

GET CARE, STAY WELL

A newsletter for
Participants of
Keystone First
Community HealthChoices



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 gets a flu shot. Flu shots are a Keystone First Community HealthChoices (CHC) covered benefit. Go to page 9 of this newsletter to read more.

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We want you to stay warm this winter

Are you worried about how to keep your home warm as the weather gets colder? There are programs that can help.

- Start by calling your utility company. Your utility company can help explain what programs are available and help you get set up with the one that is right for you.
- Low Income Home Energy Assistance Program (LIHEAP). Helps you pay your heating bills. LIHEAP is a grant. You do not have to repay it. LIHEAP offers both cash and crisis grants.

Call: **1-877-395-8930**

Visit: <https://www.compass.state.pa.us/Compass.Web/MenuItems/LiheapFAQ.aspx?Language=EN>

Need more help? Call us at **1-855-332-0729** (TTY **1-855-235-4976**). We can help connect you to resources. Don't be left in the cold this winter.



Find the updated Notice of Privacy Practices online

Your privacy is important to us

The Notice of Privacy Practices has been updated. The notice tells you how we use your information.

You can find the new notice at www.keystonefirstchc.com > **For Participants > Participant rights, responsibilities, and privacy > Notice of privacy practices.**

If you do not have access to the internet, please call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**) and we can mail you a copy.

If you have questions about how we keep your information safe, please call **1-855-332-0729** (TTY **1-855-235-4976**).

If you are eligible* for employment services, here are 5 ways we can support you

<p>1. Benefits counseling</p> 	<p>What is this service? Benefits counseling can help give you information about how paid employment affects your benefits like Social Security, SSI, or food stamps.</p> <p>How can this service help me? This service can help you make decisions about finding a job that's right for you.</p>
<p>2. Career assessment</p> 	<p>What is this service? A career assessment will ask questions to help see what your experience, interests, and skills are.</p> <p>How can this service help me? This service can help you see your strengths and needs in a job. This can help you decide on a career path that may be right for you.</p>
<p>3. Employment skills development</p> 	<p>What is this service? This service will help give you skills and tools to be successful in a job. Some of these skills may be:</p> <ul style="list-style-type: none">• Meeting expectations of your supervisor.• Interacting appropriately with co-workers and customers.• Responding appropriately to direction from your manager. <p>How can this service help me? Learning and practicing these types of skills can help you be successful in any job.</p>
<p>4. Job finding</p> 	<p>What is this service? This service helps you find the right job for you.</p> <p>How can this service help me? This service helps you:</p> <ul style="list-style-type: none">• Find job opportunities.• Complete applications.• Prepare for job interviews.
<p>5. Job coaching</p> 	<p>What is this service? Job coaching can help you learn a new job and offer support in your current job.</p> <p>How can this service help me? This support can help increase your chances of keeping your job.</p>

How can I learn more about these services?

Talk with your Service Coordinator if you have questions or need more information, or to see if you are eligible for employment services.

*Participants with home- and community-based services benefits may be eligible for employment services. Talk with your Service Coordinator to see if you are eligible for employment services.



3 steps to a healthy mouth when you have special needs

Taking care of your mouth is an important part of staying healthy. But, going to the dentist and taking care of your mouth at home can be hard if you have special needs. Here are 3 things you can do to help keep your mouth healthy when you have special needs.

1. Find a dentist that best meets your needs. Here are some questions to ask the dentist to help make sure they can best meet your needs.

- Does the dentist have experience or training treating patients with needs similar to any special needs you may have?
- Does the office have accessible entrances?

If you need help finding a dentist, call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**).

2. Plan for your visit.

- Let your dentist know about your special needs.

- Write down a list of any questions you want to ask the dentist. Take the list to the appointment with you.
- Ask your dentist if there is any paperwork you can fill out before the appointment.
- Make an appointment during the time of day that works best for you.
- Set up any transportation you may need. If you need help setting up transportation, call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**).

3. Take care of your mouth.

- **Visit your dentist.** You should have a dental checkup at least 2 times a year.

Regular checkups will help spot small problems before they become big ones.

(continued on page 5)

3 steps to a healthy mouth when you have special needs (continued from page 4)

- **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. Ask your dentist for tips on how you can best brush and floss.
- **Use a mouthwash and toothpaste that have fluoride.** Fluoride helps to:
 - Prevent gum disease.
 - Reduce sensitivity.
 - Protect teeth from decay.
- **Keep your mouth moist.** Saliva helps protect your mouth from gum disease and tooth decay. Drink plenty of water to increase your saliva.
- **Eat healthy.**
 - **Try to eat** fresh fruits, fresh vegetables, and lean protein like chicken, beans, and fish.
 - **Try not to eat** sticky foods, hard candies, desserts, and sugar, including brown sugar, honey, and even molasses.

Talk with your dentist if you are having a hard time taking care of your mouth. Your dentist can give tips and suggestions on what you can do to help keep your mouth clean and healthy.

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

Important information for Participants with a direct care worker

If you are a Participant with a direct care worker (DCW), you will be experiencing a change in your Fiscal/Employer Agent (F/EA). As of April 1, 2022, your F/EA will change from Public Partnerships LLC (PPL) to Tempus Unlimited (Tempus). You may have received a letter informing you of this change. You and your DCW may have also received some forms from Tempus to complete. Make sure to complete these forms and return them to Tempus. Need more information? You can visit Tempus' website at **<https://pa.tempusunlimited.org/>** for up-to-date information and resources.

Still have questions? Call the Keystone First CHC Personal Care Connection team at **1-855-349-6280 (TTY 711)**. Help is available Monday through Friday from 8:30 a.m. to 5 p.m.



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

Make your voice heard.

Join our Participant Advisory Committee (PAC).

The Keystone First CHC PAC is a place where Participants, providers, caregivers, family members, and DCWs come together to help us make a difference.

Everyone's voice counts.

The PAC gives you the chance to tell us about your experience and needs, and raise questions or concerns about topics that affect your quality of life. It is a way for you to meet other Participants and the family members, providers, and caregivers who support you. The PAC meets once every 3 months in the communities where Participants live. You 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 Maritza Padua at **1-484-496-7623** or mpadua@keystonefirstchc.com.

You can find more information about this committee, such as meeting notes and how to become a member, at www.keystonefirstchc.com > **Community Resources > Participant Advisory Committee (PAC)**.

Upcoming 2022 meeting dates:

- March 18
- June 17

Meeting dates may change. Please call **1-484-496-7623** for the most up-to-date information.

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-Resources.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, foreclosure avoidance, credit issues, or reverse mortgages, you can:

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

Visit <https://renters.equalhousing.org/> if you have questions about:

- Your renter's rights.
- The eviction process.
- A lease.
- Accommodation for a renter with a disability.

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.



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 CDC recommends that everyone older than 6 months of age gets a flu shot. Flu shots are a Keystone First CHC covered benefit. Keystone First CHC Participants may also be able to get a no-needle nasal flu vaccine. Talk with your doctor about this option.

Your primary care provider (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 Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**).



Are you also eligible for Medicare?

Keystone First CHC has a Medicare dual-eligible special needs plan (D-SNP). It is called Keystone First VIP Choice. A Medicare D-SNP is a Medicare Advantage plan for people who get both Medicare and Medicaid benefits and have special needs. Go to www.keystonefirstvipchoice.com to learn more.

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 CHC Supplemental Formulary. 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.





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 ដោយមិនគិតល្អ្លួល គឺអាចមានសំរាប់បំរើអ្នក។ 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).**

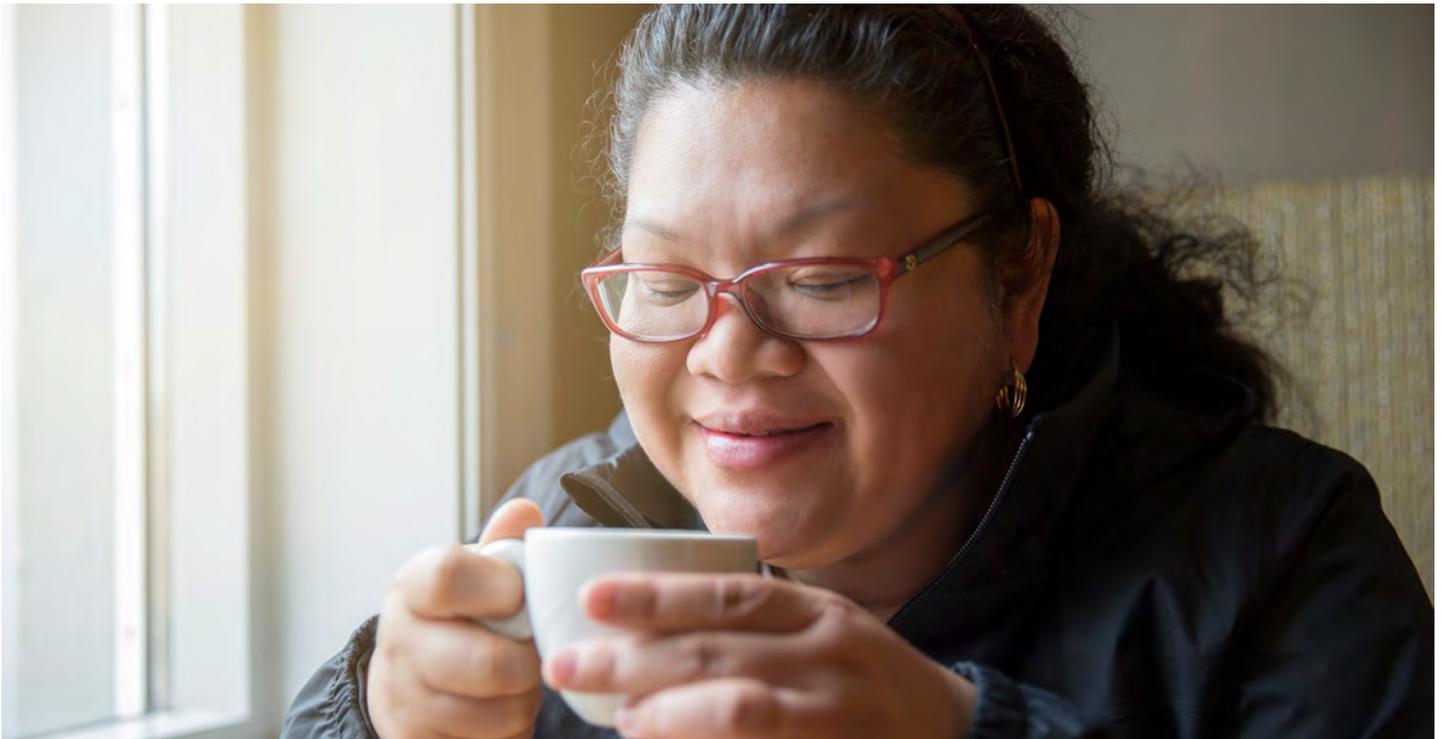
सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-855-332-0729 (TTY 1-855-235-4976).**



Keystone First

Community HealthChoices

200 Stevens Drive
Philadelphia, PA 19113-1570



www.keystonefirstchc.com

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