

YOUR CARE TEAM IS WAITING!

Gateway Health has partnered with your Behavioral Health Managed Care Organization (MCO) to develop a care plan to help you manage all of your healthcare needs. We call this the Integrated Care Plan, or the ICP.

Our care team is here to help you get the care you need, and to make sure the care plan from your physical and behavioral providers work well together.

The care team includes a Gateway Health case manager, as well as a case manager from the Behavioral Health MCO. Your care team might also include some of your healthcare providers such as your primary care provider or your behavioral health provider. The ICP brings everyone together when needed to make sure you have what you need, and when you need it.

Together, we are here to help you, as your partner.

While your care team will focus on your unique goals, some common things we do to provide help include:



1) Coordinating Your Care:

Going to multiple healthcare providers can be challenging. Especially when one provider gives advice that might not match what another provider has shared. Your care team is here to help. The care team works to help you manage your care by pulling together your various care plans. This includes members of your care team actively working together to help you when changes occur, like if you need to go to the hospital or rehabilitation.



2) Getting the Care You Need:

Sometimes life can get in the way of getting needed care, like getting to the doctor after an admission. Your care team is here to help. We work together to make sure you have access to the care you need, including any specialists.



3) Managing Medications:

Seeing multiple healthcare providers who prescribe medicine to help you with your health can be hard to manage. Your care team is here to help. We work with your doctors to make sure you have all the medications needed and help you understand the medications when there are questions.

**Based on your unique health needs,
your care team will also help you with:**

Transition after you have been in the hospital:	• Follow up appointments • Home health services and medical equipment • Home safety
Behavioral health:	• Finding a behavioral health provider to work with • Developing a crisis and/or safety plan
Chronic health conditions:	• Appropriate testing and care • Make a sick day plan
Preventative health:	• Routine visits with your PCP and dentist • Screening for certain types of cancer(s) or infections
Referral to community resources:	• Housing • Transportation
Substance abuse:	• Finding treatment and/or resources in your area • If you need help finding treatment call 1-800-662-HELP (4357). This phone number answers 24 hours a day, every day of the year.



Now let's get started.

Gateway Health asks that you share and talk with your medical and behavioral health providers about the information that is in this care plan. Sharing this care plan can help your care team.

If you would like to learn more or have any questions about the Integrated Care Program at Gateway Health, please call **1-800-392-1147**. TTY users please call **711** or **1-800-654-5984**.

If you have questions regarding your behavioral health treatment or behavioral health benefits, please contact your Behavioral Health MCO.

Gateway Health Plan® complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Gateway Health Plan® does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Gateway Health Plan® provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Gateway Health Plan® provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Gateway Health Plan® at 1-800-392-1147

If you believe that Gateway Health Plan® has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Gateway Health Plan®,
Member Appeals,
P.O. Box 22278
Pittsburgh, PA 15222
1-800-392-1147, [TTY/PA Relay 711],
Fax # (844)325-3435

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY/PA Relay 711,
Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Gateway Health Plan® and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services,
200 Independence Avenue SW.,
Room 509F, HHH Building,
Washington, DC 20201,
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 1-800-392-1147 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-392-1147 (TTY/PA RELAY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-392-1147 (**телетайп/PA RELAY: 711**).

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1-800-392-1147 (**TTY/PA RELAY : 711**)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-392-1147 (**TTY/PA RELAY: 711**).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-392-1147** (رقم هاتف الصم والبكم: 711).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-392-1147** (**टिटिवाइ/PA RELAY: 711**) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-392-1147 (TTY/PA RELAY: 711)** 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្បួល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-392-1147 (TTY/PA RELAY: 711)**។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-392-1147 (ATS/PA RELAY 711)**.

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-392-1147 (TTY/PA RELAY: 711)** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-392-1147 (TTY/PA RELAY: 711)**.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-392-1147 (TTY/PA RELAY: 711)**.

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-392-1147 (TTY/PA RELAY: 711)**।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-392-1147 (**TTY/PA RELAY: 711**).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-392-1147 (TTY/PA RELAY: 711)**.