GETTING HEALTHCARE for Children and Teens

A Manual for School Nurses and Counselors in Southeastern Pennsylvania

PCCY Public Citizens for Children and Youth
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

To Independence Blue Cross, Health Partners and the William Penn Foundation for their support of this project.
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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 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.

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).

- 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.

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.
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.

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). 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.

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).
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

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 outpatient 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.
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/provinfo/mafoms/omapmafoms.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/provinfo/mafoms/omapmafoms.asp. You will be asked for a provider type and provider number. Enter 88 for provider type and 88888888 for provider number.

**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.

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

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.chipcoverspabids.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

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

▷ Actna: 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.

- 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.

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 a 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.

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 standards.

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.

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**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.

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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.
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 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.

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.

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.
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

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.

<table>
<thead>
<tr>
<th>Family Size</th>
<th>Maximum Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$20,800</td>
</tr>
<tr>
<td>2</td>
<td>$28,000</td>
</tr>
<tr>
<td>3</td>
<td>$35,200</td>
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<td>4</td>
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<tr>
<td>7</td>
<td>$64,000</td>
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<tr>
<td>8</td>
<td>$71,200</td>
</tr>
</tbody>
</table>
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&tQ=237394&thealthRNavrad3439C=1.
Three

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.

Section Three
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.

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 adult Basic 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.

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**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 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 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 with 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.

**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**
The Philadelphia Building
1315 Walnut St., Suite 400
Philadelphia, PA 19107-4798
dmpra-phia@dmpra.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)

**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
dmpra-nhg@dmpra.org
717-236-8110 [Voice]
717-346-0293 [TDD]
717-236-0192 [Fax]
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.clsphila.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, Montgomery 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
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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.

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 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 wraparound 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).

- **Actna**: 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 Treatment

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 care.

<table>
<thead>
<tr>
<th>Minor under 14</th>
<th>Parent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient MH treatment</td>
<td>No power to consent to treatment &amp; admit self</td>
</tr>
<tr>
<td>Outpatient MH treatment</td>
<td>No power to consent to treatment &amp; admit self</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Minor 14 or older</th>
<th>Parent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient MH treatment</td>
<td>Power to consent to treatment &amp; admit self</td>
</tr>
<tr>
<td>Outpatient MH treatment</td>
<td>Power to consent to treatment &amp; admit self</td>
</tr>
</tbody>
</table>

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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 con-
  sented 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
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.

- 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 orthodontist 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 Mgmt. 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
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.
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.

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

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.

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@aao.org
http://aao.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

Shriners Hospital: Orthopedic Problems or Spinal Cord Injuries

Shriners Hospital 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 Shriners Hospital located in Southeastern Pennsylvania in Philadelphia that offers medical and rehabilitative services for pediatric patients with orthopedic problems or spinal cord 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:

Shriners 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 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.

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.
Five

Resources
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)

<table>
<thead>
<tr>
<th>Family of</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>For each additional person added</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>$1167/</td>
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<td>$1767/</td>
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<td>$300/</td>
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<td>$14,000</td>
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<td>$21,200</td>
<td>$24,800</td>
<td>$28,400</td>
<td>$3,600</td>
</tr>
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</table>

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

Statewide Toll-free Hotline: PA Dept of Health: 1-800-396-KIDS
PCCY Child Healthwatch Helpline Language Line translation available: 215-563-5848 x17
CHOIE Maternal/Children's Health Line (Spanish speaking counselors available): 215-985-3301
Aetna U.S. Healthcare: 800-822-2047
Caring Foundation/Keystone CHIP: 215-563-5848 x17

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

PCCY Child Healthwatch Helpline Language Line translation available: 215-563-5848 x17
CHOIE 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.chipcoverspakkids.com
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.

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.

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

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!

PCCY
Public Citizens for Children and Youth

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.

Hard copies of this flyer are available by calling PCCY at 215-563-5848 x 17 or you can download from www.pccy.org/child.htm
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.
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, (name of child/foster child), who is _________ years old, is not under my 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 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

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);

☐ Food  ☐ Clothing  ☐ A place to stay  ☐ 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

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.

<table>
<thead>
<tr>
<th>CLIENT</th>
<th>STATE</th>
<th>FILE #:</th>
<th>DATE FILED</th>
<th>SIGNATURE</th>
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<td>FILE #:</td>
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<td>FILE #:</td>
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<td>SIGNATURE</td>
<td>NO RECORD FOUND</td>
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<td>CLIENT 3</td>
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<td>FILE #:</td>
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<td>SIGNATURE</td>
<td>NO RECORD FOUND</td>
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<tr>
<td>CLIENT 4</td>
<td>STATE</td>
<td>FILE #:</td>
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<td>SIGNATURE</td>
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<tr>
<td>CLIENT 5</td>
<td>STATE</td>
<td>FILE #:</td>
<td>DATE FILED</td>
<td>SIGNATURE</td>
<td>NO RECORD FOUND</td>
</tr>
</tbody>
</table>

* 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.

The English version of this form is available at: http://www.dpw.state.pa.us/resources/documents/pdf/fillinforms/pa1809-eng.pdf

The Spanish version of this form is available at: http://www.dpw.state.pa.us/resources/documents/pdf/fillinforms/pa1809-spa.pdf
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 (Required) Date

Note: You may not submit this affidavit if you submit or have submitted an affidavit attesting to the applicant/recipient's citizenship.
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-PCA0 (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-PCA0 (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-PCA0 (7226)

Philadelphia County Assistance
Office Headquarters
Philadelphia State Office Building
1400 Spring Garden St.
Philadelphia, PA 19130-0688
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: 215-560-2047
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 Chelten 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 Sedgeley Ave.
Philadelphia, PA 19132-2498
FAX: 215-560-3469
Phone: 215-560-5500

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

Ridge District
1350 West Sedgeley 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 Sedgeley 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

A Manual for School Nurses and Counselors in Southeastern Pennsylvania
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 caseworkers, 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.

<table>
<thead>
<tr>
<th>County</th>
<th>Name</th>
<th>Telephone #</th>
<th>Fax #</th>
<th>E-Mail Address*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bucks</td>
<td>Darcia Mobley</td>
<td>215-781-3319</td>
<td>215-781-3438</td>
<td><a href="mailto:dmobley@state.pa.us">dmobley@state.pa.us</a></td>
</tr>
<tr>
<td></td>
<td>Maureen Hahn</td>
<td>215-443-3260</td>
<td>215-443-3250</td>
<td><a href="mailto:mhahn@state.pa.us">mhahn@state.pa.us</a></td>
</tr>
<tr>
<td>Chester</td>
<td>Patricia Buolto</td>
<td>610-466-1022</td>
<td>610-466-1130</td>
<td><a href="mailto:pbuolto@state.pa.us">pbuolto@state.pa.us</a></td>
</tr>
<tr>
<td>Delaware</td>
<td>Bonnie Gallagher</td>
<td>610-447-3229</td>
<td>610-447-5399</td>
<td><a href="mailto:bgallagher@state.pa.us">bgallagher@state.pa.us</a></td>
</tr>
<tr>
<td>Crosby</td>
<td>Darlene Walling</td>
<td>610-467-3811</td>
<td>610-467-3900</td>
<td><a href="mailto:dwalling@state.pa.us">dwalling@state.pa.us</a></td>
</tr>
<tr>
<td>Darby</td>
<td>Margaret Bauer</td>
<td>610-327-5615</td>
<td>610-327-4350</td>
<td><a href="mailto:mbauer@state.pa.us">mbauer@state.pa.us</a></td>
</tr>
<tr>
<td>Montgomery</td>
<td>Alba Ortiz</td>
<td>215-560-2074</td>
<td>215-560-5664</td>
<td><a href="mailto:aortiz@state.pa.us">aortiz@state.pa.us</a></td>
</tr>
<tr>
<td>Philadelphia</td>
<td>Bernadette Abrams-Torrance</td>
<td>215-560-6528</td>
<td>215-560-3730</td>
<td><a href="mailto:brambstor@state.pa.us">brambstor@state.pa.us</a></td>
</tr>
<tr>
<td></td>
<td>Donna Plumer</td>
<td>215-560-3603</td>
<td>215-560-3648</td>
<td><a href="mailto:dplumer@state.pa.us">dplumer@state.pa.us</a></td>
</tr>
<tr>
<td>Delanore</td>
<td>Celestine Bryant</td>
<td>215-560-3731</td>
<td>215-560-2055</td>
<td><a href="mailto:cebryant@state.pa.us">cebryant@state.pa.us</a></td>
</tr>
<tr>
<td>Elizabethtown</td>
<td>Raul Mendoza</td>
<td>215-560-3814</td>
<td>215-560-2065</td>
<td><a href="mailto:rmendoza@state.pa.us">rmendoza@state.pa.us</a></td>
</tr>
<tr>
<td>Federal</td>
<td>Delores Hunter</td>
<td>215-560-4441</td>
<td>215-560-2066</td>
<td><a href="mailto:dheunter@state.pa.us">dheunter@state.pa.us</a></td>
</tr>
<tr>
<td>Girard</td>
<td>Alicia Carroll</td>
<td>215-560-3531</td>
<td>215-560-6996</td>
<td><a href="mailto:acarroll@state.pa.us">acarroll@state.pa.us</a></td>
</tr>
<tr>
<td>Hill</td>
<td>William Steinbrecher</td>
<td>215-560-5220</td>
<td>215-560-5251</td>
<td><a href="mailto:wsteinbrec@state.pa.us">wsteinbrec@state.pa.us</a></td>
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<tr>
<td>Kent</td>
<td>Wanda Williams</td>
<td>215-560-7156</td>
<td>215-560-5403</td>
<td><a href="mailto:wwilliams@state.pa.us">wwilliams@state.pa.us</a></td>
</tr>
<tr>
<td>Lehigh</td>
<td>Patricia Cooper</td>
<td>215-560-4624</td>
<td>215-560-2748</td>
<td><a href="mailto:pcooper@state.pa.us">pcooper@state.pa.us</a></td>
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<tr>
<td>North</td>
<td>Richard Danan</td>
<td>215-560-4073</td>
<td>215-560-4065</td>
<td><a href="mailto:rdanan@state.pa.us">rdanan@state.pa.us</a></td>
</tr>
<tr>
<td>Ongontz</td>
<td>Rhonda Smith</td>
<td>215-560-5036</td>
<td>412-560-5116</td>
<td><a href="mailto:rsmith@state.pa.us">rsmith@state.pa.us</a></td>
</tr>
<tr>
<td>Ridge</td>
<td>Irene Hakias</td>
<td>215-560-4954</td>
<td>215-560-4938</td>
<td><a href="mailto:ihakias@state.pa.us">ihakias@state.pa.us</a></td>
</tr>
<tr>
<td>Snyder</td>
<td>Linda Andrews</td>
<td>215-787-3382</td>
<td>215-560-4321</td>
<td><a href="mailto:llandrews@state.pa.us">llandrews@state.pa.us</a></td>
</tr>
<tr>
<td>Tioga</td>
<td>Robin Staley Slaughter</td>
<td>215-560-4752</td>
<td>215-560-4938</td>
<td><a href="mailto:rstaley@state.pa.us">rstaley@state.pa.us</a></td>
</tr>
<tr>
<td>Unity</td>
<td>Cosima Digneo</td>
<td>215-560-6427</td>
<td>215-560-2067</td>
<td><a href="mailto:cdigneo@state.pa.us">cdigneo@state.pa.us</a></td>
</tr>
<tr>
<td>West</td>
<td>Edward Whisler</td>
<td>215-560-6117</td>
<td>215-560-2053</td>
<td><a href="mailto:ewhisler@state.pa.us">ewhisler@state.pa.us</a></td>
</tr>
</tbody>
</table>
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
Holmecon, 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.
# Bucks County

## Primary Care

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone</th>
<th>Dental Services</th>
<th>Mental Health Services</th>
<th>Medicaid</th>
<th>CHIP</th>
<th>Discount Services or No Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free Clinic of Doylestown</td>
<td>595 W. State St. Doylestown, PA 18901</td>
<td>215-345-2260</td>
<td>For adults only</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>No Fee</td>
</tr>
<tr>
<td>North Penn Visiting Nurses' Association</td>
<td>51 Medical Campus Dr. Lansdale, PA 19446</td>
<td>215-855-8296</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
</tr>
<tr>
<td>Children's Clinic</td>
<td>St. Mary's Children's Health Center</td>
<td>2546 Knights Rd. Bensalem, PA 19020</td>
<td>215-245-8873</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>N/A</td>
</tr>
</tbody>
</table>

*The following program does not provide primary care, but it does provide information and referral for low-cost care in a medically acute situation.*

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone</th>
<th>Dental Services</th>
<th>Mental Health Services</th>
<th>Medicaid</th>
<th>CHIP</th>
<th>Discount Services or No Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand View Hospital Medical Access Program</td>
<td></td>
<td>1-800-795-6991</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*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.*

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone</th>
<th>Dental Services</th>
<th>Mental Health Services</th>
<th>Medicaid</th>
<th>CHIP</th>
<th>Discount Services or No Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bucks County Health Department</td>
<td>1282 Aims House Rd. Doylestown, PA 18901</td>
<td>215-345-3344</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lower Bucks County Health Department</td>
<td>7321 Falls Rd. Levittown, PA 19055</td>
<td>215-949-5805</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upper Bucks County Health Department</td>
<td>515 S. Westend Blvd. Suite 6 Quakertown, PA 18951</td>
<td>215-536-6500</td>
<td></td>
<td></td>
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</table>
## Bucks County

### DENTAL

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone</th>
<th>Medicaid</th>
<th>CHIP</th>
<th>Discount Services or No Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+ Family Dental Care, P.C.</td>
<td>1500 Horizon Dr., Suite 104, Chalfont, PA 18914</td>
<td>215-992-9980</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
</tr>
<tr>
<td>A+ Family Dental Care, P.C.</td>
<td>24 South 14th St., Quakertown, PA 18951</td>
<td>215-536-3210</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
</tr>
<tr>
<td>Albert C. La Torre, Jr. DDS</td>
<td>2289 Street Rd., Warrington, PA 18976</td>
<td>215-491-0502</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
</tr>
<tr>
<td>Pediatric Dentistry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gentle Dental of Bensalem, LLC</td>
<td>4736 Neshaminy Boulevard, Bensalem, PA 19020</td>
<td>215-702-8850</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
</tr>
<tr>
<td>Ramesh G. Patel, DDS</td>
<td>2550 Knights Rd., Bensalem, PA 19020</td>
<td>215-245-4844</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
</tr>
<tr>
<td>A-1 Family Dental Care P.C.</td>
<td>402 Middletown Boulevard, Suite 200, Langhorne, PA 19047</td>
<td>215-757-4400</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
</tr>
<tr>
<td>Vinodkumar H. Mandalia DMD</td>
<td>826 Bustleton Pike, Suite 105, Feasterville, PA 19053</td>
<td>215-357-5666</td>
<td>Y</td>
<td>Y</td>
<td>N/A</td>
</tr>
<tr>
<td>A-1 Family Dental Care P.C.</td>
<td>1950 Street Rd., Suite 200, Bensalem, Pa 19020</td>
<td>215-638-4696</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
</tr>
</tbody>
</table>

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.

**BCHIP Dental Program**  
Grand View Hospital  
1700 Lawn Ave.  
Sellersville, PA 18960  
Phone: 215-453-4382  
Toll-free: 1-800-347-6803
# Bucks County

## FAMILY PLANNING

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

## Behavioral Health Services

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone</th>
<th>Discount Services or No Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health Services</td>
<td></td>
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</tr>
<tr>
<td>Bethanna</td>
<td>1030 2nd Street Pike</td>
<td>215-355-6500</td>
<td>No Fee</td>
</tr>
<tr>
<td></td>
<td>Southampton, PA 18966</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bucks County Mental Health Clinic</td>
<td>1270 New Rodgers Rd.</td>
<td>215-788-5730</td>
<td>No Fee</td>
</tr>
<tr>
<td></td>
<td>Suite F-10</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bristol, PA 19007</td>
<td></td>
<td></td>
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<tr>
<td>Catholic Social Services</td>
<td>100 Levittown Parkway</td>
<td>215-945-2550</td>
<td>Discount</td>
</tr>
<tr>
<td></td>
<td>Levittown, PA 19054</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Catholic Social Services</td>
<td>607 West Street Rd.</td>
<td>215-957-6699</td>
<td>Discount</td>
</tr>
<tr>
<td></td>
<td>Warminster, PA 19074</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Service</td>
<td>708 North Shady Retreat Rd.</td>
<td>215-345-0550</td>
<td>Discount</td>
</tr>
<tr>
<td>Association of Bucks</td>
<td>Doylestown, PA 18901</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Service</td>
<td>4 Cornerstone Dr.</td>
<td>215-757-6916</td>
<td>Discount</td>
</tr>
<tr>
<td>Association of Bucks</td>
<td>Langhorne, PA 19047</td>
<td></td>
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</tr>
<tr>
<td>Family Service</td>
<td>515 West End Boulevard</td>
<td>215-538-1616</td>
<td>Discount</td>
</tr>
<tr>
<td>Association of Bucks</td>
<td>Quakertown, PA 18951</td>
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<tr>
<td>Foundations Behavioral Health</td>
<td>833 East Butler Ave.</td>
<td>215-340-1500</td>
<td>No Fee</td>
</tr>
<tr>
<td></td>
<td>Doylestown, PA 18901</td>
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<tr>
<td>Growth Opportunity Center</td>
<td>82 Buck Rd.</td>
<td>215-947-8654</td>
<td>Discount</td>
</tr>
<tr>
<td></td>
<td>Holland, PA 18966</td>
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<tr>
<td>Growth Opportunity Center</td>
<td>2910 Franks Rd.</td>
<td>215-947-8654</td>
<td>Discount</td>
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<tr>
<td></td>
<td>Holland, PA 18966</td>
<td></td>
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</tr>
<tr>
<td>Lenape Valley Foundation*</td>
<td>500 North West St.</td>
<td>215-345-5300</td>
<td>Discount</td>
</tr>
<tr>
<td></td>
<td>Doylestown, PA 18901</td>
<td></td>
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<tr>
<td>Maternal Child Consortium</td>
<td>800 Clarmont Ave.</td>
<td>267-525-7000;</td>
<td>Discount</td>
</tr>
<tr>
<td></td>
<td>Suite B</td>
<td>866-338-4662</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bensalem, PA 19020</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pen American</td>
<td>1 N. Wilson Ave.</td>
<td>215-788-6080</td>
<td>Discount</td>
</tr>
<tr>
<td></td>
<td>Bristol, PA 19007</td>
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<td></td>
</tr>
<tr>
<td>Penn Foundation*</td>
<td>807 Lawn Ave.</td>
<td>215-257-6551</td>
<td>Discount</td>
</tr>
<tr>
<td></td>
<td>Sellersville, PA 18960</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Penndel Mental Health Center*</td>
<td>1517 Durham Rd.</td>
<td>215-752-1541</td>
<td>Discount</td>
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<tr>
<td></td>
<td>Penndel, PA 19047</td>
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</tr>
<tr>
<td>Rehab after Work</td>
<td>Hyde Park Office Complex</td>
<td>215-348-1720</td>
<td>Discount</td>
</tr>
<tr>
<td></td>
<td>Suite 711</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Doylestown, PA 18901</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

## Drug and Alcohol Treatment Programs

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

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

## PRIMARY CARE

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone</th>
<th>Dental Services</th>
<th>Mental Health Services</th>
<th>Medicaid</th>
<th>CHIP</th>
<th>Discount Services or No Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>ChesPenn Family Health Center at Coatesville</td>
<td>1029 E. Lincoln Hwy Coatesville, PA 19320</td>
<td>610-384-5899</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Discount</td>
</tr>
<tr>
<td>Community Volunteers in Medicine</td>
<td>300 B Lawrence Dr. West Chester, PA 19380</td>
<td>610-836-5990</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>No Fee</td>
</tr>
<tr>
<td>Project Salud of La Comunidad Hispana</td>
<td>400 McFarland Rd. Suite 1 Kennett Square, PA 19348</td>
<td>610-444-5278</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
</tr>
<tr>
<td>The Clinic</td>
<td>143 Church St. Phoenixville, PA 19153</td>
<td>610-935-1134</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Discount or No Fee</td>
</tr>
<tr>
<td>Welsh Mountain Medical and Dental Center</td>
<td>584 Springville Rd. New Holland, PA 17557</td>
<td>717-354-4711</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Chester County Health Department, Personal Health Services</th>
<th>Government Services Building 601 West Town Rd. Westchester, PA 19380</th>
<th>610-344-6252</th>
</tr>
</thead>
</table>

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**PCCY**

*Section Six*
## Chester County

### Dental

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

### DENTAL

<table>
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<tr>
<td>Gentle Dental Zheng Yao, DMD</td>
<td>533 East Gay St. West Chester, PA 19380</td>
<td>610-738-9440</td>
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<tr>
<td>Childrens Dental Health</td>
<td>900 W. Baltimore Pike Suite 203 West Grove, PA 19390</td>
<td>610-869-9727</td>
<td>Y</td>
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<td>N/A</td>
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<tr>
<td>Associates PC</td>
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<td>Jenny Chen Family Dentistry</td>
<td>207 N. Guernsey Rd. West Grove, PA 19390</td>
<td>610-869-0991</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
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</table>

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.

<table>
<thead>
<tr>
<th>Program</th>
<th>Address</th>
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<th>Medicaid</th>
<th>CHIP</th>
<th>Discount Services or No Fee</th>
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<tbody>
<tr>
<td>Phoenixville Health Care Access Program</td>
<td>26 Gay St. Phoenixville, PA 19460</td>
<td>1-877-765-0477</td>
<td>N/A</td>
<td>N/A</td>
<td>No Fee or Discount</td>
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<tr>
<td>Luz Garzon Dental Health Program</td>
<td>610 Westtown Rd. Suite 175 West Chester, PA 19380</td>
<td>610-344-4452</td>
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<td>N/A</td>
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<td>Program of the Chester County Health Department</td>
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## Chester County

### FAMILY PLANNING

<table>
<thead>
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<tbody>
<tr>
<td>Planned Parenthood – Avondale Health Center</td>
<td>1660 Baltimore Pike Post Office Box 484 Avondale, PA 19311</td>
<td>610-268-8848</td>
<td>No Fee</td>
<td>Yes</td>
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<tr>
<td>Planned Parenthood – Coatesville Center for Community Health</td>
<td>1001 East Lincoln Hwy Suite 101 Coatesville, PA 19320</td>
<td>610-383-5911</td>
<td>No Fee</td>
<td>Yes</td>
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<tr>
<td>ChesPenn Family Health Center at Coatesville</td>
<td>1029 East Lincoln Hwy Coatesville, PA 19320</td>
<td>610-384-5899</td>
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<td>Yes</td>
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<tr>
<td>Planned Parenthood – West Chester Center</td>
<td>8 South Wayne St. West Chester, PA 19382</td>
<td>610-692-1770</td>
<td>No Fee</td>
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</tr>
<tr>
<td>Planned Parenthood – Phoenixville Center</td>
<td>1041 Bridge St. Suite D 10-A Phoenixville, PA 19460</td>
<td>610-935-0599</td>
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# Chester County

## Behavioral Health Services

<table>
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<tr>
<td>Behavioral Health Services</td>
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<tr>
<td>Child Guidance Resource Center</td>
<td>31 South 10th St.</td>
<td>610-383-5635</td>
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<td>Coatesville, PA 19320</td>
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<tr>
<td>Community Services of Devereaux</td>
<td>1041 West Bridge St.</td>
<td>610-933-8110</td>
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<td>Phoenixville, PA 19460</td>
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<tr>
<td>Creative Health Services, Inc.*</td>
<td>1 Mennonite Church Rd.</td>
<td>610-948-6490</td>
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<td></td>
<td>Spring City, PA 19475</td>
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<td>Family Service of Chester County</td>
<td>310 N. Matlock St</td>
<td>610-696-4900</td>
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<td>West Chester, PA 19340</td>
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<td>106 W. State St.</td>
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<td>Kennett Square, PA 19348</td>
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<td>Family Service of Chester County</td>
<td>1001 E. Lincoln Highway</td>
<td>610-696-4900</td>
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<td>Family Service of Chester County</td>
<td>35 N. Third St.</td>
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<td>Oxford, PA 19363</td>
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<td>Family Service of Chester County</td>
<td>2140 Kimberton Rd.</td>
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<td>Kimberton, PA 19442</td>
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<tr>
<td>Holcomb Associates*</td>
<td>835 Sprindale Dr.</td>
<td>610-363-1488</td>
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<tr>
<td></td>
<td>Exton, PA 19341</td>
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<tr>
<td>Holcomb Associates*</td>
<td>920 East Baltimore Pike</td>
<td>610-388-7400</td>
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</tr>
<tr>
<td></td>
<td>Suite 200</td>
<td></td>
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<td>Kennett Square, PA 19348</td>
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<tr>
<td>Human Services*</td>
<td>520 East Lancaster Ave.</td>
<td>610-873-1010</td>
<td>Discount</td>
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<tr>
<td></td>
<td>Downingtown, PA 19335</td>
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* These centers will treat any county resident regardless of their ability to pay.*
## Chester County

### Drug and Alcohol Treatment Programs

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone Number</th>
<th>Discount Services or No Fee</th>
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<tbody>
<tr>
<td>Drug and Alcohol Treatment Programs</td>
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<tr>
<td>Gaudenzia, Inc.</td>
<td>110 Westtown Rd.</td>
<td>610-429-1414</td>
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<tr>
<td></td>
<td>Suite 115</td>
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<tr>
<td>Northwestern Human Services</td>
<td>21 Gay St.</td>
<td>610-933-0400</td>
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## Delaware County

### PRIMARY CARE

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<tr>
<th>Agency</th>
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<th>Dental Services</th>
<th>Mental Health Services</th>
<th>Medicaid</th>
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<th>Discount Services or No Fee</th>
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<tbody>
<tr>
<td>Crozer-Chester Medical Center</td>
<td>1 Medical Center Blvd Pearl Hall Upland, PA 19013</td>
<td>610-447-2200</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td>Discount</td>
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<tr>
<td>ChesPenn Health Services – Center for Family Health</td>
<td>2600 West 9th St. Chester, PA 19013</td>
<td>610-859-2059</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>No Fee and Discount</td>
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<tr>
<td>ChesPenn Health Services – Eastside Medical Center &amp; Eastside Dental Center</td>
<td>125 E. 9th St. Chester, PA 19013</td>
<td>610-872-6131</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>No Fee and Discount</td>
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<tr>
<td>West End Medical Group</td>
<td>2621 W. 9th St. Chester, PA 19013</td>
<td>610-494-7666</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
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</table>
# Delaware County

<table>
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<tr>
<th>Agency</th>
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<th>Medicaid</th>
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<th>Discount Services or No Fee</th>
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<tbody>
<tr>
<td>Broomall Pediatric Dentistry &amp; Orthodontia</td>
<td>1999 Sproul Rd. Suite 14 Broomall, PA 19008</td>
<td>610-356-1454</td>
<td>Y</td>
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<td>N/A</td>
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<tr>
<td>ChesPenn Health Services</td>
<td>2602 West 9th St. Chester, PA 19013</td>
<td>610-497-2900</td>
<td>Y</td>
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<tr>
<td>ChesPenn Health Services Eastside Dental Center</td>
<td>125 East 9th St. Chester, PA 19013</td>
<td>610-874-6231</td>
<td>Y</td>
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<tr>
<td>Campus Dental Center</td>
<td>2200 Providence Ave. Chester, PA 19013</td>
<td>610-872-2355</td>
<td>Y</td>
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<td>Discount</td>
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<tr>
<td>Gentle Dental</td>
<td>875 Main St. Darby, PA 19023</td>
<td>610-534-0300</td>
<td>Y</td>
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<tr>
<td>Hollyland Dental Corp.</td>
<td>917 McDade Boulevard Collingdale, PA 19023</td>
<td>610-583-4443</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>Drexel Hill Family Dental</td>
<td>4244 Ferne Boulevard Drexel Hill, PA 19026</td>
<td>610-259-6619</td>
<td>Y</td>
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<tr>
<td>Dentistry for Children &amp; Adolescents Clinton Rutherford, DMD Pediatric Dentistry</td>
<td>2114 McDade Boulevard Holmes, PA 19043</td>
<td>610-237-9070</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>Arnelle A. Lloyd, D.D.S. PC</td>
<td>651 Church Lane Yeadon, PA 19050</td>
<td>610-622-2077</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>Leo F. Conway Jr. DDS</td>
<td>111 N. Lansdowne Ave Lansdowne, PA 19050</td>
<td>610-626-6747</td>
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<tr>
<td>American Dental Care P.C. Media</td>
<td>1003 Baltimore Pike Media, PA 19063</td>
<td>215-625-4865</td>
<td>N</td>
<td>Y</td>
<td>N/A</td>
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<tr>
<td>Hart M. Dixon DDS Dental Clinic*</td>
<td>111 Elywn Rd. Elywn, PA 19063</td>
<td>610-891-2320</td>
<td>Y</td>
<td>N</td>
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<tr>
<td>American Dental Care P.C. Stoney Creek</td>
<td>515 Baltimore Pike Springfield, PA 19064</td>
<td>610-543-4900</td>
<td>N</td>
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<tr>
<td>Advanced Family Dentistry, P.C.</td>
<td>358 Woodland Ave. Morton, PA 19070</td>
<td>610-544-3630</td>
<td>Y</td>
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<tr>
<td>Childrens Dental Health Associates PC</td>
<td>3475 West Chester Pike Newtown Square, PA 19073</td>
<td>610-353-0493</td>
<td>Y</td>
<td>Y</td>
<td>N/A</td>
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*This office specializes in services to individuals with special health care needs only.*
## Delaware County

### Dental Services

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

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

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

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

**DRUG AND ALCOHOL TREATMENT PROGRAMS**

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

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

## PRIMARY CARE

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone</th>
<th>Dental Services</th>
<th>Mental Health Services</th>
<th>Medicaid</th>
<th>CHIP</th>
<th>Discount Services or No Fee</th>
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</thead>
<tbody>
<tr>
<td>Bryn Mawr Family Practice</td>
<td>1991 Sprout Rd.</td>
<td>610-325-1390</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Discount may apply</td>
</tr>
<tr>
<td>Community Medical and Dental</td>
<td>309 Gravel Pike</td>
<td>610-489-1313</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
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<tr>
<td>Mercy Suburban Family Practice</td>
<td>530 Church St.</td>
<td>610-275-7240</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>Montgomery Family Practice Center</td>
<td>1330 Powell St.</td>
<td>610-277-0964</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>None</td>
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<tr>
<td>Norristown Regional Health Services</td>
<td>133 West Main St.</td>
<td>610-278-7787</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>North Hills Health Center – Abington Memorial Hospital</td>
<td>212 Girard Ave.</td>
<td>215-572-0302</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>North Penn VNA Children's Clinic</td>
<td>51 Medical Campus Dr.</td>
<td>215-855-8296</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>VNA Children's Health Center</td>
<td>1109 DeKalb St.</td>
<td>610-272-3373</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>VNA Children's Health Center</td>
<td>1421 Highland Ave.</td>
<td>215-572-7880</td>
<td>N</td>
<td>N</td>
<td>Y</td>
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## Montgomery County

### DENTAL

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

## DENTAL

<table>
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<tr>
<th>Agency</th>
<th>Address</th>
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<th>Medicaid</th>
<th>CHIP</th>
<th>Discount Services or No Fee</th>
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<tbody>
<tr>
<td>A+ Family Dental Care, P.C.</td>
<td>456 School Lane Suite 104 Harleysville, PA 19438</td>
<td>215-513-7172</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
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<tr>
<td>Greater North Penn Dental Initiative at North Penn Visiting Nurse Association</td>
<td>51 Medical Campus Dr. Lansdale, PA 19446</td>
<td>1-877-466-7764</td>
<td>Y</td>
<td>N</td>
<td>Discount</td>
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<tr>
<td>Donald R. Berger, DDS Pediatric Dentistry</td>
<td>832 Germantown Pike Suite 1 Plymouth Meeting, PA 19462</td>
<td>610-277-0996</td>
<td>Y</td>
<td>Y</td>
<td>N/A</td>
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<tr>
<td>All Family Dental Care</td>
<td>2012 Bridge Rd. Skippack, PA 19474</td>
<td>610-222-8189</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
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</tbody>
</table>

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.

Phoenixville Health Care Access Program     | 1-877-765-0477                                               |               |          |      |                            |
# Montgomery County

**FAMILY PLANNING**

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

## Behavioral Health Services

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

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## Montgomery County

### Drug and Alcohol Treatment Programs

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone Number</th>
<th>Discount Services or No Fee</th>
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<tbody>
<tr>
<td>Drug and Alcohol Treatment Programs</td>
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<tr>
<td>Central Montgomery MH/MR</td>
<td>1201 DeKalb St. Norristown, PA 19401</td>
<td>610-279-9270</td>
<td>N/A</td>
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<tr>
<td>Creative Health Services</td>
<td>361 High St. Pottstown, PA 19464</td>
<td>610-327-1503</td>
<td>Discount</td>
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<tr>
<td>Lower Merion Counseling*</td>
<td>850 Lancaster Ave. 2nd Floor, Bryn Mawr, PA 19010</td>
<td>610-520-1510</td>
<td>Discount</td>
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<tr>
<td>Northwestern Human Services of Montgomery County</td>
<td>400 N. Broad St. Lansdale, PA 19446</td>
<td>215-631-7827</td>
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<td>Agency</td>
<td>Address</td>
<td>Phone</td>
<td>Dental Services</td>
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<tr>
<td>District Health Ctr. #2</td>
<td>1720 S.Broad St. Philadelphia, PA 19145</td>
<td>215-685-1803</td>
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<tr>
<td>District Health Ctr. #3</td>
<td>555 S.43rd St. Philadelphia, PA 19104</td>
<td>215-685-7504</td>
<td>Y</td>
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<tr>
<td>District Health Ctr. #4</td>
<td>4400 Haverford Ave. Philadelphia, PA 19104</td>
<td>215-685-7600</td>
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<tr>
<td>District Health Ctr. #5</td>
<td>1900 N. 20th St. Philadelphia, PA 19121</td>
<td>215-685-2938</td>
<td>Y</td>
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<tr>
<td>District Health Ctr. #6</td>
<td>321 W.Girard Ave Philadelphia, PA 19123</td>
<td>215-685-2803</td>
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<tr>
<td>District Health Ctr. #9</td>
<td>131 E.Chelten Ave. Philadelphia, PA 19144</td>
<td>215-685-5701</td>
<td>Y</td>
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<tr>
<td>District Health Ctr. #10</td>
<td>2230 Cottman Ave. Philadelphia, PA 19149</td>
<td>215-685-0639</td>
<td>Y</td>
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<tr>
<td>Strawberry Mansion Health Center</td>
<td>2840 W.Dauphin St. Philadelphia, PA 19132</td>
<td>215-685-2401</td>
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<tr>
<td>11th St. Family Health Services of Drexel University</td>
<td>850 N.11th St. Philadelphia, PA 19153</td>
<td>215-769-1100</td>
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<tr>
<td>APM Community Health Center</td>
<td>2147 North 6th St. Philadelphia, PA 19122</td>
<td>215-236-0315</td>
<td>N</td>
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<tr>
<td>Chinatown Medical Services</td>
<td>930 Washington Ave. Philadelphia, PA 19147</td>
<td>215-627-8000</td>
<td>N</td>
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<tr>
<td>Covenant House</td>
<td>251 E. Brinthurst Philadelphia, PA 19144</td>
<td>215-844-1020</td>
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# Philadelphia County

## PRIMARY CARE

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<td>Esperanza Health Ctr.</td>
<td>3156 Kensington Ave. Philadelphia, PA 19134</td>
<td>215-831-1100</td>
<td>Y</td>
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<tr>
<td>Fairmount Health Ctr.</td>
<td>1412 Fairmount Ave. Philadelphia, PA 19130</td>
<td>215-235-9600</td>
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<tr>
<td>Finley Family Health Ctr.</td>
<td>2813 W. Diamond St. Philadelphia, PA 19124</td>
<td>215-763-4445</td>
<td>N</td>
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<td>Y</td>
<td>Discount</td>
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<tr>
<td>Haddington Health Center</td>
<td>5619 Vine St. Philadelphia, PA 19139</td>
<td>215-471-2761</td>
<td>N</td>
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<tr>
<td>Health Annex at the Plaza</td>
<td>6120B Woodland Ave. 2nd Floor Philadelphia, PA 19142</td>
<td>215-727-4721</td>
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<tr>
<td>Quality Community Health Ctr.</td>
<td>2501 W Lehigh Ave Philadelphia, PA 19132</td>
<td>215-227-0300</td>
<td>Y</td>
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<tr>
<td>Rising Sun Health Center</td>
<td>500 Adams Ave. Philadelphia, PA 19120</td>
<td>215-279-9666</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>No Fee</td>
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<tr>
<td>PHMC Health Connection</td>
<td>1035 W. Berks St. Philadelphia, PA 19122</td>
<td>215-765-6690</td>
<td>N</td>
<td>N</td>
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## Philadelphia County

### PRIMARY CARE

<table>
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<tr>
<th>Agency</th>
<th>Address</th>
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<td>Wilson Park Medical Ctr.</td>
<td>2520 Snyder Ave. Philadelphia, PA 19145</td>
<td>215-755-7700</td>
<td>Y</td>
<td>Y</td>
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## Philadelphia County

### Dental

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone</th>
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<th>CHIP</th>
<th>Discount Services or No Fee</th>
<th>Languages Spoken Other Than English</th>
<th>Services for Children with Special Needs</th>
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<tbody>
<tr>
<td>Pediatric Dentists</td>
<td></td>
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<tr>
<td>Pediatric Dental Associates</td>
<td>100 East Lehigh Ave. Philadelphia, PA 19125</td>
<td>215-707-1030</td>
<td>Y</td>
<td>Y</td>
<td>-</td>
<td>Spanish</td>
<td>Yes</td>
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<tr>
<td>St. Christopher's Hospital Pediatric Clinic</td>
<td>Erie Ave. E Front Sts. Philadelphia, PA 19134</td>
<td>215-427-5066</td>
<td>Y</td>
<td>N</td>
<td>-</td>
<td>Spanish</td>
<td>Yes</td>
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<tr>
<td>Ronald McDonald Care Mobile</td>
<td>3601 A St. Philadelphia, PA 19134</td>
<td>215-427-8877</td>
<td>Y</td>
<td>N</td>
<td>No Fee</td>
<td>Spanish Chinese</td>
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<tr>
<td>Pediatric Dental Associates</td>
<td>3509 North Broad Philadelphia, PA 19140</td>
<td>215-707-6411</td>
<td>Y</td>
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<td>-</td>
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<td>No</td>
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<tr>
<td>Temple University Pediatric Clinic</td>
<td>3223 N. Broad St. Philadelphia, PA 19140</td>
<td>215-707-2863</td>
<td>Y</td>
<td>Y</td>
<td>Discount</td>
<td>Various languages</td>
<td>No</td>
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</table>
# Philadelphia County

## DENTAL

<table>
<thead>
<tr>
<th>Agency</th>
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<th>Discount Services or No Fee</th>
<th>Languages Spoken Other Than English</th>
<th>Services for Children with Special Needs</th>
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<tbody>
<tr>
<td><strong>General Dentists</strong></td>
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<tr>
<td>District Health Center #3</td>
<td>555 South 43rd St.</td>
<td>215-685-7506</td>
<td>Y</td>
<td>Y</td>
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<td>Spanish, Mandarin, French, Russian, Malay, Phoneline*</td>
<td>Limited care</td>
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<tr>
<td></td>
<td>Philadelphia, PA 19104</td>
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<tr>
<td>District Health Center #4</td>
<td>4400 Haverford Ave.</td>
<td>215-685-7605</td>
<td>Y</td>
<td>Y</td>
<td>No fee</td>
<td>Spanish, Bengali, Hindi, Urdu, Phoneline*</td>
<td>Limited care</td>
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<tr>
<td>Elwyn Dental Clinic</td>
<td>4040 Market St.</td>
<td>610-891-2320</td>
<td>Y</td>
<td>N</td>
<td>-</td>
<td>-</td>
<td>Yes</td>
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<tr>
<td>Gentle Dental</td>
<td>201 S. 13th St.</td>
<td>215-732-5000</td>
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<td>Juan Espinoza, DMD</td>
<td>324 W. Roosevelt Blvd.</td>
<td>215-455-5385</td>
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<td>437 W. Chew Ave.</td>
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*This office specializes in services to individuals with special health care needs only.*

*These centers will treat any county resident regardless of their ability to pay.*
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*This office specializes in services to individuals with special healthcare needs only.*
## DENTAL

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# Philadelphia County

## Dental

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<td>215-762-7824</td>
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<td>Children's Hospital of Philadelphia</td>
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<td>Garfield Duncan Building 700 Spruce St. Suite 200 Philadelphia, PA 19106</td>
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## Philadelphia County

### FAMILY PLANNING

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<td>Prevention Point Philadelphia</td>
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<td>Woman to Woman Midwifery Practice</td>
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<td>Congreso de Latinos Unidos, Inc.</td>
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<td>215-763-8870</td>
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<td>CHOP Primary Care Center at Cobbs Creek</td>
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### Family Planning

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<th>Discount Services or No Fee</th>
<th>Walk in Pregnancy Testing?</th>
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<tr>
<td>Urban Solutions</td>
<td>1408 South Broad St. 1st Floor</td>
<td>215-755-0700</td>
<td>No Fee under 18; Discount 19+</td>
<td>Yes</td>
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<tr>
<td></td>
<td>Philadelphia, PA 19146</td>
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<td>PA 19147</td>
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<tr>
<td>City Health Center #10</td>
<td>2230 Cottman Ave. Philadelphia,</td>
<td>215-685-0639</td>
<td>No Fee</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>PA 19149</td>
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<tr>
<td>Planned Parenthood Castor</td>
<td>8210 Castor Ave. Philadelphia, PA</td>
<td>215-745-5966</td>
<td>Discount</td>
<td>Yes</td>
</tr>
<tr>
<td>Ave. Center</td>
<td>19152</td>
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## Philadelphia County
### Behavioral Health Services

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

## Behavioral Health Services

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

**BEHAVIORAL HEALTH SERVICES**

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

## Drug and Alcohol Treatment Programs

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<tr>
<th>Agency</th>
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<td>The Bridge</td>
<td>8400 Pine St. Philadelphia, PA 19111</td>
<td>215-742-5640</td>
<td>Y</td>
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<tr>
<td>Congreso de Latinos Unidos, Inc.</td>
<td>216 W. Somerset St. Philadelphia, PA 19133</td>
<td>215-763-8870</td>
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<tr>
<td>Cora Services, Inc.</td>
<td>8500 Verree Rd. Philadelphia, PA 19111</td>
<td>215-342-7660</td>
<td>Y</td>
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<tr>
<td>Gaudenzia</td>
<td>1306 Spring Garden St. Philadelphia, PA 19123</td>
<td>215-413-8268</td>
<td>Y</td>
<td>N</td>
<td>Discount</td>
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<tr>
<td>JFK Walk-in Youth Services</td>
<td>112 N Broad St. Philadelphia, PA 19102</td>
<td>215-568-0860</td>
<td>Y</td>
<td>N</td>
<td>Discount</td>
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<tr>
<td>Northeast Treatment Centers</td>
<td>493 North 5th St. Philadelphia, PA 19124</td>
<td>215-408-4944</td>
<td>Y</td>
<td>N</td>
<td>Discount</td>
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<tr>
<td>Shalom, Inc.</td>
<td>1080 N. Delaware Ave. Philadelphia, PA 19125</td>
<td>215-546-2200</td>
<td>N</td>
<td>Y</td>
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<tr>
<td>Teen Challenge of Greater Philadelphia</td>
<td>156 W. Schoolhouse Ln. Philadelphia, PA 19144</td>
<td>215-849-2054</td>
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Acknowledgments

Thank You
Acknowledgments

Special Thanks: Pennsylvania Insurance Department; Pennsylvania Department of Public Welfare; Pennsylvania Department of Health; Community Behavioral Health; Michael Campbell, Pennsylvania Health Law Project; Francesca Chervenak, Pennsylvania Health Law Project; Rhona Cooper, School District of Philadelphia; Peggy Dator, Free Clinic of Doylestown; David Gates, Pennsylvania Health Law Project; Rachel Mann, Disabilities Rights Network; Maryann Mesure, Maternal Child Health Consortium of Chester County; Lourdes Rosado, Juvenile Law Center; Jonathon Stein, Community Legal Services; Lisa McEwen-Smith and Mike Nardone, Independence Blue Cross; Consolidated Drake Press


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special
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Please rate the following aspects of the manual:

Content:  ___ excellent  ___ very good  ___ good  ___ fair  ___ poor

Readability:  ___ excellent  ___ very good  ___ good  ___ fair  ___ poor

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:

(Optional) School:

(Optional) Your Name:

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

A Manual for School Nurses and Counselors in Southeastern Pennsylvania
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.
- State the purpose of your letter/call & keep it simple.
- Be courteous and to the point.
- 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.congress.org
- www.vote-smart.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
4th Edition
2008

Independence Blue Cross

HP Health Partners

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