

GET CARE, STAY WELL

A newsletter for
Participants of
Keystone First
Community HealthChoices



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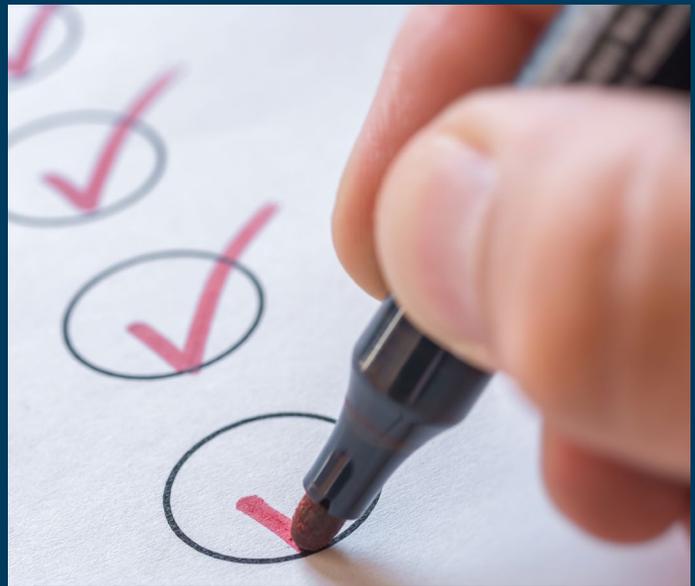
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Each year, Participants are randomly chosen to fill out a survey that tells us how satisfied you are with your health care. Go to page 2 to learn more.



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)**.

Learn more about our special health programs

Keystone First CHC has programs to help you stay healthy. These programs are interactive, which means we work with you directly.

Visit <https://www.keystonefirstchc.com/participants/eng/programs/index.aspx>.

Need help with transportation?

The Medical Assistance Transportation Program (MATP) is a special service to help you get to and from health care appointments. MATP is for people who have Medical Assistance and need help getting to and from medical appointments. This is not for emergencies. (If you have an emergency, call 911.)

To get MATP services, you have to register for the service by calling the MATP contact phone number for your county. Go to page 4 of this newsletter for more information on MATP contact phone numbers. You will need to show your Pennsylvania Electronic Benefits Transfer (EBT) ACCESS card when receiving these services.

Non-medical transportation services help Participants who have long-term services and supports (LTSS). Non-medical transportation services are:

- An addition to covered medical transportation services.
- Only for Participants who are Nursing Facility Clinically Eligible (NFCE).
- For LTSS services that are authorized in the Person-Centered Service Plan (PCSP).

Here you can learn more about:

- Who is eligible to participate.
- How to use program services.
- How to join or leave the program.

Your Service Coordinator and Person-Centered Planning Team will help you learn how to set up non-medical transportation.

Have questions or need more information? Call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**).



We need your help!

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

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

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 > For 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 > For Participants > Important numbers.**



Participant Advisory Committee (PAC) Make your voice heard.

Join our Participant Advisory Committee.

A Keystone First CHC Participant Advisory Committee (PAC) meeting is a place where Participants, providers, caregivers, family members, and direct care workers come together to help us make a difference.

Everyone's voice counts.

The PAC gives every Participant the chance to tell us about their experience and needs, and raise topics and questions that affect the quality of life of all CHC Participants. It is a way for Participants to meet other Participants and the family members, providers, and caregivers who support them. The PAC meets once every 3 months in the communities

where Participants live. Participants can attend our meetings either in person or by phone.

We want to hear from you!

If you are interested in becoming a member of our PAC, please contact us at **1-855-332-0729 (TTY 1-855-235-4976)**.

You can find more information about these committees, such as meeting notes and how to become a member, at **www.keystonefirstchc.com > Community Resources**.

Upcoming 2021 meeting dates:

- September 17
- December 17



But they're prescription drugs. How bad can they be?

Just because a drug or medicine was prescribed by a doctor doesn't mean it's OK for anyone to take at any time. This is drug abuse.

Why do people abuse prescription drugs?

There are many reasons why people abuse prescription drugs. Some of them could be:

- To feel good or get high.
- To go along with their friends.
- To help them concentrate.
- To see what it feels like.

What's so bad about abusing prescription drugs?

Your body could have a bad reaction to a medicine you've never taken or in amounts you've never taken.

Some of these reactions could be:

- Mood swings or feeling angry.
- Depression.
- Trouble sleeping or staying awake.
- Anxiety.
- Addiction to other drugs.
- Relationship problems with friends or family.

More serious reactions could be:

- Trouble breathing.
- Coma (when you can't wake up).
- Overdose.
- Death.

How can I safely get rid of medicine that I don't need?

Depending on the kind of medicine, you may be able to dispose of the medicine yourself. But sometimes you need to take it somewhere for special disposal. To find out more, call your local pharmacy. You can also go to www.disposemy meds.org or <https://www.ddap.pa.gov/Get%20Help%20Now/Pages/Find-a-Drug-Take-Back-Location.aspx> for information and locations that take your medicines.

Do you, a friend, or a family member need help?

If you think that you, a friend, or a family member need help for prescription drug abuse, don't wait until it's too late. Get help now.

Call 24 hours a day, 7 days a week:

Substance Abuse and Mental Health Services Administration (SAMHSA)
National Helpline: **1-800-662-HELP (4357)**
TTY: 1-800-487-4889

For emergencies, call **911**.

You can find a list of behavioral health treatment contact numbers for your county on our website at

www.keystonefirstchc.com >

For Participants > Important numbers.

Sources: National Institute on Drug Abuse; National Institutes of Health; U.S. Department of Health and Human Services. Commonwealth Prevention Alliance for the PA Stop Opiate Abuse Campaign.





Eating the right foods can help you have a healthy smile for life

Did you know what you eat can affect the health of your teeth? Choosing the right food can help keep your teeth healthy.

Foods that are good for your teeth:

- Fresh fruits.
- Vegetables.
- Low-fat dairy like cheese and yogurt.
- Unsalted nuts and seeds.
- Lean protein like chicken, beans, and fish.
- Water.

Foods to avoid:

- Drinks with a lot of sugar like soda, juice, sport and energy drinks, and sweet tea.
- 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.

Tooth decay is a hole (cavity) in the tooth and is caused by bacteria in the mouth. Foods with too much sugar, like candy or soda, are the

main cause of the cavities. The bacteria use sugar as food, then create acids to attack teeth! This is why it is important to avoid foods and drinks with too much sugar.

This might seem like a lot, but reading food labels when you are shopping can help. It is important to stay away from foods that have a lot of sugar in them. Sometimes it is hard to tell when food has sugar in it because it isn't always called sugar. Look for ingredients like fructose and corn syrup on the label.

Strong and healthy teeth help you to chew food, speak, and have a nice smile. Eating and drinking the right things help, but it is also important to brush, floss, and see a dentist at least 1 time every 6 months. Need help making an appointment with your dentist? Call us at **1-855-349-6280 (TTY 711)**.

If you have questions about your teeth, talk with your dentist. If you have questions and your dentist is not available, you can call the Keystone First CHC Nurse Call Line, 24 hours a day, 7 days a week, at **1-855-332-0117 (TTY 711)**.

Help with housing and other resources

Are you looking for housing resources in your area?

Visit <https://www.dhs.pa.gov/Services/Assistance/Pages/Housing.aspx> for a list of resources to help connect you to housing programs and services.

If you would like to speak with a housing counselor regarding buying a home, renting, default, avoiding foreclosure, credit issues, or reverse mortgages, you can:

- Call **1-800-569-4287**.
- Visit <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?&webListAction=search&searchstate=PA>.
- Download an app for iPad and iPhone users. This app allows you to sort for a housing counselor by location and language.

You can also call **1-888-995-4673** for free, comprehensive foreclosure assistance around the clock.

Do you need help finding a food pantry, shelter, or another service that is nearby? Here are some ways you can get help finding what you need:

- **211**
Dial 2-1-1 or visit www.211.org to find resources listed by ZIP code.
- **Findhelp.org**
Visit www.findhelp.org to find resources listed by ZIP code.

If you do not have access to the internet, you can also call our Participant Services department at **1-855-332-0729 (TTY 1-855-235-4976)**. Participant Services is available 24 hours a day, 7 days a week.





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 គឺអាចមានសំរាប់ប្រើអ្នក។ 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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