

GET CARE, STAY WELL

A newsletter for
Participants of
Keystone First
Community HealthChoices



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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 Community HealthChoices (CHC) covered benefit. **Go to page 8 of this newsletter to read more.**



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 keystonefirstvipchoice.com to learn more.



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**.

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

Keep your information up to date

It is important to check that the state has your most up-to-date information and to let the state know about any changes to your contact information or household. These changes can impact your Medical Assistance benefits. Examples of changes to your contact information or household include:

- Your address or phone number changes.
- Someone in your household is pregnant or has a baby.
- You or a family member who lives with you gets other health insurance.
- You or a family member who lives with you gets very sick or becomes disabled.
- A family member moves in or out of your household.
- There is a death in the family.



Don't lose your benefits because mail went to the wrong address. Make sure your contact information is correct!

You can update your information and more at:

Online: **dhs.pa.gov/COMPASS**

- Apply for benefits.
- Manage your household and contact information.



Mobile app: **myCOMPASS PA**

- Apply for benefits.
- Manage your household and contact information.
- Sign up for email and text alerts.



Phone: **1-877-395-8930** or **1-215-560-7226** (if you live in Philadelphia).



- Talk with a representative to make changes to your household or contact information.

Reminder for Participants with a direct care worker

If you are a Participant with a direct care worker (DCW), there was a change in your fiscal/employer agent (F/EA). Your F/EA changed from PPL to Tempus Unlimited (Tempus). Make sure to complete any paperwork you or your DCW got from Tempus. Have questions or need more information? You can visit Tempus' website at **<https://pa.tempusunlimited.org>**. There you can find training materials and frequently asked questions.

Still need help? You can contact Tempus' call center at **1-844-983-6787**. Their call center is open:

- Monday and Tuesday, 8:30 a.m. – 4:30 p.m.
- Wednesday, 8:30 a.m. – 8 p.m.
- Thursday and Friday, 8:30 a.m. – 4:30 p.m.



Tips to keep your mouth healthy as you age

Oral health is the health of your mouth, teeth, and gums. Some oral health problems become more common with age. But without the right care, these problems can happen earlier in life, too. Here are a few common oral health problems older adults may have:

- You may have trouble eating certain foods.
- Your gums shrink back.
- Your mouth becomes very dry.

Taking care of your mouth at any age is an important step to staying healthy. As you age, here are some 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 CHC Participant, you are eligible for counseling sessions to help you quit. Call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** for more information. You may be 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>**.

Tips to keep your mouth healthy as you age (continued from page 4)

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.

7. **Take care of your dentures.** Here are some tips if you wear full or partial dentures:

- Remember to take your dentures out at night.
- Clean your dentures every night with a soft toothbrush.
- Put your dentures in water or a denture-soaking solution at night.

If you have questions about your teeth, talk with your dentist. To find a dentist, visit www.keystonefirstchc.com and click **Find a Provider** or call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

Stay in the know: Monkeypox

To learn more about the signs and symptoms of monkeypox, please visit www.cdc.gov/poxvirus/monkeypox/index.html.





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 OK 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.keystonefirstchc.com and click **Find a Provider**. You can also call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

You can call the behavioral health treatment contact number for your county. Find a list of phone numbers for your county on our website at www.keystonefirstchc.com > **For Participants** > **Important Numbers**.

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

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**).

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



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

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

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.



Join our Participant Advisory Committee (PAC)

The Keystone First CHC PAC 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 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 email advisorykfchc@keystonefirst.com.

You can find more information about this committee, such as meeting notes and how to become a member, at www.keystonefirstchc.com/pac or by scanning this QR code:



Upcoming 2023 meeting dates:

- March 16
- June 15
- September 14
- December 14



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 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



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www.keystonefirstchc.com

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