



07

Resources and References

Pediatric and Maternity Programs Contact Information

UPMC Health Plan Health Management



1-866-778-6073

Monday – Friday,
7 a.m. – 8 p.m.
Saturday, 8 a.m. – 3 p.m.

UPMC Health Plan Special Provider Assistance (SPA)



Providers can enter a referral via
the **Provider OnLine portal**.



1-855-772-8762



healthplansparef@upmc.edu

Prescription for Wellness



Providers can enter
an order via **EpicCare** or
Provider OnLine portal.



Talk to a pediatric
health coach at no cost.

1-855-772-8762 (TTY: 711)

Monday – Friday,
7 a.m. – 8 p.m.
Saturday, 8 a.m. – 3 p.m.

RxforWellness@upmc.edu

Pediatric and Maternity Program Contact Information

Baby Steps, UPMC Health Plan's Maternity Program



1-866-778-6073

Monday – Friday,
7 a.m. – 8 p.m.
Saturday, 8 a.m. – 3 p.m.



Maternitycoaches@upmc.edu

UPMC Health Pediatric Health Coach



1-866-778-6073

Monday – Friday,
7 a.m. – 8 p.m.
Saturday, 8 a.m. – 3 p.m.



pediatriclifestyle@upmc.edu

Contact Information UPMC *for Kids* and UPMC *for You*

UPMC *for Kids* (CHIP) Health Care Concierge Services



1-800-650-8762

Monday through Friday,
7 a.m. to 7 p.m.
Saturday, 8 a.m. to 3 p.m.

Providers:

1-800-650-8762

UPMC *for You* (Medicaid) Health Care Concierge Team



1-800-286-4242

Monday, Tuesday, Thursday,
and Friday, 7 a.m. to 7 p.m.
Wednesday, 7 a.m. to 8 p.m.
Saturday, 8 a.m. to 3 p.m.

Providers:

1-866-918-1595

UPMC Health Plan Contact List

Department	Phone Number
UPMC <i>for You</i> (Medical Assistance) Provider Services	1-866-918-1595 or 1-866-463-1462 (SNU)
UPMC <i>for Kids</i> (CHIP) Provider Services	1-800-650-8762 (Select 1 for English, then Option 2)
UPMC Health Plan (Commercial) Provider Services	1-866-918-1595
Utilization Management (Prior Authorizations)	1-800-425-7800
Pharmacy Department	1-800-979-8762
Online Help (Provider Portal)	hponline@upmc.edu
Web Support (Provider Portal)	1-800-937-0438
Health Coach Referral Line	1-800-807-0751
Care Management	1-866-778-6073
UPMC <i>for You</i> Health Care Concierge Services	1-800-286-4242
UPMC <i>for Kids</i> Health Care Concierge Services	1-800-650-8762
UPMC MyHealth 24/7 Nurse Line	1-866-918-1591

UPMC Health Plan Resources



UPMC Health Plan SDOH website

upmchealthplan.com/providers/medical/resources/other/social-determinants-of-health.aspx

Pediatric Care Management

Call 1-866-778-6073, select option 3 for our pediatric team.

Pathways to Work

Available to all UPMC members and supports non-UPMC members as needed: pathwaystowork@upmc.edu or [Pathways to Work](#).

Network teams

Your physician account executive or clinical improvement specialist is available to provide clinical support.

Medical Assistance Transportation Program (MATP)

MATP is available to all Medicaid recipients in Pennsylvania and provides transportation to medical appointments: matp.pa.gov/.

UPMC Health Plan Website Resources



Maternity Program: upmchealthplan.com/maternity

Pediatric Preventive Services: upmchealthplan.com/members/pediatric-preventive-services

Dental Resources: upmchealthplan.com/members/dental/dental-resources/

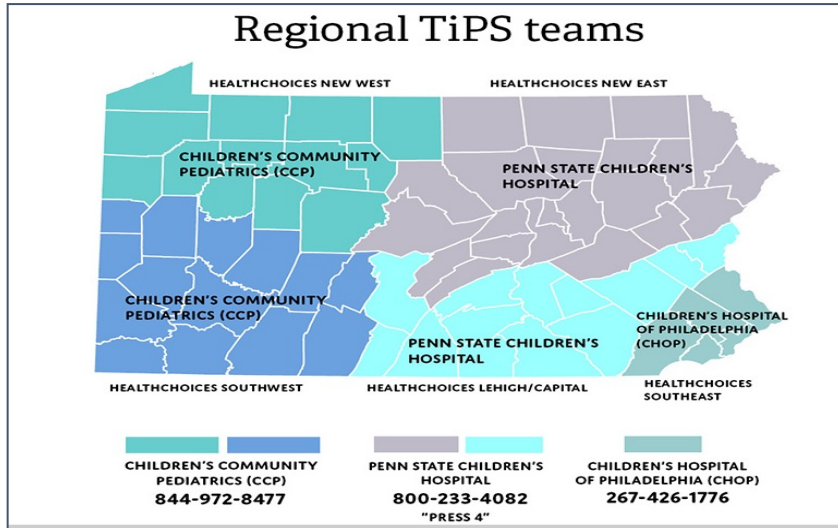
Prescription for Wellness: upmchealthplan.com/providers/medical/resources/other/prescription-for-wellness.aspx

Center for Social Impact: upmchealthplan.com/about/community/social-impact

SDOH: upmchealthplan.com/providers/medical/resources/other/social-determinants-of-health.aspx

SDOH Billing Guide: upmchealthplan.com/providers/medical/resources/other/social-determinants-of-health.aspx

Telephonic Psychiatric Services (TiPS)



Reference: PA DHS. Telephonic Psychiatric Consultation Service Program (TiPS).

- **UPMC Children's Community Pediatrics** (1-844-972-8477): chp.edu/health-care-professionals/referring-physicians/childrens-tips
- **CHOP** (1-267-426-1776): chop.edu/services/pennsylvania-telephonic-psychiatric-consultation-service-program-tips
- **Penn State Children's Hospital** (1-800-233-4082): pennstatehealth.org/childrens/services-treatments/child-adolescent-psychiatry/telephonic-psychiatric-services

Statewide and National Resources



The United Way of Pennsylvania: pa211.org and Dial 211 and Text your zip code to 898-211, pa211sw.org/assistance-fund/

Community Action Agency of Pennsylvania [Community Action Association of Pennsylvania \(theacaap.org\)](http://theacaap.org)

Pennsylvania Department of Human Services: compass.state.pa.us

CDC HEAR HER Campaign: cdc.gov/hearher/index.html

National Alliance of Mental Illness (NAMI): namikeystonepa.org/discover-nami/who-we-are/

988 Suicide & Crisis Lifeline: 988lifeline.org/

Additional Resources (Food)



Women, Infants, and Children (WIC)

Pennsylvania Food Banks

Supplemental Nutrition Assistance Program

Free and Reduced-Price School Meals: compass.state.pa.us

Western Pennsylvania Diaper Banks: wpadiaperbank.org

Additional Resources (Housing)



Housing Search Tools:

PAHousingSearch.com

[U.S. Department of Housing and Urban Development \(HUD\) – Project-based Subsidized Properties](#)

[Public Housing Agency Websites](#)

[U.S. Department of Agriculture Rural Development Multi-family Housing Rentals](#)

Allegheny County Housing Authority: achsng.com

Housing Financial Resources:

[Pennsylvania Housing Finance Agency](#)

[Property Tax/Rent Rebate Program](#)

Emergency Rental Assistance Program (all PA residents): compass.state.pa.us/Compass.Web/RAP/Application

Community Action Association of Pennsylvania (CAAP): thecaap.org/

Rent Help Pgh: renthelpppgh.org/

Additional Resources (Housing)



Legal Assistance - Housing Related Services:

Pennsylvania Human Relations Commission

Pennsylvania Legal Aid Network

HUD Fair Housing- It's Your Right

Eviction Prevention Assistance (Allegheny County) 1-866-730-2368

Neighborhood Legal Services Association - Legal Assistance & Mediation Regarding Housing Issues nlsa.us

Fair Housing Partnership - Legal Assistance & Mediation Regarding Housing Issues fhp.org/

Just Mediation PGH - Legal Assistance & Mediation Regarding Housing Issues justmediationpgh.org

Homelessness Resources:

UPMC Homelessness Continuum Program

HUD- Pennsylvania Homeless Information

Homeless Assistance Program Contact List: dhs.pa.gov/contact/Pages/Homeless-Assistance-Contacts.aspx

Additional Resources (Utilities)



Utilities:

Pennsylvania Low-income Home Energy Assistance Program (LIHEAP)

Pennsylvania Public Utility Commission

Weatherization Assistance Program

Pennsylvania Homeowner Assistance Fund (PAHAF) pahaf.org

Low Income Home Water Assistance Program (LIHWAP) all PA residents compass.state.pa.us/compass.web/Public/CMPHome

Basic Needs Assistance – Catholic Charities ccpgh.org/services/basic-needs-assistance or call 412-456-6999

Dollar Energy Fund – PA residents dollarenergy.org/need-help/pennsylvania/

Affordable Connectivity Program acpbenefit.org/

Pennsylvania Utility Law Project (PULP) pautilitylawproject.org

Customer Assistance Programs

Peoples Gas: 1-800-400-WARM (9276)

Duquesne Light Company: 1-888-393-7600

Columbia: 1-800-537-7431

Peoples TWP: 1-800-222-5101

First Energy: 1-888-862-6816 (Penelec, Penn Power, West Penn)

PA American Water: 1-888-282-6816

Pittsburgh Water & Sewer Authority: 1-866-762-2348

Regional Resources



Footbridge for Families: [Home - Footbridge for Families \(afootbridge.org\)](http://afootbridge.org)

Financial Empowerment Center: To schedule an appointment, email fecinfo@fecpgh.org, call 1-800-298-0237, or visit pittsburghpa.gov/fec/.

Family Supports: familycenters.alleghenycounty.us/locations/

Catholic Charities: 412-456-6999 or ccpgh.org, Select “Services”

Salvation Army: 412-446-1500 or easternusa.salvationarmy.org/western-pennsylvania/, select “How We Help”

Pittsburgh Presbytery Lazarus Fund: 412-697-7390 or pghpresbytery.org, select “Justice Ministries”

North Hills Community Outreach (North Hills residents only): 412-487-6316 (Main) opt. 1 x 3111 or nhco.org, select “Services”

(North Hills residents only)

NHCO Millvale: 412-408-3830 x 3212 or 3209

NHCO North Boroughs: 412-307-0069

Allegheny Valley Association: 724-226-0606 x 10

UPMC In-Home Urgent Care Plus: 1-888-485-4278 extension “0”

References

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Centers for Disease Control and Prevention. Infographic: Racial/ethnic disparities in pregnancy-related deaths — United States, 2007–2016 Reviewed April 13, 2022. Accessed Nov. 1, 2022. [cdc.gov/reproductivehealth/maternal-mortality/disparities-pregnancy-related-deaths/infographic.html](https://www.cdc.gov/reproductivehealth/maternal-mortality/disparities-pregnancy-related-deaths/infographic.html)

Centers for Disease Control and Prevention. Press Release: Racial and ethnic disparities continue in pregnancy-related deaths. Reviewed Sept. 6, 2019. Accessed Nov. 1, 2022. [cdc.gov/media/releases/2019/p0905-racial-ethnic-disparities-pregnancy-deaths.html](https://www.cdc.gov/media/releases/2019/p0905-racial-ethnic-disparities-pregnancy-deaths.html)

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