

GET CARE, STAY WELL

A newsletter for
Participants of
Keystone First
Community HealthChoices



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Keystone First
Community
HealthChoices (CHC)
wants to make sure
you stay covered.
Go to page 2 to
learn more.



Keystone First Community HealthChoices wants to make sure you stay covered.



The Department of Human Services (DHS) must make sure that everyone who is receiving Medical Assistance (MA) is still eligible by reviewing each person’s information.

Here’s what you need to do now:

ACT NOW	HERE’S HOW
<ul style="list-style-type: none"> ✓ Update your information 	<ul style="list-style-type: none"> • Online: www.dhs.pa.gov/COMPASS  • Mobile App: myCOMPASS PA • Phone: 1-877-395-8930 or 215-560-7226 (if you live in Philadelphia) • In Person: Go to your County Assistance Office
<ul style="list-style-type: none"> ✓ Sign up for alerts from DHS TODAY 	<ul style="list-style-type: none"> • Text Alerts: Sign up at www.dhs.pa.gov/TEXT • eNotices: Go to www.dhs.pa.gov/COMPASS and opt-in to get emails
<ul style="list-style-type: none"> ✓ Complete your renewal forms for DHS when they are due 	<ul style="list-style-type: none"> • Online: www.dhs.pa.gov/COMPASS • Mail: to your County Assistance Office • Phone: 1-866-550-4355 • In Person: Go to your County Assistance Office

Need more information?

Go to www.dhs.pa.gov/PHE.

You can also call us 24 hours a day, 7 days a week at 1-855-332-0729.

For TTY, call 1-855-235-4976.

Food insecurity

What does “food insecurity” mean?

Being food insecure could mean one or both of the following:

- When a person or family is not able to get quality food or a variety of foods. Example: You are able to get chips, cookies, and unhealthy foods. You have enough to eat, so you are not hungry. But, you are not able to get healthier foods, like fruits, vegetables, and proteins.
- When a person or family does not have enough food to eat regular meals, or they do not have enough food at each meal of the day. Example: Some or all family members cannot eat lunch because there is not enough food. Or everyone gets some food to eat at each meal, but not enough to feel satisfied because there is not enough food for everyone.

What is it like to live with food insecurity?

People who are living with food insecurity might:

- Worry that the food they have will run out before they get money to buy more
- Have to try to make the food they have last longer
- Cut the size of their meals, or skip meals because they don't have money to buy more
- Lose weight because what they are eating just isn't enough

Food insecurity also increases the risk of certain health problems. People with food insecurity could be at higher risk for:

- Diabetes
- Smoking
- Depression
- Higher BMI (body mass index)
- Cardiovascular disease
- Kidney disease



Food insecurity (continued from page 3)

Could this be me and my family? How do I know?

Here are 2 questions to ask yourself that will help you know if you and your family have food insecurity:

1. Within the past 12 months, have you worried whether your food would run out before you got money to buy more?
2. Within the past 12 months, did you find that the food you bought just didn't last, and you didn't have money to buy more?

If you answered yes to either of these questions, you are food insecure.

Where do I go for help?

Please go to www.feedingpa.org to find information on:

- Food banks in your area
- Nutrition assistance programs like the Supplemental Nutrition Assistance Program (SNAP)
- And much more!

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

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 steps to a healthy mouth when you have special needs (continued from page 4)

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).



Regular eye exams are important!

Participants can receive 2 routine eye exams a year.

Call your eye doctor (optometrist or ophthalmologist) to schedule a routine eye exam.

If you need help finding an eye doctor, go to www.keystonefirstchc.com and click on **Find a Provider**. You will find a link there for eye care (vision) providers. You can also call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.



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 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)**. You can remain anonymous at all times.

Find information about your prescription benefits online

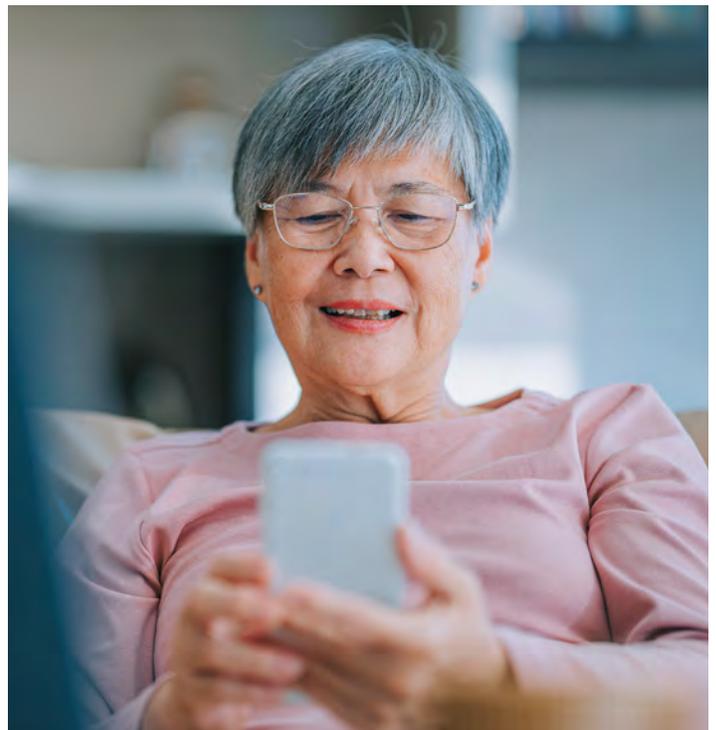
Visit Keystone First CHC's website for information about:

- 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.

Emergency Rental Assistance Program (ERAP)

The Emergency Rental Assistance Program, or ERAP, was created to help renters dealing with financial challenges related to the COVID-19 pandemic. For eligible households, the program offers rental and utility assistance to help Pennsylvanians avoid eviction or loss of utility service, including assistance with other housing expenses and housing stability services. Visit www.dhs.pa.gov/ERAP for more information.





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 by phone.

We want to hear from you!

If you are interested in becoming a member of our PAC, please email **advisorykfchc@keystonefirst.com** or call Participant Services at **1-855-332-0729** 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 2023 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 ដោយមិនគិតល្អ្លល គឺអាចមានសំរាប់បំរើអ្នក។ 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



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www.keystonefirstchc.com

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