



# Family Navigation Guide

A guide for caregivers of children with autism spectrum disorder or other developmental delays.



*This guide was developed through Magellan's Autism Action Committee. This group is composed of staff members, representatives from Lehigh and Northampton Counties, and caregivers of children and adolescents who have received or are receiving services.*



Dear Caregiver,

Having concerns about your child's development can be stressful. So can being told that your child has a problem. It can be hard to know what to do.

This guide can help you and your family at this time. It covers:

- Options for support.
- How to start treatment.
- How to pay for treatment.
- Local resources that may help.

We are here for you. Call us if you need help. It is toll-free. We are here 24 hours a day. Seven days a week.

- Lehigh County: 1-866-238-2311
- Northampton County: 1-866-238-2312

We have TTY lines for members with hearing loss. Call us toll-free at:

- Lehigh County: 1-866-238-2313
- Northampton County: 1-866-780-3367
- After hours (5 p.m. – 8 a.m.): 1-800-787-1730

We can help if you do not speak English. Call us at the phone number for your county. The member services associate or care manager will get a translator for you.

We look forward to supporting you!

Thank you,

Magellan Behavioral Health of Pennsylvania, Inc.



# Seeing the signs and seeking assistance

## Child development

Being a caregiver can be hard. So can having concerns about your child's development. Experts point to milestones children should reach. One example is walking. Another is learning their name. You may be worried if your child is not doing these things. Or maybe your child is behind others the same age. Here are signs that could cause concern:

- Lack of response to his or her name by age one.
- Delays in speech.
- Lack of interest in things.
- Lack of interest in playing with others.
- Lack of emotion.
- Does not understand simple instructions.
- Has trouble with what is real and what is not.
- Loses skills he or she once had.
- Reacts strongly to sight or sounds. Or smells or touch.

## The first steps

You know your child best. You should act on any concerns. Talk to your child's doctor. There may be others who care for your child. They could be family or friends. Or daycare staff. They may have concerns you should share too. Your child's doctor should screen your child for delays in development. This should be done at every visit. You should ask for more help if there might be a delay.

The chart below shows some of your options for support:

<b>Primary care physician/pediatrician</b> Funded through your physical health plan.	
<b>LOCAL INTERVENTION PROGRAMS</b>	
<b>Early intervention (EI)</b> Up to age 3. Funded by your county. No referral needed.	<b>Intermediate unit</b> Ages 3 and up. Funded by your school district. No referral needed.
<b>SPECIALIST</b>	
<b>Developmental pediatrician</b> Doctors for growth and development. Funded through your physical health plan.	
<b>Neurologist</b> Doctors who work with the brain and nerves. Funded through your physical health plan.	
<b>Psychiatrist/psychologist</b> Doctors who work with the mind and behaviors. Funded through your behavioral health plan or under mental health benefit.	

You may need a referral to see a specialist. You may not be able to see one right away. Call your local early intervention (EI) program to get help sooner. This is for children up to age 3. There is an intermediate unit for those ages 3 to 5. You do not need a referral. This process will not provide a diagnosis. It will tell you if your child can get other services. These are services to improve your child's growth. There is no cost to your family.

**If your child is under the age of 3, call your county’s Early Intervention program for an evaluation:**

- Lehigh County: 610-782-3125
- Northampton County: 610-829-4770

**If your child is 3 years of age or older, call your local intermediate unit for an evaluation:**

- Lehigh County: Carbon-Lehigh Intermediate Unit at 610-769-4111
- Northampton County: Colonial Intermediate Unit at 610-252-5550

Teachers or others may ask about your child’s behavior when your child is school age. They may have concerns too. The school may suggest an evaluation. This would be done by the school psychologist. Or by an outside professional.

Evaluations can be done at any time. They can be most helpful when you first have concerns.

**EVALUATIONS CAN HELP TO:**



Identify what could be causing your concerns.



Identify how you can help your child.



Obtain benefits and services for your child.

The support system for children with developmental needs can be confusing. It is okay to ask for help. Talk to the professionals you meet with. Family or friends who have gone through this can help too.



# Funding for supportive services

## Types of insurance coverage

Specialists may suggest that your child needs mental health services. To get these services you need a way to pay for them. Health insurance provides medical benefits. They are covered under your physical health plan. Mental health benefits are covered under your behavioral health plan.

Your coverage depends on your insurance plan. Types of insurance include:

<b>Private insurance</b>	<ul style="list-style-type: none"><li>• Coverage through you or your spouse’s employer or offered through the Affordable Care Act.</li><li>• Benefits and coverage vary depending on plan.</li><li>• May be referred to as your “primary plan” since coverage for services should be sought through this plan first.</li></ul>
<b>Private pay</b>	<ul style="list-style-type: none"><li>• You pay the provider directly.</li><li>• Provider may not take insurance or may not work with your specific insurance.</li><li>• You cannot be reimbursed if you choose to privately pay for services.</li></ul>
<b>Medical Assistance (MA)</b>	<ul style="list-style-type: none"><li>• Funded by the state of Pennsylvania.</li><li>• Offers services not offered by private insurance.</li><li>• Coverage is typically based on income, but you can qualify regardless of income IF your child has a disability.</li><li>• Can also help with payment for services not fully covered by private or primary plans.</li></ul>

Medical Assistance (MA) covers both physical and mental health needs. But they are separate plans. Each covers different services. The image below shows the types of services covered under each plan.

 <p><b>PHYSICAL HEALTH</b></p> <p>Medications Developmental pediatricians Neurologists Occupational, speech, or physical therapies Home health aides</p>	 <p><b>BEHAVIORAL HEALTH</b></p> <p>Psychiatrists Outpatient therapists Home and community-based services</p>
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Your physical health plan has a Special Needs Unit (SNU). This can help with physical health issues. These may affect your child's behavioral health. Contact your physical health plan to get connected to the SNU. Ask to speak with a Special Needs Coordinator. Contact information can be found in the Additional Resources section of this guide.



# Applying for Medical Assistance

You can get Medical Assistance (MA) if your child has a disability. This could be autism or another developmental delay. Your income does not matter. MA covers many services your child may need. Here is how to apply:

## 1 Contact your local County Assistance Office (CAO)

- Apply by telephone at 1-866-550-4355.
- Apply online at [www.compass.state.pa.us](http://www.compass.state.pa.us) or download the application.
- Apply by paper application. Inform the CAO by writing on the application that you are applying for a child with disabilities.

## 2 Submit the documentation

- Complete the application including parental income.
- Include a copy of your child's social security card.
- Include a copy of your child's birth certificate.
- Include a copy of written documentation of diagnosis from the doctor or recent medical documentation.

## 3 Obtain notification

- Eligibility notice should be sent within 30 days—the timeframe can be shortened to 5 days if there is an "urgent medical need," which would need to be noted by your treatment provider.
- You will receive your child's MA card.
- You will receive a HealthChoices handbook.
- If you are denied MA, you have the right to appeal the decision.

Contact your local County Assistance Office if you have questions.

**Lehigh County Assistance Office**

555 Union Boulevard  
Allentown, PA 18101-2295

Helpline for Medical Assistance  
information: 1-800-842-2020  
Phone: 610-821-6509

**Northampton County Assistance Office**

201 Larry Holmes Drive  
P.O. Box 10  
Easton, PA 18044-0010

Toll-free: 1-800-349-5122  
Phone: 610-250-1700

More information on how to apply for MA can be found at:  
[www.dhs.pa.gov/citizens/healthcaremedicalassistance](http://www.dhs.pa.gov/citizens/healthcaremedicalassistance)



# Locating support and services

## Behavioral health services

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) is a managed care company. We work with Lehigh and Northampton Counties. We provide behavioral health services to those who are eligible for MA. Your child can get these services until the age of 21. After they are 21, they can continue to get other services from us and get support through the Office of Intellectual Disabilities or Bureau of Autism. Your child's provider can help with this.

This chart shows the services available to children.

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- Outpatient therapy
  - Summer therapeutic activities program/  
therapeutic afterschool program
  - Behavioral health rehabilitation services/  
early intervention behavioral health rehabilitation services
  - Family-based services
  - Partial hospital program
  - Residential treatment facility
  - Psychiatric inpatient hospitalization

**Outpatient therapy.** This includes individual, family and group therapy. This is done in an office. Sessions use a range of techniques. They are once per week.

**Summer therapeutic activities program (STAP) and therapeutic after-school program (TASP).** These offer group activities to children with autism. They focus on communication skills. They also focus on solving problems. Caregivers must take part.

**Behavioral health rehabilitation services (BHRS).** This combines services and supports. They are provided in all settings. The goal is to help caregivers. It teaches them new skills. The first step to get this service is to have a Functional Behavioral Assessment (FBA). The FBA is for all children. It helps find the cause of the behavior. It needs to be suggested by a specialist. It will affect any future treatments for your child. BHRS also includes an Applied Behavioral Analysis (ABA) benefit.

**Early intervention behavioral health rehabilitation services (EI BHRS).** This provides early treatment for children ages 2 – 5. This includes social and play groups. It also includes support groups. It is like BHRS. The first step to start is the FBA. This must be suggested by a specialist.

**Family-based services (FBS).** This combines individual and family therapy. It includes crisis support. It also includes case management. It is for children who are at risk for out-of-home placement. Or children who just left a placement. The family is the focus. It is most often short term. It is offered 24 hours a day and seven days a week.

**Partial hospital program (PHP).** This is for children who need more help than they can get in the community. PHP is five days a week. It lasts for up to six hours per day. It consists of individual, group and family therapy.

**Residential treatment facility (RTF).** This is for children with severe mental health symptoms. They cannot be helped at home or in the community. The RTF uses individual and group therapy. The family is key. It involves 24-hour care. It needs to be recommended by a specialist. It should be used after other efforts have failed.

**Psychiatric inpatient hospitalization.** This provides 24-hour treatment. This is in a hospital setting. It is for those who pose a danger to themselves or to others. It is meant to be short term. The goal is to lessen symptoms. This allows the child to return home.

Most of these services focus on the needs of the child. But the caregiver is key.

**WE ARE HERE TO HELP YOU.**

If you need help you can:



Refer to your  
member handbook



Visit  
[MagellanoofPA.com](http://MagellanoofPA.com)



Lehigh County:  
866-238-2311

Northampton County:  
866-238-2312

*The services in this guide are the ones used most with children who have autism or other development delays. It does not include all our services for children. A primary insurance plan may cover some of these. You should contact that plan first. You can get services from us if you do not have primary insurance. Or if the service is not covered.*



# Additional resources

## **Early intervention**

- CONNECT services: 1-800-692-7288

## **Special needs unit**

- UnitedHealthcare Community Plan: 1-877-844-8844
- Amerihealth Caritas Pennsylvania: 1-888-991-7200
- Gateway: 1-800-392-1146
- Aetna Better Health: 1-855-346-9828
- UPMC for You: 1-866-463-1462

## **Local resources**

- Autism Society of the Lehigh Valley:  
<http://mlludwig.wixsite.com/autism>
- Autism Resource Community Hub of Lehigh Valley:  
1-866-670-ARCH (2724), [www.elwyn.org/services/children-3-21/autism-resource-community-hub-of-lehigh-valley/](http://www.elwyn.org/services/children-3-21/autism-resource-community-hub-of-lehigh-valley/)
- The ARC – Lehigh and Northampton Counties: 610-849-8076,  
[www.arcoflehighnorthampton.org](http://www.arcoflehighnorthampton.org)

## **Respite**

Respite helps those who have a child with a mental health issue. It provides a break from care. You may be able to get these services. They can be provided in the home or other site.

- If you live in Lehigh County, contact Valley Youth House:  
610-432-6481, [www.valleyyouthhouse.org](http://www.valleyyouthhouse.org)
- If you live in Northampton County, contact Northampton County for Respite: 610-829-4840

## **Lehigh County**

- Lehigh County Human Services Department:  
[www.lehighcounty.org/departments/human-services/mental-health/autism](http://www.lehighcounty.org/departments/human-services/mental-health/autism)
- Lehigh County Information and Referral Unit: 610-782-3200

- Lehigh County MH/ID Program: 610-782-3126
- Lehigh County Children’s Mental Health: 610-782-3376

### **Northampton County**

- Northampton County Human Services Department:  
[www.northamptoncounty.org/HS](http://www.northamptoncounty.org/HS)
- Northampton County Information and Referral Unit: 610-559-3270
- Northampton County Emergency Services: 610-252-9060
- Northampton County Developmental Programs: 610-829-4750

### **Social media**

There are many local supports on Facebook. Here are a few.

- Lehigh Valley Kids with Special Needs Support Group
- LV Parent and Professional Network
- Parent Support Group - Easton, PA
- Special Parents Information & Events Network
- LV Special Needs Parent Support, Advocacy & Resource Network
- PA Special Needs Events
- Lehigh Valley Special Needs Network
- Lehigh Valley Autism
- Lehigh Valley Special Needs Parent Support Group

### **State resources**

- Parent to Parent of Pennsylvania: 888-727-2706,  
[www.parenttoparent.org](http://www.parenttoparent.org)
- ASERT (Autism Services, Education, Resources, and Training):  
[www.paautism.org](http://www.paautism.org)
- MH/ID Program Administrators Association of Pennsylvania:  
[www.mhmrpa.org](http://www.mhmrpa.org)
- Bureau of Autism Services: [www.dhs.pa.gov/citizens/autismservices](http://www.dhs.pa.gov/citizens/autismservices)
- Easter Seals: 610-866-8092,  
[www.easterseals.com/eseep/our-programs/autism-asd-services](http://www.easterseals.com/eseep/our-programs/autism-asd-services)
- Pennsylvania Office of Intellectual Disabilities:  
[www.dhs.pa.gov/citizens/intellectualdisabilitiesservices](http://www.dhs.pa.gov/citizens/intellectualdisabilitiesservices)

**Insurance and coverage**

- Autism and Act 62: [www.PAAutismInsurance.org](http://www.PAAutismInsurance.org)
- Magellan Website: [www.magellanofpa.com](http://www.magellanofpa.com)

**Advocacy and legal**

- Pennsylvania Health Law Project: [www.phlp.org](http://www.phlp.org)
- Education Law Center: [www.elc-pa.org](http://www.elc-pa.org)
- Disability Rights Pennsylvania: [www.disabilityrightspa.org](http://www.disabilityrightspa.org)

**Language support**

- Magellan can provide someone who speaks any language. This would be an interpreter. Your provider can help you with this service. There is no cost.
- Call the Bureau of Fee-for-Service Programs at 1-866-872-8969 if you have problems. Choose the language you need. Leave a detailed message. Or email [MA-Interpreter@pa.gov](mailto:MA-Interpreter@pa.gov).
- You can also contact your Special Needs Unit (SNU) with your physical health plan for help.



# Discrimination is against the law

Magellan\* follows the law. We treat all people equally. We do not discriminate against anyone based on: Race; Color; National origin; Age; Disability; Sex.

We provide free help and services to people with disabilities. We want you to be able to communicate with us easily. We offer: Qualified sign language interpreters and written information in many formats (large print, audio, accessible electronic formats, and other formats).

We also provide free language services to people whose first language is not English. We offer: Qualified interpreters and information that is written in other languages.

Contact us at 1-800-424-3515 (TTY: 1-877-769-9785) if you need any of these services.

If you believe we have not provided these services or discriminated in another way, you can file a grievance with:

**Civil Rights Coordinator,  
Corporate Compliance Department**  
6950 Columbia Gateway Drive  
Columbia MD 21046  
1-800-424-7721  
Fax: 1-410-953- 5207  
[compliance@magellanhealth.com](mailto:compliance@magellanhealth.com)

You can file a grievance in one of four ways: In person, by mail, by fax and by email.

The civil rights coordinator is available if you need help with any of this.

You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You may do this online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Or you may do this by mail or phone.

**U.S. Department of Health and Human Services**

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019  
TDD: 1-800-537-7697

Complaint forms are available online. You may find them at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

## Language access services

### English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-424-3515 (TTY: 1-877-769-9785).

### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-424-3515 (TTY: 1-877-769-9785).

### Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-424-3515 (TTY: 1-877-769-9785)。

### Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-424-3515 (TTY: 1-877-769-9785).

### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-424-3515 (TTY: 1-877-769-9785).

### Pennsylvania German/Dutch

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kantscht du mitaus Koschte ebber gricke, ass dihr helft mit die english Schprooch. Ruf selli Nummer uff: Call 1-800-424-3515 (TTY: 1-877-769-9785).

### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-424-3515 (TTY: 1-877-769-9785)번으로 전화해 주십시오.

### **Italian**

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-424-3515 (TTY: 1-877-769-9785).

### **Arabic**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-424-3515 (رقم هاتف الصم والبكم: 1-877-769-9785).

### **French**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-424-3515 (TTY: 1-877-769-9785).

### **German**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-424-3515 (TTY: 1-877-769-9785).

### **Gujarati**

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-424-3515 (TTY: 1-877-769-9785).

### **Polish**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-424-3515 (TTY: 1-877-769-9785).

### **French Creole**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-424-3515 (TTY: 1-877-769-9785).

### **Cambodian**

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយវប្បធម៌ភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-424-3515 (TTY: 1-877-769-9785)។

### **Portuguese**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-424-3515 (TTY: 1-877-769-9785).

*\* Magellan refers to all applicable subsidiaries and affiliates of Magellan Health, Inc. including but not limited to Magellan Healthcare, Inc., National Imaging Associates, Inc., Magellan Rx Management, LLC and Magellan Complete Care.*

