

GET CARE, STAY WELL

A newsletter for
Participants of
Keystone First
Community HealthChoices



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Home- and community-based services (HCBS) are part of the LTSS benefits. Go to page 4 to learn more about 16 of the HCBS waiver services.



We need your help!

Participants can help Keystone First Community HealthChoices (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.

Don't lose your benefits!

In order to have Keystone First CHC as your health plan, you need to stay eligible for Medical Assistance. You may get paperwork or a phone call from the Pennsylvania (PA) Department of Human Services (DHS) about completing paperwork about your Medical Assistance eligibility. It is important that you follow instructions.

If you have questions about any paperwork you get, call Keystone First CHC Participant



- 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.

Services at **1-855-332-0729 (TTY 1-855-235-4976)** or contact your County Assistance Office (CAO). A list of CAOs can be found at <https://www.pa.gov/en/agencies/dhs/contact/cao-information.html>.

Don't lose your benefits because mail went to the wrong address. Make sure your contact information is correct! Use www.dhs.pa.gov/Compass to update your information and sign up for e-communications.

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.

- **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**).



Home- and community-based services (HCBS) spotlight

What are HCBS ?

HCBS are services and supports provided in your home and community. HCBS help older adults and people with disabilities live independently and stay in their homes. Services include help with activities of daily living, or ADLs. These services give Participants choices. They help Participants make and reach goals.

Who's eligible for HCBS?

Participants who have long-term services and supports (LTSS) are eligible for HCBS. The PA DHS determines if Participants are eligible for LTSS benefits. Keystone First CHC helps eligible Participants with LTSS get access to HCBS.

HCBS covers 32 services. Keystone First CHC will give an overview of 16 services¹ in this edition of the newsletter and 16 services in the next edition of the newsletter. You can find a complete list of HCBS services in your Participant Handbook. Your Participant Handbook can be found online at www.keystonefirstchc.com or call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**) to ask for a copy.

1. **Adult Daily Living Services** – Day services in a community-based center to help with personal care, social, nutritional, and therapeutic needs, 4 or more hours a day on a regular schedule for one or more days every week.



2. **Assistive Technology** – An item, piece of equipment, or product system to increase or maintain ability to communicate or do things for yourself as much as possible.
3. **Behavior Therapy** – Services to assess a Participant, develop a home treatment/support plan, train family members/staff and provide technical assistance to carry out the plan, and monitor the Participant in the implementation of the plan.
4. **Benefits Counseling** – Counseling about whether having a job will increase your ability to support yourself and/or have a net financial benefit.
5. **Career Assessment** – Review of your interests and strengths to identify potential career options.

6. **Cognitive Rehabilitation Therapy** – Services for Participants with brain injury that include consultation with a therapist, ongoing counseling, and coaching or cueing that focus on helping the Participant to function in real-world situations.
7. **Community Integration** – Short-term services to improve self-help, communication, socialization, and other skills needed to live in the community, provided during life-changing events such as moving from a nursing home, moving to a new community or from a parent’s home, or other change that requires new skills.
8. **Community Transition Services** – One-time expenses, such as security deposits, moving expenses, and household products, for Participants who move from an institution to their own home, apartment or other living arrangement.
9. **Counseling Services** – Counseling for a Participant to help resolve conflicts and family issues, such as helping the Participant to develop and keep positive support networks, improve personal relationships, or improve communication with family members or others.
10. **Employment Skills Development** – Learning and work experiences, including volunteer work, where the Participant can develop strengths and skills to be able to get a job that pays good wages.
11. **Home Adaptations** – Physical changes to a Participant’s home to make the home safe and enable the Participant to be more independent in the home.
12. **Home Delivered Meals** – Prepared meals delivered to Participants who cannot prepare or get nutritious meals for themselves.
13. **Home Health Aide** – Services ordered by a doctor that include personal care such as help with bathing, monitoring a Participant’s medical condition, and help with walking, medical equipment, and exercises.
14. **Job Coaching** – Support to help learn a new job and keep a job that pays. Could include helping the Participant to develop natural supports in the workplace and working with employers or employees, coworkers, and customers to make it possible for the Participant to have a paid job.
15. **Job Finding** – Help in finding potential jobs and helping the Participant get a job that fits what he or she wants to and can do and the employer’s needs.
16. **Non-Medical Transportation** – Tickets, tokens, and mileage reimbursement to help a Participant get to community and other activities.

Have questions?

If you get LTSS and have questions about your HCBS, talk with your Service Coordinator or call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

¹ Source: Keystone First Community HealthChoices Participant Handbook

SeniorLAW Center

Legal services for
renters and homeowners

SeniorLAW Center has a Help Line for Keystone First CHC Participants who are renters and homeowners over the age of 60.

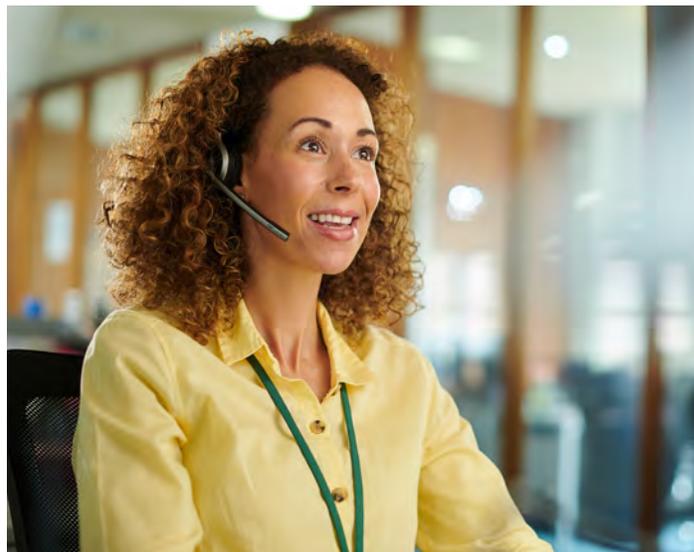
How can SeniorLAW Center help you?

SeniorLAW Center's trained legal professionals can provide services at no cost to you, including:

- Legal information
- Advice and counsel
- Referrals to other legal agencies
- Limited representation on some civil housing situations

How can you get help from SeniorLAW Center?

1. Call SeniorLAW Center's Help Line at **1-833-546-3707 (TTY 711)** Monday through Friday from 9 a.m. to 3 p.m.
2. Leave a message with your:
 - Name
 - Phone number
 - The best days and times to reach you
 - More details about your housing situation
3. A trained legal advocate or attorney from SeniorLAW Center will call you. They will ask you a few questions and explain how they may be able to help.
4. All legal services you receive from SeniorLAW Center will take place by phone. The information you share will be kept private.



For more information about how SeniorLAW Center can help you:

- Visit **seniorlawcenter.org**.
- Call **1-833-546-3707 (TTY 711)**.
- Talk with your Service Coordinator.

The Pennsylvania Property Tax/ Rent Rebate Program helps eligible Pennsylvanians who are:

- Either homeowners or renters
- Meet certain income requirements
- Age 65 and older
- Widows and widowers age 60 and older
- People with disabilities age 18 and older

To apply:

- Go to **mypath.pa.gov**.
- Call **1-888-222-9190**.
- Visit your local Department of Revenue District Office, local Area Agency on Aging, senior center, or state legislator's office.

Find information about your prescription benefits online

Visit Keystone First CHC's website at www.keystonefirstchc.com 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).



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.

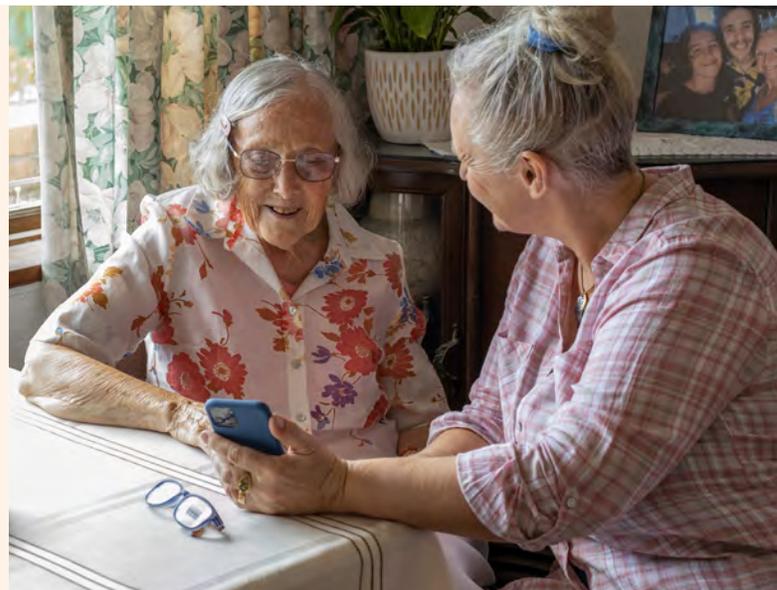
Behavioral health treatment: Call your county number for more information.

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.

How was your provider visit? Let us know!

Did you get a text from Keystone First CHC after a recent provider visit? This is a quick survey to ask how you liked your visit with your provider. Please take a few minutes to complete the survey — your feedback is important to us! Thank you for taking the survey.



Join our Participant Advisory Committee (PAC)

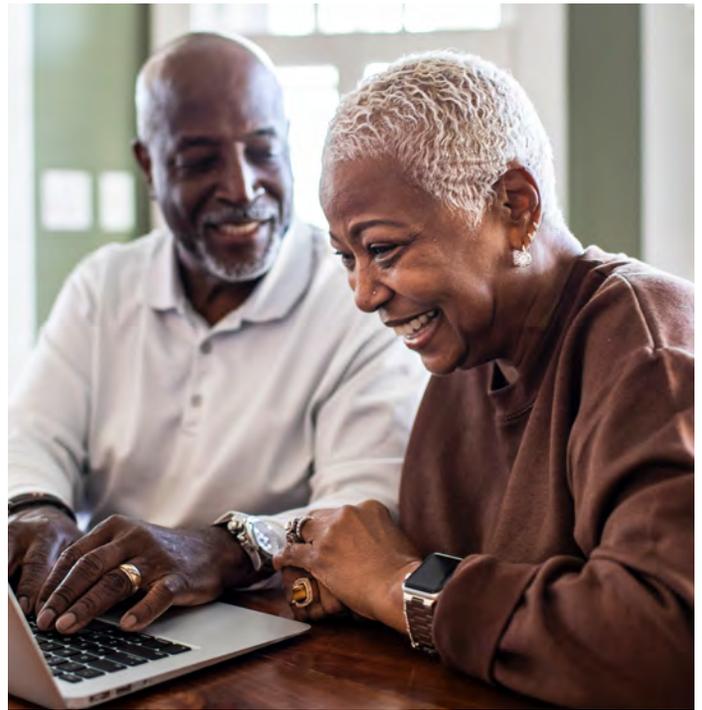
The Keystone First CHC PAC is a place where Participants, providers, caregivers, family members, and direct care workers come together to help us make a difference.

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, typically in March, June, September, and December, in the communities where Participants live. You can attend our meetings either in person or virtually via Zoom or by phone.

In a PAC meeting, you can expect to hear:

- Introductions and updates from Participants, providers, Centers for Independent Living, and community-based organizations
- Health education updates from Keystone First CHC
- Important health plan information and reminders
- Spotlight on 1915(c) HCBS waiver services
- Open forum for questions, concerns, and feedback



We want to hear from you!

If you are interested in becoming a member of our PAC, please email advisorykfchc@amerihealthcaritas.com or call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**) to be connected to a member of the Community Outreach team.

You can find more information about this committee, such as meeting minutes, how to become a member, and the 2024 meeting dates, at www.keystonefirstchc.com/pac or by scanning this QR code:





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 ដោយមិនគិតល្អ្មណ្ណ 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



This managed care plan may not cover all your health care expenses. Read your contract carefully to determine which health care services are covered.

www.keystonefirstchc.com

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