

GET CARE, STAY WELL

A newsletter
for members of
Keystone First



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For more than
35 years, we've
been here with you,
through it all.
Keystone First.
Our Roots Run Deep.
Read more on page 2.



Keystone First

Our roots run deep

We know you have choices. We thank you for choosing Keystone First. We will continue to be here, as we have been for more than 35 years. We live and work with you, in our communities and neighborhoods, through it all.

Have questions? Please call us at **1-800-521-6860 (TTY 1-800-684-5505)** or visit **www.keystonefirstpa.com**.

We look forward to continuing to care for you and your family.

Don't lose your benefits!

In order to have Keystone First as your health plan, you need to stay eligible for Medical Assistance. You may get paperwork or a phone call from the Pennsylvania Department of Human Services (DHS) about completing paperwork about your Medical Assistance eligibility. It is important that you follow instructions.

If you have questions about any paperwork you get, call Keystone First Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** or contact your County Assistance Office (CAO). A list of CAOs can be found at **<https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx>**.

Don't lose your benefits because mail went to the wrong address. Make sure your contact information is correct! Use **www.dhs.pa.gov/Compass** to update your information and sign up for e-communications.

Have you and your family had your checkups?

For everyone in your family, call the doctor now to schedule an annual checkup.

Add a visit to the doctor to your back-to-school checklist

Regular well-child checkups are an important part of keeping your child healthy and up to date on immunizations (shots).

During the checkup, your child will be weighed and measured. The doctor will:

- Ask you questions about your child and your family.
- Do a physical examination.
- Check your child's eyes, ears, nose, mouth, and teeth.
- Listen to your child's lungs, heart, and stomach.

Your child may need to get immunizations (shots). Shots help the body fight diseases. Each shot helps fight a different disease. Make sure your child gets all the shots they need before attending school. Talk with your child's doctor if you have questions about what shots your child needs to attend school. You can also visit **<https://www.cdc.gov/vaccines/index.html>** for more information.

Your child's well-child checkup is also a great time to ask the doctor any questions.

If you need help making an appointment or need help getting to the doctor's office, call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.



Care focused on you

What is a patient-centered medical home?

A patient-centered medical home (PCMH) is not actually one place or a home. It is a model of care (a certain way of giving care) that doctors can use when they see patients. Keystone First encourages the doctors in our network to use this model of care.

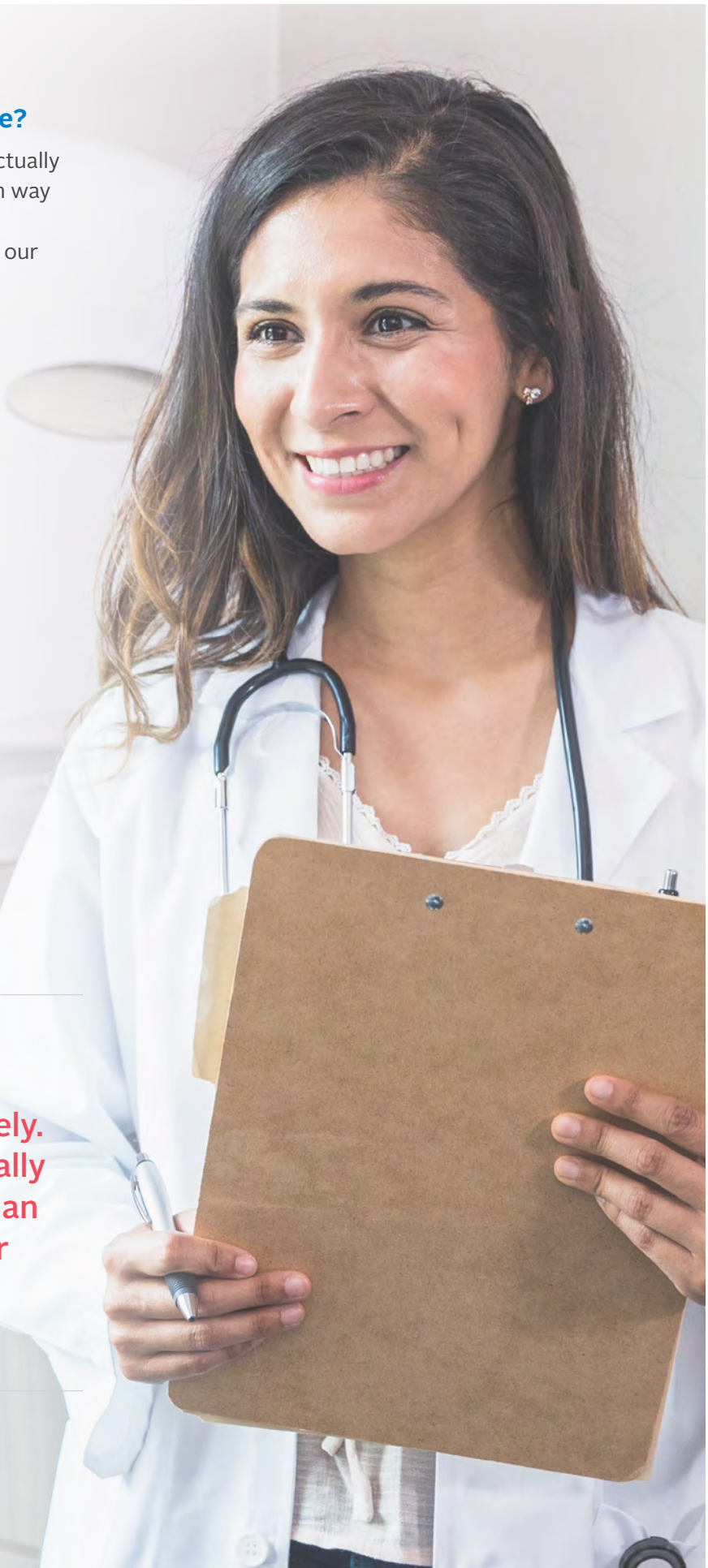
What does this model of care look like?

A doctor that uses the PCMH model of care:

- Oversees all of your health, including:
 - Physical and behavioral health.
 - Acute and chronic conditions.
- Listens to the wants and needs of you and your family.
- Uses technology to:
 - Keep your health information private.
 - Track and help improve your care.
- Has a Community-Based Care Management Team that will:
 - Create a care plan if you have a complex chronic condition.
 - Connect you to community resources.

A chronic condition is an illness that lasts a very long time. It usually cannot be cured completely. A complex chronic condition usually requires treatment from more than one doctor. Talk with your doctor to see if you have a complex chronic condition.

To find a doctor in the Keystone First network, go to www.keystonefirstpa.com and click **Find a Doctor, Medicine, or Pharmacy**.



What makes a healthy you?

There are many parts to being healthy. But 3 big parts of a healthy you are your mind, your body, and your mouth.



YOUR MIND: This is also called your mental health. Your mind can affect your body. For example, if you are often happy or often sad, or you feel calm or feel anxious, these feelings can have an effect on your body. Both positive and negative feelings affect your body.

Know how you are feeling. If you feel sad or anxious about something, talk about it. Find a friend, family member, or someone else you trust. Sometimes just saying things out loud can make you feel better.

Need more help? See below for numbers to call.



YOUR BODY: This is also called your physical health. How healthy you keep your body can affect your mind. When your body feels sick and run down, your mind or mental health can also be affected. Being sick can make you feel sad or anxious, and those feelings make it harder for your body to physically get better.

Keep your body healthy. Make sure you eat right and exercise. See your doctor every year for a well check. Your doctor will tell you what shots you may need and any other care you need to keep you healthy. **Need help making a doctor's appointment?** Call Member Services.



YOUR MOUTH: This is also called your oral health. Your teeth and gums can affect the rest of your body. Not taking care of your teeth and gums can cause infection, which can cause illness in other parts of your body. And if you are feeling sick, that can affect your mental health.

Brush your teeth at least 2 times every day. Also floss your teeth every day. These easy steps can help keep your mouth healthy and stop infections from happening. See your dentist every 6 months to make sure your oral health is the best it can be. Need help finding a dentist? Go to www.keystonefirstpa.com or call Member Services.

These parts work together for a healthy you. If 1 part isn't healthy, it can affect the health of the other parts.

Keystone First Member Services: **1-800-521-6860 (TTY 1-800-684-5505)**

Behavioral health providers (call the number for the county where you live):

Bucks — 1-877-769-9784

Montgomery — 1-877-769-9782

Chester — 1-866-622-4228

Philadelphia — 1-888-545-2600

Delaware — 1-888-207-2911

If you have special needs, make sure you find a provider that can accommodate those needs. Use the provider directory at www.keystonefirstpa.com to find the right provider for you.





Be smart about antibiotics

What are antibiotics? Antibiotics are a type of medicine used to kill bacteria. Some bacteria can cause infections like strep throat. Your doctor will take a swab of your throat to check for bacterial infections like strep throat.

Do antibiotics cure everything? No, antibiotics do not work against illnesses that are caused by viruses, like:

- Colds
- Influenza (the flu)
- Runny noses
- Most coughs
- Most sore throats
- Most sinus infections
- Some ear infections

Viruses usually go away in 1 to 2 weeks without antibiotics. Talk to your doctor about what you can do at home to help you feel better when you have a virus.

Isn't it better to take an antibiotic just in case the illness is caused by bacteria? No. Like all medicines, antibiotics have possible risks.

Antibiotics can:

- Kill some bacteria that are good for your body. This can result in things like diarrhea or yeast infections.
- Cause an allergic reaction.
- Cause you to have an antibiotic-resistant infection. Antibiotic-resistant infections have bacteria that are harder to kill and can cause severe illnesses.

What can I do?

- If you are sick, talk to your doctor. Your doctor will help you decide what treatment is best for you.
- If you need help finding a doctor, call Member Services.
- Tell your doctor if you are allergic to any drugs, including antibiotics.
- Tell your doctor all of the medicines you take, including vitamins and supplements.
- Don't start or stop taking medicine without talking to your doctor.
- Never take a medicine that isn't yours.

Formulary

A drug formulary is a list of covered medicines. Some medicines are covered as a part of the Pennsylvania Statewide Preferred Drug List. Some medicines are covered under the Keystone First Supplemental Formulary. For the most up-to-date formulary listings, visit www.keystonefirstpa.com. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

Family planning

Did you know that it is important to wait a period of time between pregnancies for the health of you and your baby?

Having a family means lots of changes. How do you know if now is the right time?

If you are thinking of having a family or adding to your family, here are some questions to ask yourself:

- Am I ready to spend less time focusing on myself to care for a baby?
- Am I ready to financially support a child?
- Am I healthy enough to have a baby?
- I just had a baby. Is my body ready to have another one?

Talk with your doctor if you have health questions about family planning. Your doctor can help you make a plan that's best for you. If you just had a baby, your postpartum visit is a great time to talk with your doctor about family planning.

Members can go to any doctor or clinic for family planning services. This includes doctors and clinics not part of the Keystone First network. You do not need to see your primary care provider (PCP) first.

Still have questions or need more information?

Call Member Services at **1-800-521-6860** (TTY **1-800-684-5505**). You can also call Bright Start® at **1-800-521-6867** (TTY **711**).



Now is the time to quit

If you smoke or use tobacco products, now is the time to quit. We can help.

For information on the Keystone First Tobacco Cessation Program, visit www.keystonefirstpa.com

> **Members** > **Programs** > **Quit smoking.**

Pennsylvania also offers the PA Free Quitline.

Call **1-800-QUIT-NOW (1-800-784-8669)** or go to <https://pa.quitlogix.org/en-US/> to learn more.



Counseling services

Members are eligible for 70 tobacco cessation counseling sessions per calendar year. Each session is a 15-minute face-to-face counseling session, either on your own or in a group.

- You do not need a referral or pre-approval to go to a counseling session.
- The provider must be a part of the Pennsylvania Medical Assistance program. The provider must also be approved by the Pennsylvania Department of Health.
- Talk with your doctor about finding a provider near you. You can also call Keystone First Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for help finding a provider.

smokefree.gov

Visit the website to connect to texting programs, social media, mobile apps, and other resources to help you quit smoking.

Drug products

With your pharmacy benefits, you can get medicines to help you quit. Talk with your doctor about which medicine is best for you and ask for a prescription.

1-800-QUIT-NOW

Pennsylvania also offers the PA Free Quitline. Call **1-800-QUIT-NOW (1-800-784-8669)** or go to <https://pa.quitlogix.org/en-US/> to learn more.

We need your help!

Members can help Keystone First uncover provider fraud, waste, and abuse.

You should keep track of the following things:

- Who provided your health care.
- What services you received during the visit and any additional tests or visits the doctor ordered.
- When you got a health care service.
- Where the service took place.

Call Keystone First if you think the provider may have billed incorrectly or offered a service you didn't think you needed. Please remember, **do not**:

- Give your ID card or numbers to anyone other than your doctor, clinic, hospital, or other health care provider.
- Ask your doctor or any other health care provider for medical services or supplies that you don't need.
- Sign your name to a blank form.
- Share your medical records with anyone other than your doctor, clinic, hospital, or other health care professional.

Keystone First has a team that works hard to identify and prevent fraud, waste, and abuse. But we still need all members to report possible fraud, waste, and abuse.

Call the Fraud Tip Hotline at **1-866-833-9718 (TTY 711)**. You can remain anonymous at all times.





Talking to Your Doctor About Your Relationship

Going to the doctor regularly is a good way to stay healthy. Doctors ask their patients questions that help identify problems. When problems are identified, doctors can help their patients get the things they need to start feeling better. Sometimes, doctors ask their patients questions about their relationships. They may ask questions like:

- Do you feel safe at home with your partner?
- Does your partner ever hit you or try to injure you?
- Does your partner try to control you physically, mentally, or financially?
- Does your partner ever threaten you, or make you do things you don't want to do?

Answering questions like these can make you feel nervous or embarrassed. If you are in a safe relationship, these questions may not seem important. For patients who are not in safe relationships, it can be helpful when the doctor asks these questions. Talking about abuse can be hard or scary. It can also be a good way to start feeling better. Sometimes, relationships that are unhealthy can cause other problems too, such as:

- Depression
- Anxiety

- Post-Traumatic Stress Disorder
- Traumatic Brain Injury
- High Blood Pressure
- Chronic Pain

When doctors ask about relationships, they can help with any of the problems the patient might have. They can also help connect you to people at the local domestic violence program for support. If you are experiencing abuse you can always call your local domestic violence program on your own, or use the resources below:

Pennsylvania Coalition Against Domestic Violence:
(717) 545 6400 (8:30am-4:30pm)

<https://www.pcadv.org/find-help/find-your-local-domestic-violence-program/>

**National Domestic Violence Hotline: 1-800-799-SAFE
or 1-800-787-3224 (TTY)**

24/7 chat: <https://www.thehotline.org/>

This article is brought to you by the Department of Human Services



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Keystone First 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.

Keystone First 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.

Keystone First 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)

Keystone First 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 **Keystone First** at **1-800-521-6860** (TTY **1-800-684-5505**).

If you believe that **Keystone First** 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:

Keystone First,
Member Complaints Department,
Attention: Member Advocate,
200 Stevens Drive
Philadelphia, PA 19113-1570
Phone: **1-800-521-6860**, TTY **1-800-684-5505**,
Fax: **215-937-5367**, or
Email: PAmemberappeals@amerihealthcaritas.com

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, Keystone First 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 S.W.,
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>.

Nondiscrimination Notice

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.

Call: 1-800-521-6860 (TTY: 1-800-684-5505).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-521-6860 (TTY: 1-800-684-5505).**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-521-6860 (телетайп: 1-800-684-5505).**

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 **1-800-521-6860 (TTY : 1-800-684-5505)。**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-521-6860 (TTY: 1-800-684-5505).**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-521-6860 (رقم هاتف الصم والبكم: 1-800-684-5505).**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-521-6860 (टिडिवाइ: 1-800-684-5505) ।**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-521-6860 (TTY: 1-800-684-5505)** 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-521-6860 (TTY: 1-800-684-5505)។**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-521-6860 (ATS : 1-800-684-5505).**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-521-6860 (TTY: 1-800-684-5505)** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-521-6860 (TTY: 1-800-684-5505).**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-521-6860 (TTY: 1-800-684-5505).**

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-521-6860 (TTY: 1-800-684-5505)।**

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-800-521-6860 (TTY: 1-800-684-5505).**

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-521-6860 (TTY: 1-800-684-5505).**

Keystone First
200 Stevens Drive
Philadelphia, PA 19113



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