

GET CARE, STAY WELL

A newsletter for
Participants of
Keystone First
Community HealthChoices



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**Wellness and
Opportunity Center —
we may be nearby!**

Go to page 2
to learn more about
the Wellness and
Opportunity Center.



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.
- 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) or the Department of Human Services (DHS) Fraud and Abuse Reporting Hotline at 1-844-DHS-TIPS (1-844-347-8477).

You can remain anonymous at all times.

Wellness and Opportunity Center — we may be nearby!

Keystone First CHC Participants have access to a Mobile Wellness and Opportunity Center, where we offer programs to address:

- Education
- Transportation
- Safety
- Nutrition

Join us for:

- Classes
- Wellness events

All at no cost to you.

We also have a Wellness and Opportunity Center in Chester, Pennsylvania, where our community and our Participants can connect.

To learn more, call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.





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)**

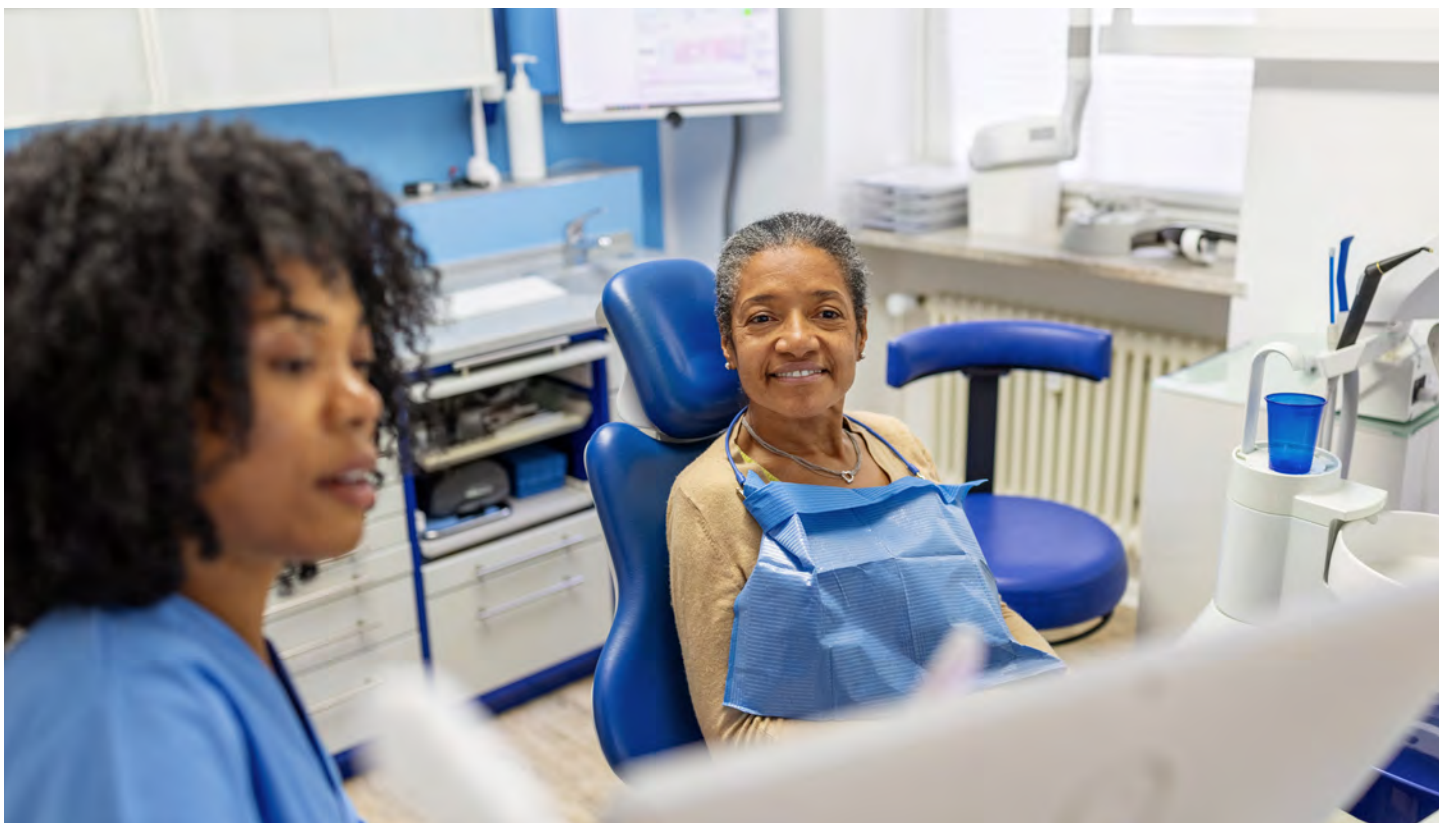
Pennsylvania Tobacco Cessation Information: **1-800-QUIT-NOW (1-800-784-8669)**

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: 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.



3 steps to a healthy mouth when you have special healthcare 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 healthcare needs. Here are 3 things you can do to help keep your mouth healthy when you have special healthcare 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 healthcare 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 healthcare 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).**

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.

Find information about your prescription benefits online

Visit Keystone First CHC's website at **www.keystonefirstchc.com**>**For Participants>Find a Doctor, Medicine or Pharmacy** 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** >**Home > Providers > Pharmacy Services > Covered Over the Counter Medications**. You can also call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**. If you also have Medicare coverage, 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).



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

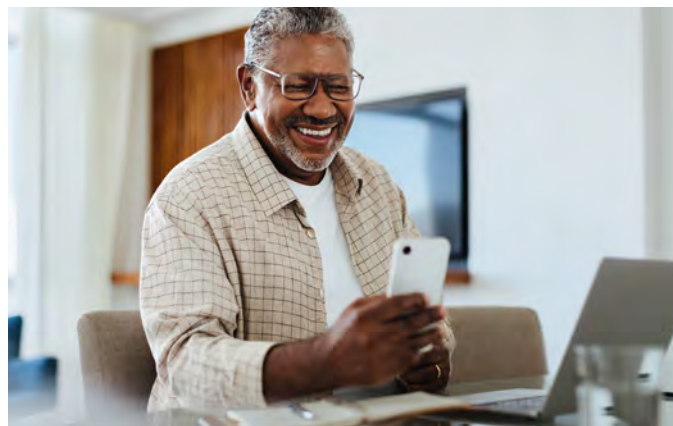
Meetings are in the communities where Participants live. PAC meetings are held in the Southeast region.

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 مجاناً. 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 українська мова, 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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