA 19120	215-843-9667	Discount	Yes
City Health Center #5	1900 North 20th St. Philadelphia, PA 19121	215-685-2933	No Fee	Yes

Philadelphia County

FAMILY PLANNING

Agency	Address	Phone	Discount Services or No Fee	Walk in Pregnancy Testing?
Broad St. Health Center	1415 North Broad St., 2nd Floor Human Services Building Philadelphia, PA 19122	215-235-7944	Discount	Yes
PHMC Health Connection	1035 W. Berks St. Philadelphia, PA 19122	215-765-6690	Discount	Yes
Kensington Hospital	136 West Diamond St. 1st Floor, Clinic Area Philadelphia, PA 19122	215-426-8100	Discount or No Fee	Yes
City Health Center #6	301 West Girard Ave. Philadelphia, PA 19123	215-685-3803	No Fee	Yes
Prevention Point Philadelphia	166 West Girard Ave. Philadelphia, PA 19123	215-634-5272	Discount	No
11th St. Family Health Services of Drexel University	850 North 11th St. Philadelphia, PA 19123	215-769-1100	Discount	Yes
Frankford Ave. Health Center	4510 Frankford Ave. Philadelphia, PA 19124	215-744-1302	Discount	Yes
Episcopal Hospital Family Planning Clinic	Front & Lehigh Streets Philadelphia, PA 19125	215-707-1840	Discount	Yes
Strawberry Mansion Health Center	2840 West Dauphin St. Philadelphia, PA 19132	215-685-2401	No Fee	Yes
Woman to Woman Midwifery Practice	2701 North Broad St. Philadelphia, PA 19132	215-226-8820	Discount	Yes
Congreso de Latinos Unidos, Inc.	216 West Somerset St. Philadelphia, PA 19133	215-763-8870	No Fee	Yes
St. Christopher's Hospital for Children - Adolescent Medicine	Nelson Pavilion 2nd Floor Front St. & Erie Ave. Philadelphia, PA 19134	215-427-3802	No Fee	Yes
Women's Care at Northeastern Hospital	2301 East Allegheny Ave. Helene Fuld Building 4th Floor Northeastern Hospital Campus Philadelphia, PA 19134	215-291-3700	Discount	No
CHOP Primary Care Center at Cobbs Creek	225 Cobbs Creek Parkway Philadelphia, PA 19139	215-476-2223	Discount	Yes

Philadelphia County

FAMILY PLANNING

Agency	Address	Phone	Discount Services or No Fee	Walk in Pregnancy Testing?
Haddington Health Center	5619-25 Vine St. Philadelphia, PA 19139	215-471-2761	Discount	Yes
Hunting Park Health Center	1999 West Hunting Park Ave. Philadelphia, PA 19140	215-228-9300	No Fee under 18; Discount 19+	Yes
Temple University Family Planning	Outpatient Building 8th Floor Broad & Tioga Streets Philadelphia, PA 19140	215-707-3232	Discount	No
Temple University Children's Medical Center	3509 North Broad Steet Philadelphia, PA 19140	215-707-5437	N/A	No
Albert Einstein Adult Family Planning OB/GYN Clinic	5501 Old York Rd. Philadelphia, PA 19141	215-456-7180	Discount	Yes
Albert Einstein Medical Center Adolescent Clinic	Paley Building, 1st Floor 5501 Old York Rd. Philadelphia, PA 19141	215-456-7170	No Fee	Yes
Health Annex at the Plaza	6120B Woodland Ave. 2nd Floor, Philadelphia, PA 19142	215-727-4721	Discount	Yes
Woodland Ave. Health Center	5000 Woodland Ave. Philadelphia, PA 19143	215-726-9807	No Fee under 18; Discount 19+	Yes
Abbottsford-Falls Family Practice	4700 Wissihickon Ave. Bldg. D Suite 119 Philadelphia, PA 19144	215-843-9720	No Fee under 18; Discount 19+	Yes
Covenant House Health Services	251 East Brighthurst St. Philadelphia, PA 19144	215-844-0181	Discount	Yes
City Health Center #9	131 East Cheltenham Ave. Philadelphia, PA 19144	215-685-5701	No Fee	Yes
City Health Center #2	1720 South Broad St. Philadelphia, PA 19145	215-685-1803	No Fee	Yes
Wilson Park Medical Center	2520 Snyder Ave. Philadelphia, PA 19145	215-755-7700	Discount	Yes
Health Center #1	500 South Broad St. Philadelphia, PA 19146	215-685-6571	No Fee	No

Philadelphia County

FAMILY PLANNING

Agency	Address	Phone	Discount Services or No Fee	Walk in Pregnancy Testing?
Urban Solutions	1408 South Broad St. 1st Floor Philadelphia, PA 19146	215-755-0700	No Fee under 18; Discount 19+	Yes
Southeast Health Center	800 Washington Ave. Philadelphia, PA 19147	215-339-5100	Discount	Yes
City Health Center #10	2230 Cottman Ave. Philadelphia, PA 19149	215-685-0639	No Fee	Yes
Planned Parenthood Castor Ave. Center	8210 Castor Ave. Philadelphia, PA 19152	215-745-5966	Discount	Yes

Philadelphia County

BEHAVIORAL HEALTH SERVICES

			Insurance Accepted		
Agency	Address	Phone	Medicaid	CHIP	Discount Services or No Fee
Behavioral Health Services					
Abbottsford-Falls Family Practice	4700 Wissinickon Ave. Bldg. D Suite 119 Philadelphia, PA 19144	215-843-9720	Y	Y	Discount
Asociacion De Puertorriquenos En Marcha (APM)	3263 N. Front St. Philadelphia, PA 19140	215-426-1077	Y	N	N/A
Asociacion De Puertorriquenos En Marcha (APM)	4301 Rising Sun Ave. Philadelphia, PA 19140	215-456-1453	Y	N	N/A
Assessment and Treatment Alternatives	1225 Vine St. Philadelphia, PA 19107	215-405-2100	Y	Y	N/A
Belmont Behavioral Health	1200 Tabor Rd. Philadelphia, PA 19141	215-456-9832	Y	Y	N/A
Bethanna	1212 Wood St. Philadelphia, PA 19107	215-568-2435	Y	N	N/A
CATCH*	1417 Oregon Ave. Philadelphia, PA 19145	215-218-9499	Y	Y	Discount or No Fee
Children's Crisis Treatment Center	1823 Callowhill St. Philadelphia, PA 19130	215-496-0707	Y	Y	N/A
Children's Services Inc.	1315 Walnut St. Philadelphia, PA 19107	215-546-3503	Y	N	Discount
CO-MHAR*	2055 E. Allegheny Ave. Philadelphia, PA 19134	267-861-4382	Y	N	Discount or No Fee
CO-MHAR*	166 W. Lehigh Ave. Philadelphia, PA 19133	267-861-4382	Y	N	Discount or No Fee
Community Council*	4900 Wyalusing Ave. Philadelphia, PA 19131	215-473-7033	Y	N	Discount or No Fee
Consortium Inc.*	26 S. 40th St. Philadelphia, PA 19104	215-596-8300	Y	Y	Discount or No Fee
Eleventh St. Family Health Services of Drexel University	850 N. 11th St. Philadelphia, PA 19123	215-769-1103	Y	Y	Discount
Elwyn	4040 Market St. Suite 120 Philadelphia, PA 19104	215-895-5588	Y	N	N/A

Philadelphia County

BEHAVIORAL HEALTH SERVICES

			Insurance Accepted		
Agency	Address	Phone	Medicaid	CHIP	Discount Services or No Fee
Behavioral Health Services					
Greater Philadelphia Health Action/ AL-Assist	4510 Frankford Ave. Philadelphia, PA 19124	215-831-9882	Y	Y	N/A
Hall Mercer/ PA Hospital*	245 S. 8th St. Philadelphia, PA 19107	215-829-3461	Y	N	Discount or No Fee
INTERAC*	6122 Ridge Ave. Philadelphia, PA 19128	215-487-1330	Y	Y	Discount or No Fee
Intercultural Family Services	4254 Chestnut St. Philadelphia, PA 19104	215-386-8490	Y	N	N/A
Jewish Families Children Services	10125 Verre Rd. Philadelphia, PA 19116	215-698-4500	Y	N	Discount
Jewish Families Children Services	3801 Conshohocken Ave. Philadelphia, PA 19131	215-698-4500	Y	N	Discount
JFK (Poplar Clinic)*	321 W. Girard Ave. Philadelphia, PA 19123	215-235-6250	Y	N	Discount or No Fee
JFK MH/ MRC*	112 Broad St. Philadelphia, PA 19102	215-568-0860	Y	Y	Discount or No Fee
Juvenile Justice Center	100 W. Coulter St. Philadelphia, PA 19144	215-849-2112	Y	N	N/A
Northeast Community MH	2927 N. 5th St. Philadelphia, PA 19133	215-291-4357	Y	N	No Fee
Northeast Community MH	3805 N. 5th St. Philadelphia, PA 19140	215-291-4357	Y	N	No Fee
Northeast Community MH	2152 N. Front St. Philadelphia, PA 19122	215-291-4357	Y	N	No Fee
Northeast Community Center for MH/ MR*	6726 Rising Sun Ave. Philadelphia, PA 19124	215-831-2863	Y	N	Discount or No Fee
Northeast Treatment Center	493 N. 5th St. Philadelphia, PA 19123	215-408-4944	Y	N	Discount
Northwestern Human Services*	27 E. Mount Airy Ave. Philadelphia, PA 19119	215-248-6802	N	N	Discount or No Fee
Northwestern Human Services (Children's Reach)	265 E. Lehigh Ave. Philadelphia, PA 19125	215-427-1500	Y	N	N/A

Philadelphia County

BEHAVIORAL HEALTH SERVICES

			Insurance Accepted		
Agency	Address	Phone	Medicaid	CHIP	Discount Services or No Fee
Behavioral Health Services					
Northwestern Human Services/ Benjamin Rush Center*	11082 Knights Rd. Philadelphia, PA 19154	215-632-9040	Y	N	Discount or No Fee
Nueva Vida	112 E. Allegheny Ave. Philadelphia, PA 19134	215-291-1250	Y	N	No Fee
Pan American	4519 N. 5th St. Philadelphia, PA 19120	215-457-1620	Y	N	N/A
Pan American	2561 N. Front St. Philadelphia, PA	215-425-6853	Y	N	N/A
PATH*	8220 Castor Ave. Philadelphia, PA 19152	215-728-4565	Y	N	Discount or No Fee
Philadelphia Consultation Center	313 S. 16th St. Philadelphia, PA 19102	215-732-8244	Y	N	Discount
Philadelphia Mental Health Center	1235 Pine St. Philadelphia, PA 19107	215-735-9379	Y	Y	N/A
Shalom, Inc.	1080 N. Delaware Ave. Philadelphia, PA 19125	215-425-7727	Y	N	Discount
The Health Annex at the Plaza	6120B Woodland Ave. 2nd Floor Philadelphia, PA 19142	215-727-4721	Y	Y	Discount
Wedge North	6701 N. Broad St. Philadelphia, PA 19126	215-276-3922	Y	N	N/A
Wedge South	2011 S. Broad St. Philadelphia, PA 19148	215-271-5822	Y	N	N/A
WES Health Centers Northern Site*	1315 Windram Ave. Philadelphia, PA 19141	215-456-2626	Y	N	Discount or No Fee
WES Health Centers Southern Site*	2514 N. Broad St. Philadelphia, PA 19132	215-456-2626	Y	N	Discount or No Fee

Philadelphia County

DRUG AND ALCOHOL TREATMENT PROGRAMS

			Insurance Accepted		
Agency	Address	Phone	Medicaid	CHIP	Discount Services or No Fee
Drug and Alcohol Treatment Programs					
The Bridge	8400 Pine St. Philadelphia, PA 19111	215-742-5540	Y	N	N/A
Congreso de Latinos Unidos, Inc.	216 W. Somerset St. Philadelphia, PA 19133	215-763-8870	Y	N	Discount
Cora Services, Inc.	8500 Verree Rd. Philadelphia, PA 19111	215-342-7660	Y	Y	Discount
Gaudenzia	1306 Spring Garden St. Philadelphia, PA 19123	215-413-8268	Y	N	Discount
JFK Walk-in Youth Services	112 N Broad St. Philadelphia, PA 19102	215-568-0860	Y	N	Discount
Northeast Treatment Centers	493 North 5th St. Philadelphia, PA 19124	215-408-4944	Y	N	Discount
Shalom, Inc.	1080 N. Delaware Ave. Philadelphia, PA 19125	215-546-2200	N	Y	N/A
Warren E. Smith Health Ctr/ Passages	1315 Windrim Ave. Philadelphia, PA 9141	215-456-2626	Y	N	Discount
Teen Challenge of Greater Philadelphia	156 W.Schoolhouse Ln. Philadelphia, PA 19144	215-849-2054	Y	N	N/A

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Please rate the following aspects of the manual:

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Design:	___ excellent	___ very good	___ good	___ fair	___ poor
Usefulness:	___ excellent	___ very good	___ good	___ fair	___ poor

What chapters did you use most and why?

What additional topics would be useful and why?



Other Comments:

Date:

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Thank you for your time. Please return this form to:

PCCY, Seven Benjamin Franklin Parkway, Philadelphia, Pa 19103 or by fax to 215-563-9442



● Be an Advocate for Children!

Why Advocate for Children?

- Because children often can't advocate for themselves and look to adults to take care of them.
- Because children do not vote so their voices often go unheard.
- Because children and youth have rights which must be honored.
- Because children need us and you can make a difference!

Working with Policy-Makers

Gaining the support of policy-makers is an important strategy for citizens and non-profit organizations. To inform, educate and/or influence decision-makers, you can call them, write a letter, e-mail, fax, or meet with them. Here are some suggestions for communicating with policy-makers:

- Tell them right away that you live in their district.
- Be courteous and to the point.
- State the purpose of your letter/call & keep it simple.
- Include key information & use examples.

● Finding your Policy-Makers

To find your State Representative call 717-787-2372 or to find your State Senator call 717-787-7163. If you have access to the internet, you can also find your State Representative or Senator by going to our website at www.pccy.org and just entering your zip code in the red, white & blue box. Some other good websites to check out:

- www.legis.state.pa.us
- www.vote-smart.org
- www.congress.org
- www.hallwatch.org

Advocating for Kids - A Check List

- ✓ Educate your community about the importance of supporting kids
 - ✓ Educate elected and appointed leaders about kids' needs
 - ✓ Be informed - read the newspaper and watch the news
 - ✓ Organize your neighbors to support kids
 - ✓ Write an op-ed or a letter to the editor
 - ✓ Make kids a priority at work
 - ✓ Testify at public hearings
 - ✓ Volunteer your time
 - ✓ VOTE!



Getting Healthcare for Children and Teens

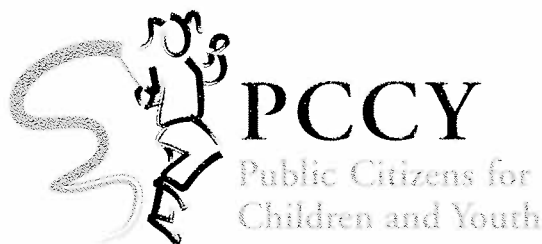
A Manual for School Nurses and Counselors

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