

Getting Started With Your Keystone First Community HealthChoices (CHC) Health Plan

Now that you are a Keystone First CHC Participant, there are a few important things you need to do. Follow the guide below to get started with your health plan.



Connect with a doctor

As a Keystone First CHC Participant, you must choose a primary care practitioner (PCP).

How do I find a PCP?

- You can go to www.keystonefirstchc.com, click on Find a Provider, and search for a PCP near you.
- You can call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**. We can help you find a PCP over the phone. We can also send you a provider directory. You can call us 24 hours a day, 7 days a week.
- If you have Medicare, you can see the Medicare doctors of your choice. They do not need to be Keystone First CHC network doctors.



Review your ID card(s)

Your ID card(s) is what you use to get the benefits and services you need that are covered by Medical Assistance. There are a few important cards you will get depending on your health plan. You can find more information about your ID cards in your Roadmap to Benefits and Services. Call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** if you have questions or have not received your ID card(s).



Keystone First
Community HealthChoices



Understand your Keystone First CHC benefits and services

Read through your Roadmap to Benefits and Services. There you will find important information about:

- Benefits and services at a glance.
- Pharmacy.
- Dental.
- Vision.
- Other Keystone First CHC services and programs.
- Service coordination.
- Transportation.
- Behavioral health.

You can find more information about Keystone First CHC benefits and services in your Participant Handbook or on our website at www.keystonefirstchc.com. You can also call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** 24 hours a day, 7 days a week.



Know what other benefits and services may be available to you

As a Keystone First CHC Participant, there are other benefits, services, and programs available to those who receive Medical Assistance.

✚ Help getting food:

The Supplemental Nutrition Assistance Program (SNAP) helps eligible Pennsylvanians get the food they need to stay healthy.

How can I apply for SNAP?

1. Go to www.compass.state.pa.us and complete the online application.
2. Download the myCOMPASS PA app on your mobile device and apply over your smartphone.
3. In person at your County Assistance Office.

For more information on how to apply, visit www.dhs.pa.gov/Services/Assistance/Pages/SNAP.aspx.

Have questions about SNAP or need help completing the application form? Call your County Assistance Office.

If you are having a food emergency and need food right away, you can call the Department of Human Services Helpline toll free at **1-800-692-7462 (TTY 1-800-451-5886)**. Or call your County Assistance Office.

✚ 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**.)

You can find more information about the program and how to enroll in your Roadmap to Benefits and Services. You can also call your county number for more information.*

- 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).

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

✚ **Help with behavioral health services:**

Behavioral health treatment is mental health and drug and alcohol services. These services are available for any Keystone First CHC Participant through your county mental health, drug, and alcohol office. If you need these services, help is available 24 hours a day, 7 days a week. Call your county number for more information.*

Still have questions or need more information?

You can call Keystone First CHC Participant Services 24 hours a day, 7 days a week, at **1-855-332-0729 (TTY 1-855-235-4976)**.

* A list of phone numbers for your area is in your Welcome Kit. You can also find it online at www.keystonefirstchc.com.



For Participants who have LTSS:

Connect with your Service Coordinator.

Participants who have LTSS will have a Service Coordinator. Your Service Coordinator will help you develop your Person-Centered Service Plan. They will go over your health care needs and goals and guide you through the CHC program.

It's important to meet with your Service Coordinator in person as a new Participant. If you need help connecting with your Service Coordinator, call our Personal Care Connection Team at **1-855-349-6280 (TTY 711)**. We are here Monday through Friday, 8:30 a.m. to 5 p.m.



For Participants who also have Medicare:

Know how your CHC and Medicare plans work together.

If you are a Keystone First CHC Participant and also have Medicare, your Medicare plan is your primary insurance. This means that in most cases, your Medicare plan will pay your health care providers before Keystone First CHC will pay.

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Here are some important things to keep in mind when using your Medicare plan and your Keystone First CHC plan.

- Call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** to let us know that you have Medicare. Also, make sure to tell your County Assistance Office.
- Make sure to bring both your Medicare insurance card** and your Keystone First CHC card to all your doctor appointments and to the pharmacy.
- You can see the Medicare doctors of your choice. They do not need to be Keystone First CHC network doctors.

Have questions? You can call Keystone First CHC Participant Services 24 hours a day, 7 days a week, at **1-855-332-0729 (TTY 1-855-235-4976)**.

** If you have Medicare and you have chosen Keystone First VIP Choice as your Medicare plan and Keystone First CHC as your CHC plan, you will get one ID card for both plans. Your ID card will show logos for both plans.

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

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.

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)**.

For the full nondiscrimination notice, go to **www.keystonefirstchc.com**.

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

www.keystonefirstchc.com



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