

GET CARE, STAY WELL

A newsletter
for members of
Keystone First



The 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) offers 24/7 call, text, and chat access to trained crisis counselors who can help people experiencing suicidal, substance use, and/or mental health crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support. Learn more on page 2.

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Keystone First

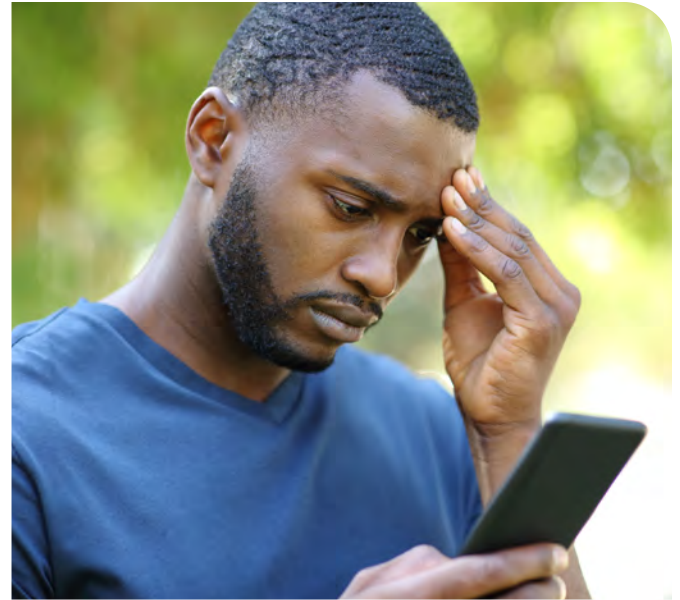
988 Suicide & Crisis Lifeline

988 offers 24/7 access to trained crisis counselors who can help people experiencing mental health-related distress. That could be:

- Thoughts of suicide
- Mental health or substance use crisis, or
- Any other kind of emotion distress

People can call or text [988](tel:988) or chat 988lifeline.org for themselves or if they are worried about a loved one who may need crisis support.

988 serves as a universal entry point so that no matter where you live in the United States, you can reach a trained crisis counselor who can help.



Does the 1-800-273-8255 number still work? Yes. 988 is built off of the 10-digit number. Using either number will get people to the same services. In the end, 988 is an easier-to-remember way to access a strengthened and expanded network of crisis call centers.

This article is brought to you by the Substance Abuse and Mental Health Services Administration.

Tips for talking to your primary care provider about your mental health

The health of your mind (your mental health) is a very important part of being healthy. Your primary care provider (PCP) can help you get the care you need both physically and mentally. Next time you have an appointment with your PCP, remember you can bring up your mental health concerns too.

Here are some tips that can help you start a conversation with your PCP about your mental health:

- 1. Before your appointment, write down what you want to talk about.** This will help you remember the important points. Also write down all of the medicines you take and your family mental health history. This is important information to share with your PCP.
- 2. Consider bringing someone to the appointment with you.** Having a close friend or family member at the appointment might make you feel more comfortable. This person can also help take notes.
- 3. Be honest with your PCP.** This will help you and your PCP make the best decisions for your health.

- 4. If you have questions, ask them.** It is okay to ask your PCP for more information about a diagnosis or treatment plan, for example.

If you do not have a PCP, we can help you find one! Visit www.keystonefirstpa.com and click **Find a Doctor, Medicine, or Pharmacy**. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

Behavioral health treatment contact numbers:

Bucks — **1-877-769-9784**
Chester — **1-866-622-4228**
Delaware — **1-833-577-2682**
Montgomery — **1-877-769-9782**
Philadelphia — **1-888-545-2600**

Behavioral health treatment contact numbers may change. Please visit www.dhs.pa.gov/HealthChoices/HC-Services/Pages/BehavioralHealth-MCOs.aspx for the most up-to-date phone numbers.

HIV prevention

HIV stands for human immunodeficiency virus. This is a virus that affects your body's immune system. The immune system is how your body fights off sickness. HIV can cause your body not to be able to fight off sickness. HIV is not curable, but your doctor can help you manage your symptoms.

HIV is spread through blood or body fluids of someone who has the virus. Common ways to protect yourself from HIV are:

- Don't share needles.
- Don't have sex.
- Don't have sex with someone who has had many sexual partners.
- Always use a condom when having sex.

Another way people can prevent themselves from getting HIV is by taking pre-exposure prophylaxis (PrEP). This is medicine (a pill) that is taken every day to reduce the risk of getting HIV. This medicine is for people who do not already have HIV and are at high risk of getting HIV. PrEP is a Keystone First covered benefit. If you want more information about this medicine and to know whether you should take it, talk to your doctor.



Get your flu shot and other vaccines you need to stay healthy

Winter is coming, and so is the flu!

It's important to get a flu shot each year. A flu shot helps protect you from getting the flu. The Centers for Disease Control and Prevention (CDC) recommends that everyone older than 6 months of age get a flu shot. Flu shots are a Keystone First covered benefit. Keystone First members may also be able to get a no-needle nasal flu vaccine. Talk with your doctor about this option.

Your PCP can give you your flu shot or nasal flu vaccine. Most pharmacies can, too.* Talk with your pharmacist to see if you need a prescription from your doctor to get the flu shot or nasal flu vaccine. If you need help finding a PCP or pharmacy where you can get the flu shot or nasal flu vaccine, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

*Age restrictions may apply. Talk with your doctor or pharmacy to learn more.

Are you and your family up to date on all other vaccines? Vaccines (shots) help protect adults and children from many serious diseases. Making sure you and your child get the shots you need is an important step to stay healthy. Talk with your doctor about what shots you need, and your child's doctor about what shots your child needs.

For more information, visit the CDC vaccine website at www.cdc.gov/vaccines/index.html.

Healthy Families, Safe Communities: Food insecurity

What does “food insecurity” mean?

Being food insecure could mean one or both of the following:

- When a person or family is not able to get quality food or a variety of foods. Example: You are able to get chips, cookies, and unhealthy foods. You have enough to eat, so you are not hungry. But, you are not able to get healthier foods, like fruits, vegetables, and proteins.
- When a person or family does not have enough food to eat regular meals, or they do not have enough food at each meal of the day. Example: Some or all family members cannot eat lunch because there is not enough food. Or everyone gets some food to eat at each meal, but not enough to feel satisfied because there is not enough food for everyone.

What is it like to live with food insecurity?

People who are living with food insecurity might:

- Worry that the food they have will run out before they get money to buy more
- Have to try to make the food they have last longer
- Cut the size of their meals, or skip meals because they don't have money to buy more
- Lose weight because what they are eating just isn't enough

Food insecurity also increases the risk of certain health problems. People with food insecurity could be at higher risk for:

- Diabetes
- Smoking
- Depression
- Higher BMI (body mass index)
- Cardiovascular disease
- Kidney disease

Children who are food insecure are more likely to miss school, more likely to have to repeat a grade in school, and more likely to need special education.



Could this be me and my family? How do I know?

Here are 2 questions to ask yourself that will help you know if you and your family have food insecurity:

1. Within the past 12 months, have you worried whether your food would run out before you got money to buy more?
2. Within the past 12 months, did you find that the food you bought just didn't last, and you didn't have money to buy more?

If you answered yes to either of these questions, you are food insecure.

Where do I go for help?

Please go to www.feedingpa.org to find information on:

- Food banks in your area
- Nutrition assistance programs like the Women, Infants, and Children (WIC) program and the Supplemental Nutrition Assistance Program (SNAP)
- National school breakfast and lunch programs
- And much more!

You can also call Member Services at **1-800-521-6860** (TTY **1-800-684-5505**) for help finding resources.

Sources:

www.ers.usda.gov

www.cdc.gov

www.ncbi.nlm.nih.gov

www.hungercoalition.org

www.cap4kids.org

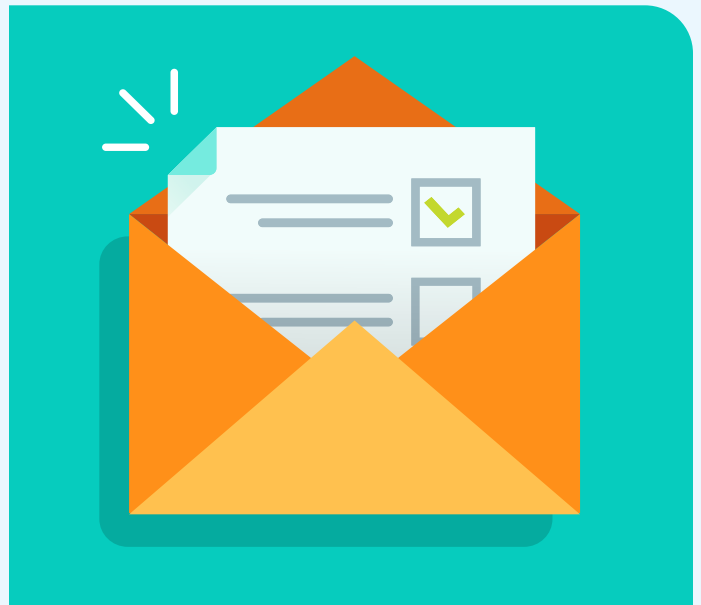
Your opinion counts

Keystone First uses the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to ask members what they think about the quality of their care and their satisfaction with the plan. Every year, some Keystone First members get this survey. The results from the survey help us find out:

- What we do best
- What we need to work on
- How happy you are with us

If you were part of the survey, we thank you for your time. Some of the areas that were rated high were:

- Health Plan Rating
- Coordination of Care
- Rating of Specialist



We are very excited about these results and we are glad you are our member! We work hard every day to meet your health care needs. We strive to always provide you with the highest quality of care and service and we want to make sure you are satisfied with your health plan.

We want to hear from you! Don't forget to call your County Assistance Office and let them know of any changes to your address or phone number so you can get the survey.

At Keystone First, we put you first! We want to help our members be healthy and get the care they need.



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)**.

Domestic Violence During Pregnancy

For many people, pregnancy is an exciting time. In a healthy relationship, partners make choices about starting a family together. For people with unhealthy or abusive partners, pregnancy can be very stressful. In some cases, an abusive partner may have forced the pregnancy to happen. Some examples of this include:

- Messing with birth control
- Pressuring a partner to get pregnant
- Controlling choices about pregnancy
- Lying about condom/birth control use

When relationships are unhealthy or abusive, those relationships could get worse during pregnancy. An abusive partner may feel like they are not in control during pregnancy. They may use threats or even violence to feel like they are in charge. Abuse during pregnancy makes things more stressful. This can cause serious health problems such as:

- High blood pressure
- Early delivery of baby
- Low birth weight
- Increased risk of infection during pregnancy
- Challenges after baby is born (depression, low energy, trouble staying focused, etc.)

Physical abuse during pregnancy can hurt both the mother and baby. Sometimes it can cause health issues that are fatal. Pregnancy should be a time of excitement and healthy activities, not stress and abuse. Abuse in a relationship is never okay. If you are being abused your local domestic violence program can help. They can offer support, resources, and even a safe place to stay for you and your baby. If you want to learn more you can use the resources below for help:

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

<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/>

Pennsylvania Coalition Against Rape: 1-888-772-7227

<https://pcar.org/help-pa/find-services>

March of Dimes: Abuse During Pregnancy

<https://www.marchofdimes.org/pregnancy/abuse-during-pregnancy.aspx>

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



Have a healthy mouth for life

You can have a healthy mouth at any age!

Oral health is the health of your mouth, teeth, and gums. It's common to think that oral health problems only happen as we get older. Some oral health problems do become more common with age. But without the right care, these problems can happen earlier in life, too.

No matter what your age, there are ways to keep your mouth healthy.

- 1. Brush your teeth at least 2 times a day and floss every day.** Regular brushing and flossing help keep bacteria away, which helps keep your teeth and gums strong and healthy. Talk with your dentist about how often you should brush and floss.

Having trouble remembering to brush and floss? Try setting an alarm or keeping your toothbrush and floss in plain sight to help you remember.

- 2. Use a mouthwash and toothpaste that have fluoride.** Fluoride helps to:

- Prevent gum disease.
- Reduce sensitivity.
- Protect teeth from decay.

- 3. Keep your mouth moist.** Saliva helps protect your mouth from gum disease and tooth decay. Drink plenty of water and use sugar-free mints, gum, or lozenges to increase your saliva.

- 4. If you smoke, now is the time to quit.** Smoking can make your mouth dry and cause other oral health problems. Here's how we can help you quit:

- As a Keystone First member, you are eligible for counseling sessions to help you quit. Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for more information. You are also eligible for medicines that can help you quit. Talk with your doctor about what medicine is best for you.
- Call the PA Free Quitline, **1-800-QUIT-NOW (1-800-784-8669)** or go to <http://pa.quitlogix.org>.

- 5. Eat healthy.** Choosing the right food can help keep your teeth healthy.



Try to eat:

- Fresh fruits.
- Vegetables.
- Lean protein like chicken, beans, and fish.

Try not to eat:

- Sticky foods like caramels, raisins, and gummy bears.
- Lollipops and other hard candies.
- Desserts like cookies, cakes, and brownies.
- Sugar. This includes brown sugar, honey, and even molasses.

- 6. Visit your dentist.** You should have a dental checkup 2 times a year. Regular checkups will help spot small problems before they become big ones.

If you have questions about your teeth, talk with your dentist. To find a dentist, visit www.keystonefirsttpa.com and click **Find a Doctor, Medicine, or Pharmacy**, or call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.



Gun safety

Kids will be kids!

- Are your children curious?
- If they know there is a present in the house for them, will they look for it?
- Are your children sometimes forgetful?
- Do you often have to remind them to brush their teeth?

If you've answered "yes" to any of these questions, we have some tips for you about gun safety. Yes — gun safety!

Gun safety tips for kids

Talk to your child about the importance of gun safety and make sure your child knows that real guns are very dangerous. Here are 4 simple steps to talk about with your child if they see a gun:

- 1. Stop.**
- 2. Don't touch.**
- 3. Leave the room or place where the gun is.**
- 4. Tell an adult about the gun right away.**

Locking

Parents need to make sure a gun is stored safely. Safe storage, locking the gun and ammunition, and safe use all work together to make sure anyone who is around the gun is safe.

Here are some tips for gun storage and safety:

- Make sure the gun is in a place your child cannot get to. Just hiding it may not be enough.
- Keep your gun in a locked cabinet, gun vault, or locked storage case.
- Use a gun lock in addition to putting it in a locked cabinet, vault, or case. Some locks make the gun completely unusable until unlocked. Go to www.projectchildsafe.org/safety/get-a-safety-kit or call your local police station to find out how to get a lock at no cost to you.
- Store the gun's ammunition (bullets) in a different place than the gun. Ammunition also needs to be locked up.
- When taking your gun out, make sure it is not loaded... and then check it again. You can never be too certain.
- Never leave your gun unattended. If you take the gun out, never leave it lying somewhere. Always be with your gun when it is not locked.

For more gun safety tips and information, visit the Members section of www.keystonefirstpa.com. For more information on youth violence prevention, visit www.cdc.gov/violenceprevention/youthviolence.

Congratulations to our Children's Art Program first-place winners!



1ST PLACE WINNER
Susan



1ST PLACE WINNER
Daxton



1ST PLACE WINNER
Harleen

The theme for 2022 was:

How do you keep yourself healthy?

Be on the lookout for the 2023

Children's Art Program theme and application.



Coverage by Vista Health Plan,
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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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