

GET CARE, STAY WELL

A newsletter for Participants
of Keystone First
Community HealthChoices



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.



Keystone First
Community HealthChoices

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

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We need your help!

Participants can help Keystone First 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 received 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.

Living Independence for the Elderly (LIFE) Program

If you are at least 55 years old, you may be able to enroll in the LIFE program instead of Community HealthChoices. The LIFE program covers medical, prescription drug, behavioral health, transportation, and supportive services for people who are 55 years old or older and meet requirements related to the county where you live, how much care you need, and the kind of financial support you need. For more information on the LIFE program contact an Enrollment Specialist at **1-877-550-4227 (TTY 711)**.

Join our PAC or LTSS Subcommittee

Participant Advisory Committee (PAC)

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

Everyone's voice counts.

In a PAC meeting, you can:

- Hear introductions and updates from Participants, providers, and Centers for Independent Living.
- Tell us about your experience.
- Let us know what you need.
- Ask questions.
- Share concerns you may have.
- Learn more about different CHC benefits/services.

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

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, and the 2026 meeting dates, at

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



Keystone First Community HealthChoices Participant Newsletter

Long-Term Services and Supports (LTSS) Subcommittee

Participants are encouraged to participate in the Office of Long Term Living (OLTL)'s monthly **LTSS Subcommittee**. This is a subcommittee of the **Medical Assistance Advisory Committee** (MAAC). The purpose of the LTSS Subcommittee is to advise the MAAC on policy development and program administration for Pennsylvania's long-term care programs. This includes services available to older adults and those with disabilities.

For more information on these committees, including meeting schedules visit:

- **LTSS Subcommittee** - <https://www.pa.gov/agencies/dhs/about/councils-committees/long-term-services-subcommittee>
- **MAAC** - <https://www.pa.gov/agencies/dhs/about/councils-committees/maac>

If you receive help with daily living from a caregiver, we can help make their lives easier.

People caring for Keystone First CHC Participants don't have to do it alone. The Carallel app can give caregivers the resources they need to give the best care possible.

The Carallel caregiver support program gives caregivers access to:

- Caregiving experts for support, guidance, and advice
- 24/7 access to resources
- Online support groups
- Monthly caregiver conversations

To sign up online, go to https://app.carallel.com/customers/14b7184f-e9aa-4a14-b4de-9fd7b67118d8/sign-up?source=AHCPA_NE_2026_TAR_SIGN-UP-. To sign up by phone, call 1-877-870-5225 (TTY 711).

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

For more information about how SeniorLAW Center can help you:

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

How can you get help from SeniorLAW Center?

1. Call Pennsylvania SeniorLAW Help Line 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.

Keystone First CHC would like to know what you think

Someone may be reaching out to you to answer a satisfaction survey about the health services you get from Keystone First CHC. Your answers can help make sure you get the best care and service from us.

If you have any questions or want to know more about the survey, please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** 24 hours a day, 7 days a week.

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. For questions about transportation services, call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

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** or contact Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

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 or contact Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

Find the updated Notice of Privacy Practices online

Your privacy is important to us. The Notice of Privacy Practices has been updated. The notice tells you how we use your information.

You can find the new notice at **www.keystonefirstchc.com > Participant rights, responsibilities, and privacy > Notice of Privacy Practices**.

If you do not have access to the internet, please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** and we can mail you a copy.

If you have questions about how we keep your information safe, please call 1-855-332-0729 (TTY 1-855-235-4976).

Appointment standards

Keystone First CHC's providers must meet the following appointment standards:

- Your PCP should see you within 10 business days of when you call for a routine appointment.
- You should not have to wait in the waiting room longer than 30 minutes, unless the doctor has an emergency.
- If you have an urgent medical condition, your provider should see you within 24 hours of when you call for an appointment.
- If you have an emergency, the provider must see you immediately or refer you to an emergency room.
- If you are pregnant and
 - In your first trimester, your provider must see you within 10 business days of Keystone First CHC learning you are pregnant.
 - In your second trimester, your provider must see you within 5 business days of Keystone First CHC learning you are pregnant.
 - In your third trimester, your provider must see you within 4 business days of Keystone First CHC learning you are pregnant.
 - If you have a high-risk pregnancy, your provider must see you within 24 hours of Keystone First CHC learning you are pregnant.

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
- How we let you know about formulary changes
- Limits and exceptions
- Prior authorization
- Generic substitution and step therapy

You can also find information about 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 or other health insurance, that is your primary insurance. If you have Medicare, please refer to your Medicare Part D plan for your formulary medicines.

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 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)**.

Summer safety

Summer is the perfect time of year to spend outdoors. Before you head outside, here are some important tips:

Sun and Heat

- Wear sunscreen of at least SPF 15 that protects against UVA and UVB rays.
- Wear a hat and stay in the shade.
- Protect your eyes by wearing sunglasses.
- Stay indoors during the hottest part of the day (between 10 a.m. and 4 p.m.).
- Drink lots of water!

Keystone First CHC is committed to helping Participants be well and stay well. Our Nurse Call Line is available 24 hours a day, 7 days a week, at **1-855-332-0117 (TTY 711)**. If you have a question and cannot reach your doctor, please call the Nurse Call Line.

Bugs

- Serious reactions to bee and wasp stings can be hives, dizziness or shortness of breath. Call 911 right away if you have these symptoms.
- Mosquitoes can carry the West Nile virus. This can be fatal. To stay safe put on an insect repellent (bug spray) that has no more than 30% DEET.
- Ticks can cause Lyme disease and other infections. To protect yourself:
 - Wear pants and long-sleeved shirts when walking in the woods or tall grass.
 - Check hair and skin for ticks after spending a lot of time outdoors.

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)**.



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商。

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 aksesib 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.

Notices of Availability

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 do Brasil, 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 দি : দি 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:한국어를 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 ઓફિસિયલ સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-855-332-0729 (TTY: 1-855-235-4976) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.