



Call the Special Needs Unit regarding EPSDT, Transition Issues, and Grievance & Appeal Processes

**AmeriChoice**

[www.americhoice.com](http://www.americhoice.com)

Carol Lavoritano (Medicaid ONLY)

215-832-4534 (direct dial)

Member Helpline

1-800-321-4462

Coverage Area includes:

Philadelphia, Bucks, Montgomery, Chester, & Delaware Counties

Plan includes:

Medical Assistance & CHIP

Services offered:

Doctor Visits, Emergency Care, Prescription Drugs, Dental and Vision Services, Durable Medical Equipment, Diabetes Supplies and Training, Women's Health, including Healthy First Steps prenatal and maternity care, Cancer Screening Exams, Asthma Care, Cancer Awareness, Healthy Eating, Diabetes Control and Support, Healthy Heart Programs, Quit Smoking Programs, \$75 towards a YMCA membership

Available on the website:

Member Handbook  
Member Newsletter  
Medicaid Plan Overview  
Provider Locator  
Health and Wellness Information  
Bulletins  
Preferred Drug List



**Health Partners**

[www.healthpart.com](http://www.healthpart.com)

Leah French

215-991-4378

Member Helpline

1-800-553-0784 or 215-849-9600

Special Needs Unit Hotline

215-991-4370

Coverage Area includes:

Philadelphia, Bucks, Montgomery, Chester, & Delaware Counties

Plan includes:

Medical Assistance

Services offered:

Doctor Visits, Emergency Care, Prescription Drugs, Dental/Vision/Hearing Services, Durable Medical Equipment, Disease Management Programs, Prenatal & Maternity Care, Immunizations & Check-Ups for Kids, Quit Smoking Program, Parenting Classes, Fitness Club Membership, Lead Poisoning Prevention, Member Services Community Office

Available on the website:

Benefits Brochure  
Member Handbook  
Health Partners Formulary  
Wellness Programs  
Newsletters  
Preventative Health Guidelines  
Domestic Violence Support  
Community Education





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### Keystone Mercy Health Plan

[www.keystonemercy.com](http://www.keystonemercy.com)

Veronica Medina

215 937-8881 (direct dial)

Member Hotline

1-800-521-6860

Coverage Area includes:

Philadelphia, Bucks, Montgomery, Chester, & Delaware Counties

Plan includes:

Medical Assistance

Services offered:

Doctor Visits, Podiatry Services, Emergency Care, Outpatient Medical Services and Medical Supplies, Durable Medical Equipment, Diabetic Supplies and Training, Pap Smears and Pelvic Exams, Mammograms, Prostate Cancer Screening Exams, Dental/Hearing/Vision Services, Prescription Drugs, Help to Stop Smoking, Disease Management Programs, 24 Hour Nurse Call Line, WeeCare Programs for Pregnant Women, Pediatric Preventative Care Program

Available on the website:

How to find a Provider  
Information on Benefits and Services  
Pharmacy Benefit information including Drug Formulary  
Member Newsletters  
Health and Wellness Programs  
Member Handbook  
Member Rights and Responsibilities  
Privacy Notice  
Coming in 2008! Member Center in Spanish

**KEYSTONE MERCY**  
A Program of Keystone First and Mercy Health Plan

Coverage by  
**KeystoneFIRST**

### Keystone 65 Complete

[www.site65.com](http://www.site65.com)

Violet Jones

215-241-4361

Lisa Cooper

215-241-0450

Member Helpline

1-800-645-3965

Coverage Area includes:

Philadelphia, Bucks, Montgomery, Chester, & Delaware Counties

Plan includes:

Full Benefit Dual Eligibles  
(both Medicare & Medical Assistance)  
Adult Basic and the CHIP program

Services offered:

Doctor Office Visits, Podiatry Services, Dedicated Case Management, Transportation, Emergency Care, Skilled Nursing Facility, Home Health Care, Outpatient Medical Services and supplies, Durable Medical Equipment, Diabetes Supplies and Training, Mammograms, Pap Smears and Pelvic Exams, Prostate Cancer Screening Exams, Dental (2008), Hearing and Vision Services, Prescription Drugs, Fitness program, Stop Smoking, Weight Management, Disease Management

Available on the website:

Member handbook  
Plan overview  
Benefits  
Pharmacy  
Directories

 **Keystone 65 Complete**  
A Blue Cross Medicare Advantage Special Needs Plan from Keystone Health Plan East