

GET CARE, STAY WELL

A newsletter for
Participants of
Keystone First
Community HealthChoices



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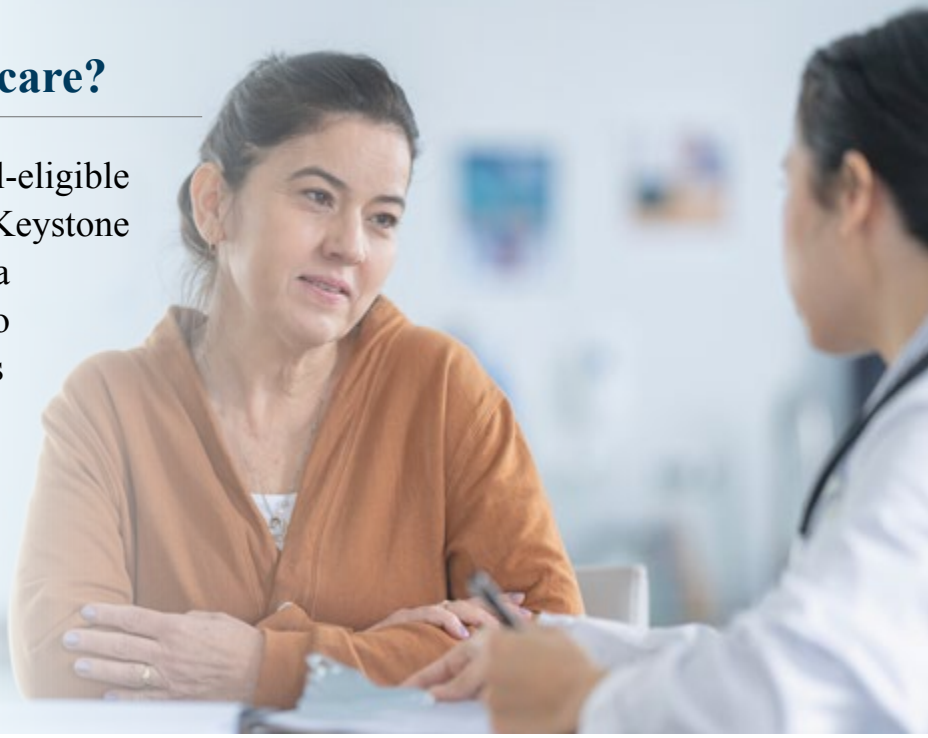
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It's important to get a flu shot each year. A flu shot helps protect you from getting the flu. The Centers for Disease Control and Prevention (CDC) recommends that everyone older than 6 months of age get a flu shot. Flu shots are a Keystone First Community HealthChoices (CHC) covered benefit. Go to page 5 of this newsletter to read more.



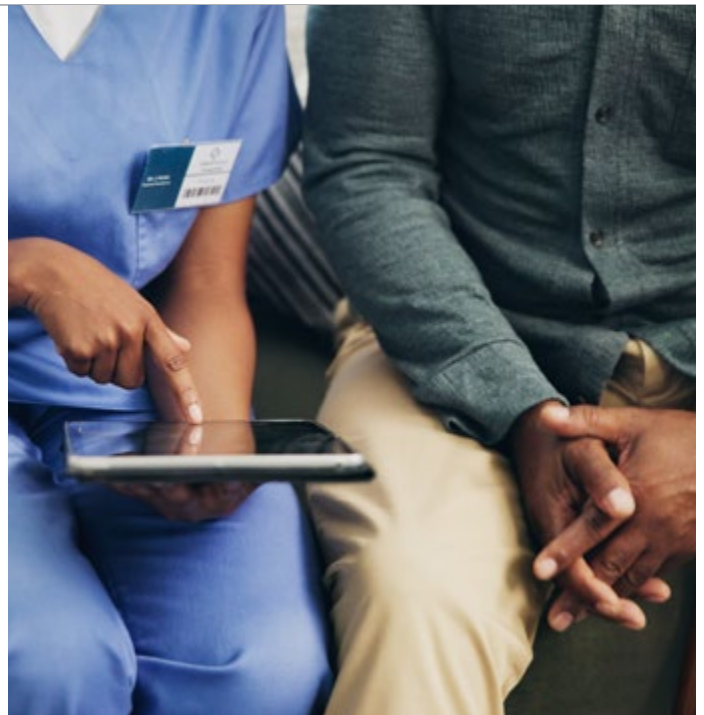
Are you also eligible for Medicare?

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 **www.keystonefirstvipchoice.com** to learn more.



Third party liability

You may have Medicare or other health insurance. Medicare or your other health insurance is your primary insurance. This other insurance is known as “third party liability” or TPL. Having other insurance does not affect your Medical Assistance eligibility. In most cases, your Medicare or other insurance will pay your primary care provider (PCP) or other provider before Keystone First CHC pays. Keystone First CHC can only be billed for the amount that your Medicare or other health insurance does not pay. You must tell both your County Assistance Office and Participant Services at **1-855-332-0729 (TTY 1-855- 235-4976)** if you have Medicare or other health insurance. When you go to a provider or to a pharmacy you must tell the provider or pharmacy about all forms of medical insurance you have and show the provider or pharmacy your



Medicare card or other insurance card, ACCESS or EBT card, and your Keystone First CHC ID card. This helps make sure your health care bills are paid timely and correctly.



Important numbers

Participant Services: **1-855-332-0729 (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.pa.gov/agencies/dhs/resources/medicaid/bhc/bhc-mcos.html>** for the most up-to-date phone numbers.



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 plan's drug formulary.

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)**.



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 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)**.



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 for those who qualify.
- Call: **1-877-395-8930**
- Visit: **<https://www.pa.gov/en/services/dhs/apply-for-the-low-income-home-energy-assistance-program-liheap.html>**

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.



Have you checked our secure Participant portal?



On the portal, you can:

- Get a list of your recent medicines and when you got them.
- Get a list of your most recent visits to the doctor.
- Get your claims and/or billing history.
- See your health history.
- Get reminders about important tests you need.
- Get information about your doctor.

- Find a directory of doctors and providers.
- Once you log in, you can also:
 - Order an ID card.
 - Enroll in special programs.
 - Check to make sure we have the right address and phone number for you.

Visit **www.keystonefirstchc.com/participants/participant-portal** for more information.

SeniorLAW Center

Legal services for renters and homeowners



Legal services for renters and homeowners

SeniorLAW Center has a help line for Keystone First CHC Participants who are renters and homeowners older than age 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 the SeniorLAW Center HelpLine at **1-833-546-3707 (TTY 711)**.

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:

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

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 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)**.



Join our Participant Advisory Committee (PAC)

Everyone's voice counts.

The Participant Advisory Committee (PAC) gives you the chance to:

- Tell us about your experience.
- Let us know what you need.
- Ask questions.
- Share concerns you may have.

It is a way for you to meet:

- Other Participants
- Providers
- Caregivers
- Direct Care Workers

The PAC meets once every 3 months. Meetings are typically in:

- March
- June
- September
- December

Meetings are in the communities where Participants live. PAC meetings are held in the Southeast region.

You can attend our meetings:

- In person
- Online
- By phone

In a PAC meeting, you can expect to hear:

- Updates from:
 - Participants
 - Providers
 - Centers for Independent Living
 - Community-based organizations



- Events happening in local communities
- Health education updates from Keystone First CHC
- Important Keystone First CHC information and reminders
- 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@keystonefirstchc.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
- Future meeting dates

at www.keystonefirstchc.com/pac or by scanning this QR code:

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





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, phone or email 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).
OCRMail@hhs.gov

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Nondiscrimination Notice

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-855-332-0729 (TTY 1-855-235-4976)** or speak to your provider.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al **1-855-332-0729 (TTY 1-855-235-4976)** o hable con su proveedor.

Chinese; Mandarin

注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电 **1-855-332-0729 (文本电话 1-855-235-4976)** 或咨询您的服务提供者。

Nepali

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्।
1-855-332-0729 (TTY 1-855-235-4976) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону **1-855-332-0729 (TTY 1-855-235-4976)** или обратитесь к своему поставщику услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم **1-855-332-0729 (TTY 1-855-235-4976)** أو تحدث إلى مقدم الخدمة.

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm akse sib yo disponib gratis tou. Rele nan **1-855-332-0729 (TTY 1-855-235-4976)** oswa pale avèk founisè w la.

Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số **1-855-332-0729 (Người khuyết tật 1-855-235-4976)** hoặc trao đổi với người cung cấp dịch vụ của bạn.

Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером **1-855-332-0729 (TTY 1-855-235-4976)** або зверніться до свого постачальника.

Nondiscrimination Notice

Chinese; Cantonese

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 **1-855-332-0729 (TTY 1-855-235-4976)** 或與您的提供者討論。

Portuguese

ATENÇÃO: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para **1-855-332-0729 (TTY 1-855-235-4976)** ou fale com seu provedor.

Bengali

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। **1-855-332-0729 (TTY 1-855-235-4976)** নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le **1-855-332-0729 (TTY 1-855-235-4976)** ou parlez à votre fournisseur.

Cambodian

សូមយកចិត្តទុកដាក់: ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ **1-855-332-0729 (TTY 1-855-235-4976)** ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

Korean

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. **1-855-332-0729 (TTY 1-855-235-4976)**번으로 전화하거나 서비스 제공업체에 문의하십시오.

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. **1-855-332-0729 (TTY 1-855-235-4976)** પર ફોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.



Keystone First
Community HealthChoices

200 Stevens Drive
Philadelphia, PA 19113-1570



Your managed care plan may not cover all your health care expenses. Read your Participant handbook carefully to determine which health care services are covered.

www.keystonefirstchc.com

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Coverage by Vista Health Plan, an independent licensee of the Blue Cross and Blue Shield Association.