

GET CARE, STAY WELL

A newsletter for
Participants of
Keystone First
Community HealthChoices



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Each year, Participants are randomly chosen to fill out a survey that tells us how satisfied you are with your health care. Go to page 2 to learn more.



Your opinion counts!

Each year, Keystone First Community HealthChoices (CHC) Participants are randomly chosen to fill out a survey that tells us how satisfied you are with your health care. If you receive a survey, please fill it out and return it right away. Your opinion counts!



Find information about your prescription benefits online

Visit Keystone First CHC's website for information about:

- How your prescription benefits work.
- Keystone First CHC's preferred drug resources, including the Pennsylvania Statewide preferred drug list (PDL) and the Keystone First CHC Supplemental Formulary. A drug formulary, also called a PDL, is a list of medicines covered by Keystone First CHC. Some medicines are covered as a part of the Pennsylvania Statewide PDL, and some medicines are covered under the Keystone First CHC Supplemental Formulary. If you have Medicare, please refer to your Medicare Part D plan for your formulary medicines.
- How we let you know about formulary changes.
- Limits and exceptions.
- Prior authorization.
- Generic substitution and step therapy.

Talk with your doctor or pharmacist if you have questions about your medicines.

You can also call Keystone First CHC Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

For the most up-to-date formulary list, visit **www.keystonefirstchc.com**. You can also call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**. If you have Medicare, please refer to your Medicare Part D plan for your formulary medicines.

If you would like more information but do not have access to the internet, please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.



We have special programs for you

Keystone First CHC has special programs to help you stay healthy. These programs are provided to you at no cost. You do not need a referral from your doctor to join. If you have one of the health care conditions listed here, you may be able to participate in one of our special programs.

- Asthma.
- Chronic obstructive pulmonary disease (COPD).
- Diabetes.
- Heart disease.
- Hemophilia.
- HIV/AIDS.
- Sickle cell anemia.

To join one of these programs, you, your caregiver, or your primary care practitioner (PCP) can call us at **1-855-349-6280 (TTY 711)**.

When you call, let us know if you have multiple health issues. You may need complex care management. A health care provider, a discharge planner, or a care manager can also call Keystone First CHC about care management for you.

Call Keystone First CHC Care Management at **1-855-349-6280 (TTY 711)** or go to **www.keystonefirstchc.com** to learn more.

What to do if you ...

... Need health care services

Call your PCP for an appointment. Your PCP is the first person to call with any questions about your health. If you have a special health problem, your PCP may send you to a specialist. A specialist is a doctor trained to treat certain health problems. You have the right to ask for a second opinion if you are not sure about any medical treatment, service, or non-emergency surgery that is suggested for you. A second opinion may give you more information that can help you make important decisions about your treatment. A second opinion is available to you at no cost other than a copay if required.

... Need special services

Sometimes Participants have special medical conditions. Keystone First CHC can help with dental or eye care; get you in touch with community organizations and behavioral health managed care organizations that can help you; and help you find social service agencies that can work with you.

... Need care after hours or when your doctor's office is closed

If you need care when your doctor is not available and it is not an emergency, call the Nurse Call Line at **1-855-322-0117 (TTY 711)**, visit an urgent care center, or leave a message for your doctor to call you back. If it is an emergency, call **911** or go to the nearest emergency room.

... Need help finding a doctor

Check our online provider directory to find a doctor close to your home. If a Keystone First CHC doctor in our specialist network cannot provide a medically necessary, covered service, we will approve for you to see a doctor out of the Keystone First CHC network.

... Get a bill from a health care provider

As a Keystone First CHC Participant, you don't have to pay for medically necessary covered services.*

...Want to voice a dissatisfaction

If you have questions or concerns about your Keystone First CHC benefits or services, please call Participant Services.

... Want to file a complaint or grievance, or request a fair hearing

We can help you with a complaint, grievance, or fair hearing. Call Participant Services or follow the directions in your Participant Handbook.

Need more information and don't have access to the internet or a Participant Handbook? Call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976).**

*There may be times when you will have to pay a copayment.

Quality care for our Participants

At Keystone First CHC our mission is to help people get care, stay well, and build healthy communities.

This is done by:

1. Staying up to date on the most recent National Quality Assurance Standards and Best Practice Guidelines.
2. Providing education to help you get the care that you need.
3. Conducting Participant surveys to find ways to improve. We take all feedback seriously. Our team looks for ways we can help make sure you get the quality of care and service that meets your needs.
4. Reviewing the care and services given by Keystone First CHC providers. This includes medical, dental, vision, pharmacy, and long-term services and supports.

To view our Quality Improvement (QI) program accomplishments and goals for 2021 please visit www.keystonefirstchc.com > **Participants** > **Getting care** > **Quality improvement (QI) program**. If you would like more information but do not have access to the internet, please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.



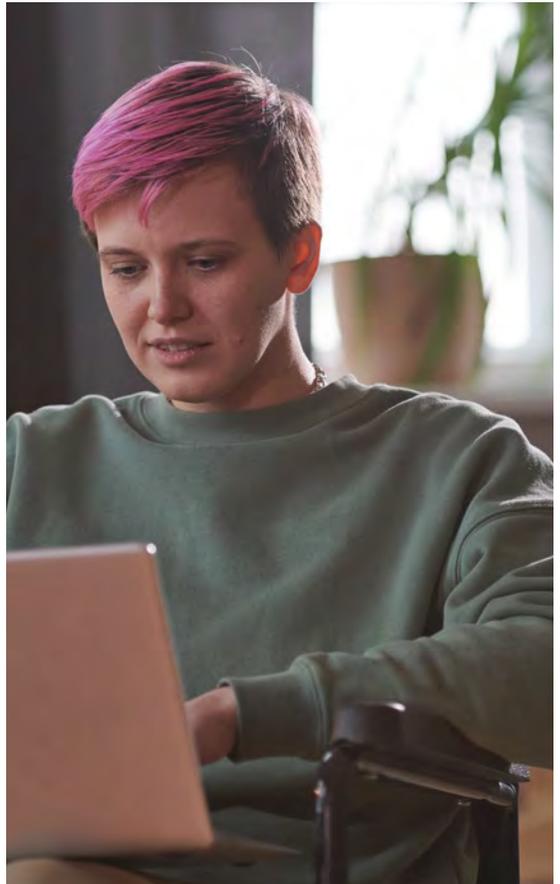
The information you need is just a click away!

Information on benefits, how to get care, doctors, non-covered services, complaints, grievances, fair hearings, and more.

Visit www.keystonefirstchc.com for a copy of the most current Participant Handbook and for information about your health care as a Keystone First CHC Participant. You can find information on:

- Your doctor/PCP.
 - How to choose or change a doctor.
- The online provider directory. Here is some information you can find about providers in our network:
 - Name.
 - Address.
 - Phone number.
 - Specialty.
 - Board certification status.
 - Languages spoken by the doctor.
 - Office locations.
 - If the doctor is accepting new patients.

To find more information about providers, such as medical school training and where they did their residency training, call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**. If you do not have access to the internet, please call Participant Services for a paper copy of the listing.



- Your ID card.
- Referrals from your PCP or self-referrals — steps to get care.
- How to get care from specialists, hospitals, or behavioral health.
- What to do if you get a bill or statement.
- Information in other languages or formats.
- How we pay attention to your care — our dedication to quality care for our Participants.
- Questions about your medicines.
- How to get help if you have special needs.
- It pays to stay healthy — comparing the cost of health care.
- How to get prior authorizations — steps needed to get care or medicine.
- View your benefits.

- Benefit limits, including restrictions for services received outside of Keystone First CHC’s service area and services that are not covered.*
- Complaints, grievances, and fair hearings.
- Copayment schedule.
- Summary notice of privacy practices.
- For women — information on services specifically for women.
- How to get care in an emergency, after normal business hours, or outside the health plan’s coverage area.
- How the health plan evaluates new technology.

If you would like more information but do not have access to the internet, please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

*If you have met the limit of a covered benefit, please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** for information about continuing care and resources available to you.



Need information in other languages?

Keystone First CHC is committed to serving all of our Participants. Please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** if you need information in a language other than English. We can help with:

- Information about your Keystone First CHC services and benefits.
- Any other Keystone First CHC information we have sent you.

We have associates who speak Spanish available to help you. We also use interpreters for any other language you may need. Our written materials are available in many languages and formats. If you need these materials in a different language, you can call and request that the materials be translated in the language you read at no cost to you.

Participant Services: **1-855-332-0729 (TTY 1-855-235-4976)**

As our Participant, you have many rights and responsibilities

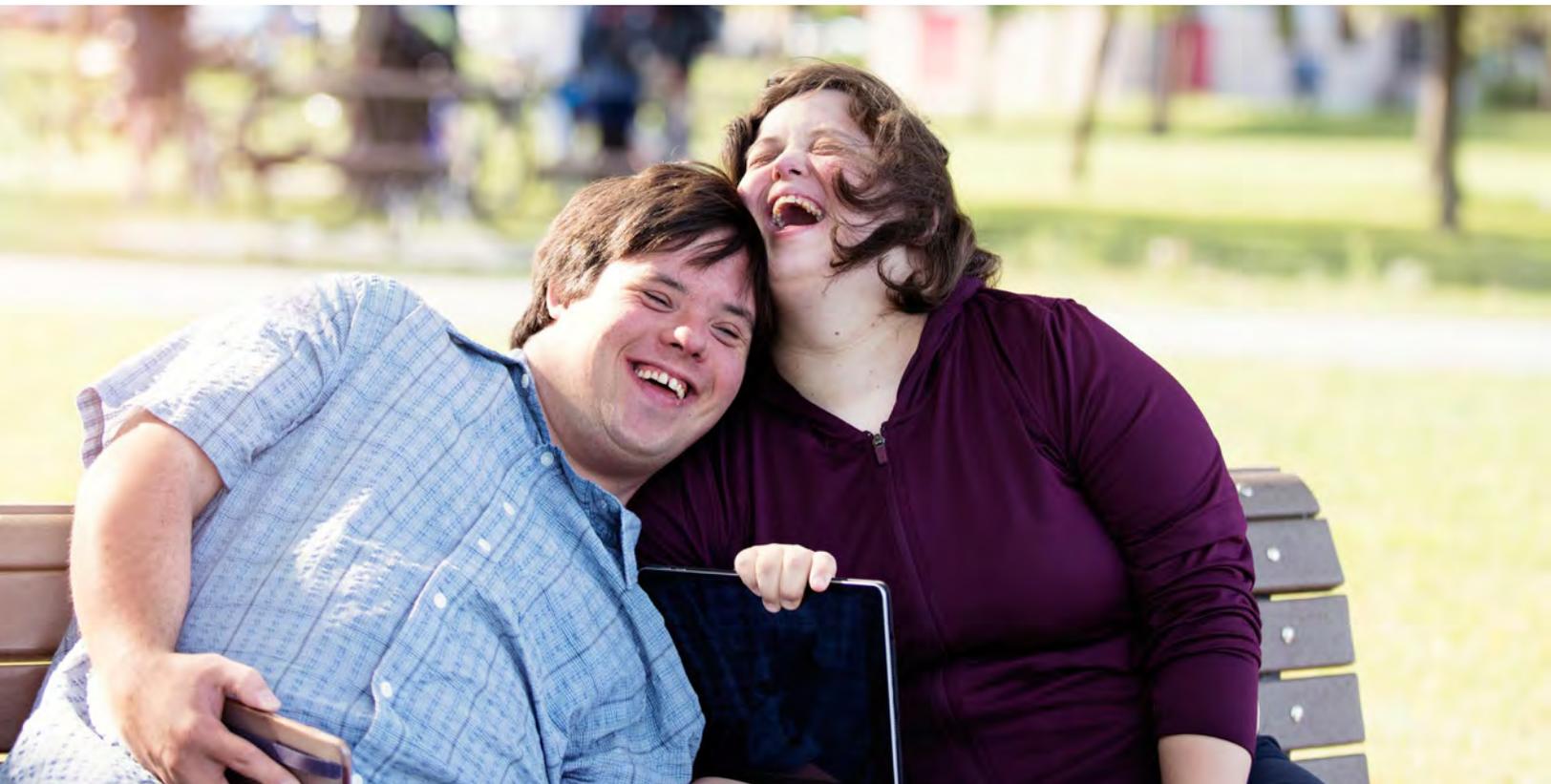
Keystone First CHC is committed to treating our Participants with respect and dignity. Our plan and its network of doctors and other providers of services do not discriminate against Participants based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law.

For the full list of Participant rights and responsibilities, please visit www.keystonefirstchc.com > **Participants** > **Participant Rights, Responsibilities, and Privacy**. If you do not have access to the internet, please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

Our commitment to you

At Keystone First CHC, we work with you and your PCP to make sure your benefits are used in the right and most cost-effective way. We make decisions based on the appropriateness of care and services and existence of coverage. We also do not give rewards or financial incentives to our staff who make decisions or to providers or anyone else for denying, limiting, or delaying health care coverage or services. Financial incentives for Utilization Management decision makers do not encourage decisions that result in underutilization.

Please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** to learn more. We can provide language assistance if needed at no cost to you.



An update from our advisory committees

Keystone First CHC has 2 advisory committees that come together to discuss issues that matter to you. Helping you understand your benefits and services is important to us.

The most recent Participant Advisory Committee (PAC) meetings were held in December 2020. Here is what was discussed at the meeting:

- Service Coordination outreach during COVID-19.
- Health Needs Assessment process.
- How and why you should develop an emergency backup plan.

The most recent Health Education Advisory Committee (HEAC) meeting was held in October 2020. Here is what was discussed at the meeting:

- Health education topic suggestions for 2021.

You can find more information about these committees, such as meeting notes and how to become a member, at www.keystonefirstchc.com > **Community Resources**. Be on the lookout for more highlights and updates from the PAC and HEAC in upcoming newsletters!

Important numbers

Participant Services:
1-855-332-0729

Participant Services TTY:
1-855-235-4976

Nurse Call Line:
1-855-332-0117 (TTY 711)

Care Management and Personal Care Connection Team:
1-855-349-6280 (TTY 711)

Bright Start® (pregnancy):
1-800-521-6867 (TTY 711)

Pennsylvania Tobacco Cessation Information: **1-800-QUIT-NOW (1-800-784-8669)**

Fraud Hotline: **1-866-833-9718 (TTY 711)**

Medical Assistance Transportation Program (MATP): Call your county number for more information. You can find a list of phone numbers for your county on our website at www.keystonefirstchc.com > **Participants > Important numbers**. MATP phone numbers may change. Visit <http://matp.pa.gov> for the most up-to-date phone numbers.

Behavioral health treatment contact numbers: Call your county number for more information. You can find a list of phone numbers for your county on our website at www.keystonefirstchc.com > **Participants > Important numbers**.



Keystone First Community HealthChoices 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 Community HealthChoices 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 Community HealthChoices 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 Community HealthChoices 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 Community HealthChoices** at **1-855-332-0729 (TTY 1-855-235-4976)**.

If you believe that **Keystone First Community HealthChoices** 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
Community HealthChoices,
Participant Complaints Department,
Attention: Participant Advocate,
200 Stevens Drive
Philadelphia, PA 19113-1570
Phone: **1-855-332-0729**, **TTY 1-855-235-4976**,
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 Community HealthChoices 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: 1-855-332-0729 (TTY 1-855-235-4976).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-332-0729 (TTY 1-855-235-4976).**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-855-332-0729(телетайп: 1-855-235-4976).**

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 **1-855-332-0729 (TTY 1-855-235-4976)。**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-855-332-0729 (TTY 1-855-235-4976).**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-855-332-0729 (رقم هاتف الصم والبكم: 1-855-235-4976).**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-855-332-0729 (टिडिवाइ: 1-855-235-4976) ।**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-855-332-0729 (TTY 1-855-235-4976)** 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អ្លល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-855-332-0729 (TTY 1-855-235-4976) ។**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-855-332-0729 (ATS 1-855-235-4976).**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-855-332-0729 (TTY 1-855-235-4976)** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-855-332-0729 (TTY 1-855-235-4976).**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-855-332-0729 (TTY 1-855-235-4976).**

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-855-332-0729 (TTY 1-855-235-4976).**

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-855-332-0729 (TTY 1-855-235-4976).**

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-855-332-0729 (TTY 1-855-235-4976).**



Keystone First

Community HealthChoices

200 Stevens Drive
Philadelphia, PA 19113-1570



www.keystonefirstchc.com

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