

GET CARE, STAY WELL

A newsletter
for members of
Keystone First



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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 Centers for Disease Control and Prevention (CDC) recommends that everyone older than 6 months of age gets a flu shot. Flu shots are a Keystone First covered benefit. Go to page 5 of this newsletter to read more about it.



Keystone First

5 steps for men to stay healthy

Whether you are a father, son, husband, uncle, or brother, you mean a lot to your family. To be there for them, you must keep yourself healthy. Here are 5 steps to help you stay healthy.

1. See your doctor for regular checkups.

By having regular visits, your primary care practitioner (PCP) can:

- Answer questions about your health.
- Find problems before they become serious.
- Help you learn about and manage your medicines.
- Give you the shots and screenings you need.
- Help you get care from other providers, if needed.

2. Get regular prostate checks from your doctor.

Prostate cancer or an enlarged prostate is a common problem for men over age 40. Regular checks will help find problems early. Treatment can be more successful when cancer is found early.

3. Self-check for testicular cancer. Testicular cancer is the most common cancer in men ages 15 to 35. Regular self-checks can help catch testicular cancer early. Treatment can be more successful when cancer is found early. Talk with your doctor about how to self-check for testicular cancer.

4. Stop smoking. If you smoke, now is the time to stop for good. Keystone First can help. Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for more information about our Tobacco Cessation program. You can also call the PA Free Quitline at **1-800-QUIT-NOW**.

5. Eat healthy and stay active.

- Make sure your diet includes a variety of healthy foods like low-fat protein, vegetables, fruits, and whole grains. Stay away from foods high in fat or sugar. Visit www.choosemyplate.gov for more information.
- Aim for 30 minutes of exercise 3 times a week. Talk to your doctor before starting an exercise routine.

If you have questions about your health or need more information, talk with your doctor. If you need help when your doctor is not available, you can call the 24/7 Nurse Call Line at **1-866-431-1514 (TTY 711)**. Trained nurses can provide you with information.

Asthma and your mouth

It's important for everyone to take care of their teeth and mouth. This is especially important when you have asthma.

Did you know?

- People with asthma tend to breathe through their mouths.
- Your asthma inhaler can irritate the inside of your mouth.
- Some asthma medicines affect your saliva.

When you don't take good care of your mouth, these small things can turn into big problems.

Here are some things you can do to help take care of your mouth.

- **Go to the dentist every 6 months.** Tell your dentist about your asthma, which medicines you take, and if you use an inhaler. Your dentist can talk with you about ways to care for your mouth while taking your medicine and inhaler.

- **Rinse.** After you use your inhaler, rinse your mouth with water. This will help keep the inside of your mouth healthy and prevent sores. Also, talk with your dentist about mouth rinses that might help.
- **Brush and floss every day.** Talk with your dentist about how often you should brush and floss. Regular brushing and flossing keep bacteria away, which keeps your teeth and gums strong and healthy.

Need help finding a dentist?

Visit us at www.keystonefirstpa.com and click **Find a Provider**. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.





BRIGHTSTART®



**Keys to
Your Care**™

Pregnant? Give your baby a smart start.

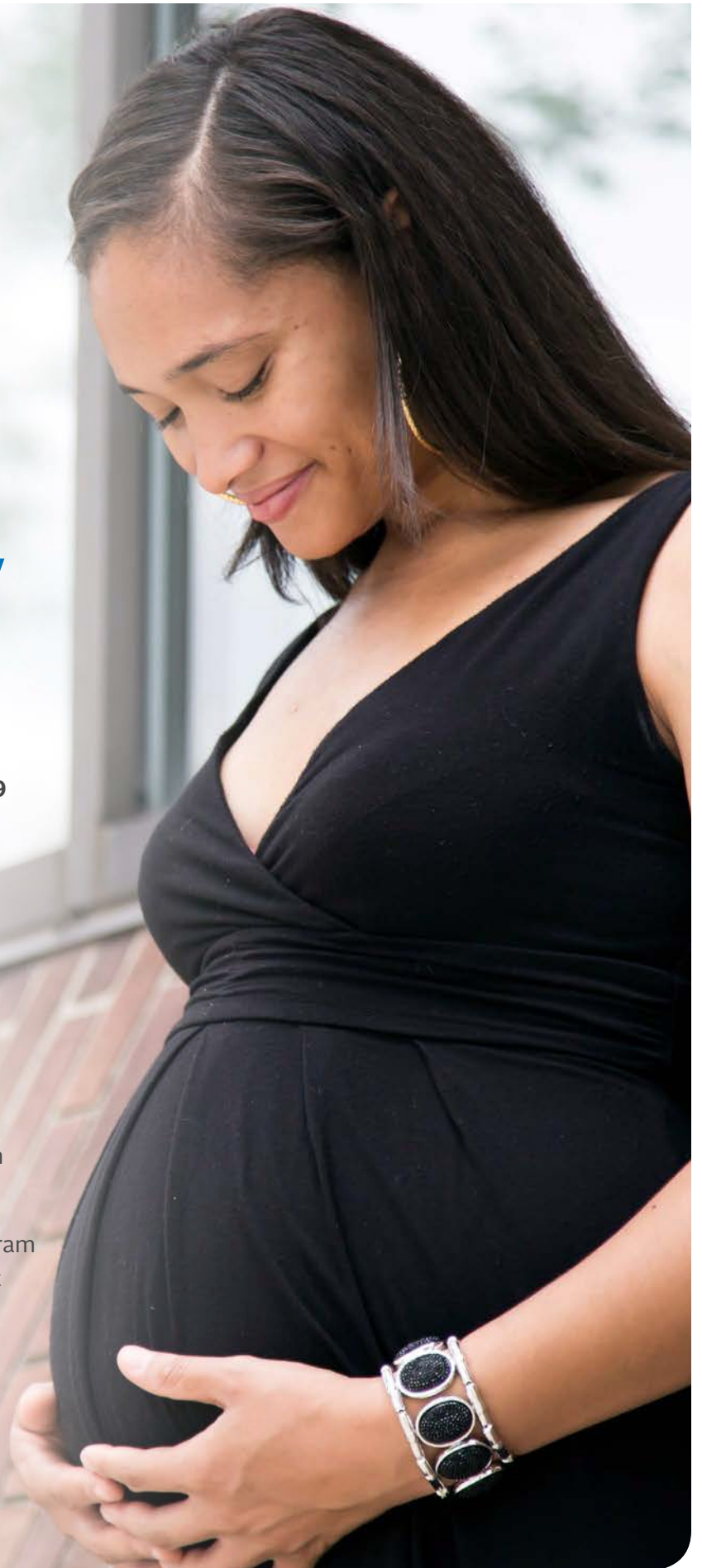
Text **MOM to 85886** to join the
Keys to Your Care® program.

Don't have access to texting? Call **1-800-910-2959**
(TTY 711) to join Keys to Your Care.

Join today! We will send you helpful text messages
during your pregnancy. You can even earn:

- Gift card for joining.
- Up to 8 gift cards throughout your pregnancy
for going to your prenatal doctor visits.
- Portable crib package for going to 81% of your
prenatal doctor visits.
- Gift card or diapers for going to your postpartum
doctor visit.

You are not enrolled in the Keys to Your Care program
until we talk to you and confirm you are a pregnant
Keystone First member. Call **1-800-910-2959**
(TTY 711) to complete your sign up.



Avoid a trip to the hospital for your child

Asthma can be hard to control. But, working with your child's doctor can help control your child's asthma, and avoid trips to the hospital. Here are some things you can do:

- Work with your child's doctor to develop an asthma action plan. Know how to use your child's asthma action plan and when to call your child's doctor.
- Have your child use his or her controller inhaler every day or as your child's doctor tells you. Make sure your child knows how to use a spacer with his or her inhaler if your child needs it.
- Make sure your child carries his or her rescue inhaler for when symptoms get worse. If your child uses a rescue inhaler more than 2 times a week, talk with your child's doctor. This may mean your child's asthma is not controlled.
- Know your child's triggers and avoid them. Triggers are things that make your child's asthma worse.
- Get all the tests your child's doctor suggests.

Talk with your child's doctor if you have questions about your child's asthma. Keystone First has a special program to help your child manage their asthma. Call **1-800-573-4100 (TTY 711)** to speak with our Care Management team. We are here to help!



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 Centers for Disease Control and Prevention (CDC) recommends that everyone older than 6 months of age gets a flu shot. Flu shots are a Keystone First covered benefit. Your primary care practitioner (PCP) can give you your flu shot. Most pharmacies can, too.* All you need is a prescription from your doctor. If you need help finding a PCP or pharmacy where you can get the flu shot, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

* Only members ages 9 and older can get the flu shot at a participating pharmacy.





Opioid addiction Centers of Excellence

A new choice for treating opioid addiction

What is a Center of Excellence (COE)?

Opioid addiction COEs are programs that treat and provide support for people with opioid addiction. A COE will help Medicaid members coordinate treatment resources.

What are opioids?

Opioids are a type of medicine or drug. Some opioids like oxycodone are prescribed by a doctor to treat pain. These are often given after an injury or surgery. Other opioids like heroin are not prescribed by a doctor.

Opioid addiction is when a person can't stop taking opioids. Using opioids over and over raises the risk of addiction. Opioid addiction is a disease. Like many people with diseases, most opioid addicts need treatment to get better.

Where are the COEs?

Visit www.dhs.pa.gov/citizens/substanceabuseservices/centersofexcellence or call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** to see a list of COEs in your area.

Whom do I contact to ask questions about opioid addiction?

Call any of the COEs for information. You can find the numbers at www.dhs.pa.gov/citizens/substanceabuseservices/centersofexcellence or call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

For all health-related questions, talk with your doctor. If you need help when your doctor is not available, you can call the 24/7 Nurse Call Line at **1-866-431-1514 (TTY 711)**. Trained nurses can provide you with information.

You can also call the behavioral health insurance company for the county where you live. To see a list of contact numbers for behavioral health insurance companies, visit www.keystonefirstpa.com > **Members > Find a Provider > Find a Behavioral Health Provider**, or call Keystone First Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** to learn more about services that may be available to you.

If you have a medical emergency, please call **911** or go to the nearest emergency room (ER).

Health, money, and domestic abuse

Domestic abuse can cause health problems for victims. With health problems, a victim may need money to pay for a doctor. That person may need money for medicine or to travel to a health clinic. Abusers sometimes may deny money or resources to take care of health problems or to take care of children.

People with health problems from abuse may need care right away. A person may also live with health problems from abuse for a long time.

These may include:

- Broken bones or teeth.
- Bruises or bleeding.
- Stab or gun wounds.
- Head injuries.
- Anxiety or depression.
- Eating disorder.
- Stomach or heart problems.
- Drug or alcohol use.
- Unplanned pregnancy.
- Sexually transmitted infection.

An abuser may keep a person from working so they may not be able to get health insurance. An abuser may also get a person fired from a job and this may lead to bad credit. A victim without a job may feel trapped and unable to move into a safe home. All of this means an abused person may need money or health care, but cannot get it.

Not allowing a person one or all of these things is abuse:

- Doctor.
- Medicine.
- Money.
- Job.
- A safe home.
- Good credit.
- Education.

The Affordable Care Act says that a victim of domestic abuse must not be denied health insurance. The Allstate Foundation has online learning tools to help people who are survivors of abuse and for those in need of money or job search skills.

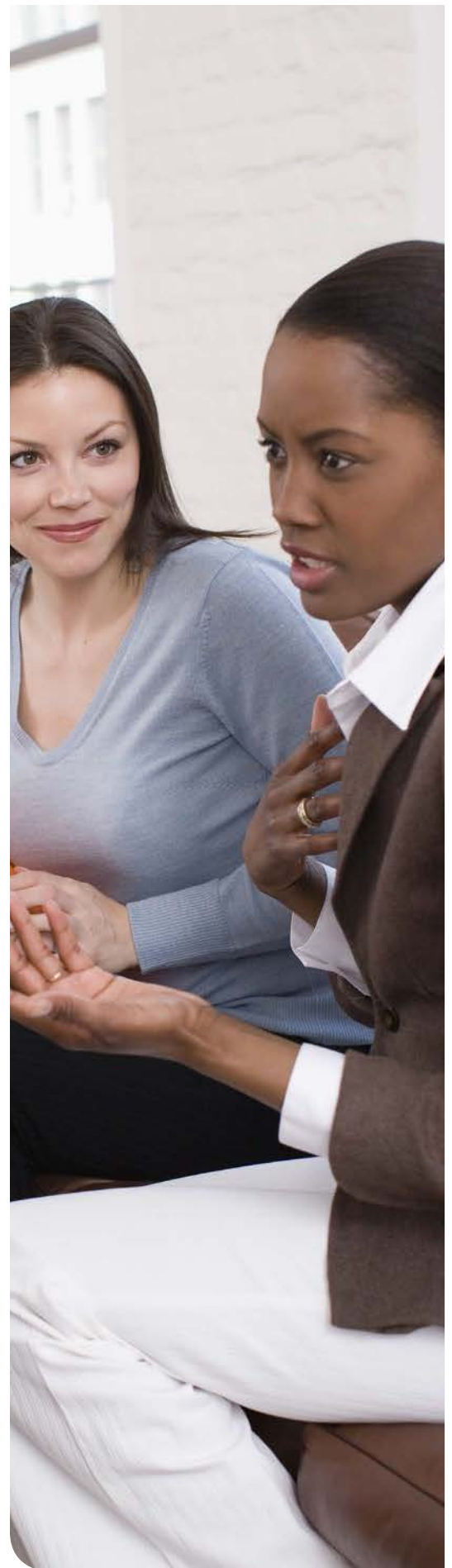
To find the domestic abuse program nearest you, visit <http://www.pcadv.org> and click on **Find Help** or use the **Find Help** map on the home page.

For more information on the Affordable Care Act, visit <https://www.healthcare.gov/get-coverage/>

To find the Allstate Foundation online learning tool, visit <http://www.clicktoempower.org>

To reach the National Domestic Violence Hotline, call **1-800-799-SAFE (7233)**. For TTY, call **1-800-787-3224**.

This article is brought to you by the Department of Human Services.





Just out of the hospital for your chronic obstructive pulmonary disease (COPD)?

Here's what you need to do to help control your COPD and avoid another trip to the hospital:

- Make a follow-up appointment with your primary care practitioner (PCP) or specialist within 7 days of leaving the hospital.
- Take your medicine when and how your doctor tells you. Talk with your pharmacist or doctor if you have questions about your medicines.
- Get the tests your doctor suggests. Your doctor may suggest you get tests done so he or she can better treat your COPD.
- If you smoke, stop smoking.
- Avoid triggers. Triggers are things that make your COPD worse, like smoke from a fireplace, strong smells, and secondhand smoke.
- Eat healthy and stay active.

Need help scheduling your follow-up appointment?

Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**. Talk with your doctor if you have questions about your COPD or any of the directions you received from the hospital. Keystone First has a special program to help you manage your COPD. Call **1-800-573-4100 (TTY 711)** to speak with our Care Management team. We are here to help!

Did you know?

Your doctor can provide additional supports if you have human immunodeficiency virus (HIV), acquired immunodeficiency syndrome (AIDS), or hepatitis C.

For members with HIV and AIDS:

- HIV and AIDS are not curable, but your doctor can help you manage your symptoms.
- Your doctor will work with you to develop a treatment plan. Treatment often includes taking several medicines every day.

For members with hepatitis C:

- Taking your medicines as your doctor tells you is one of the most important things you can do. Your doctor and pharmacist are there to help if you have questions about your medicines.
- Make an appointment to see your doctor 12 weeks after you finish your treatment to make sure you no longer have hepatitis C. A simple blood test can tell if you no longer have hepatitis C. This test is called a sustained virologic response (SVR) 12 blood test. You may even be able to have this blood test done in your home.

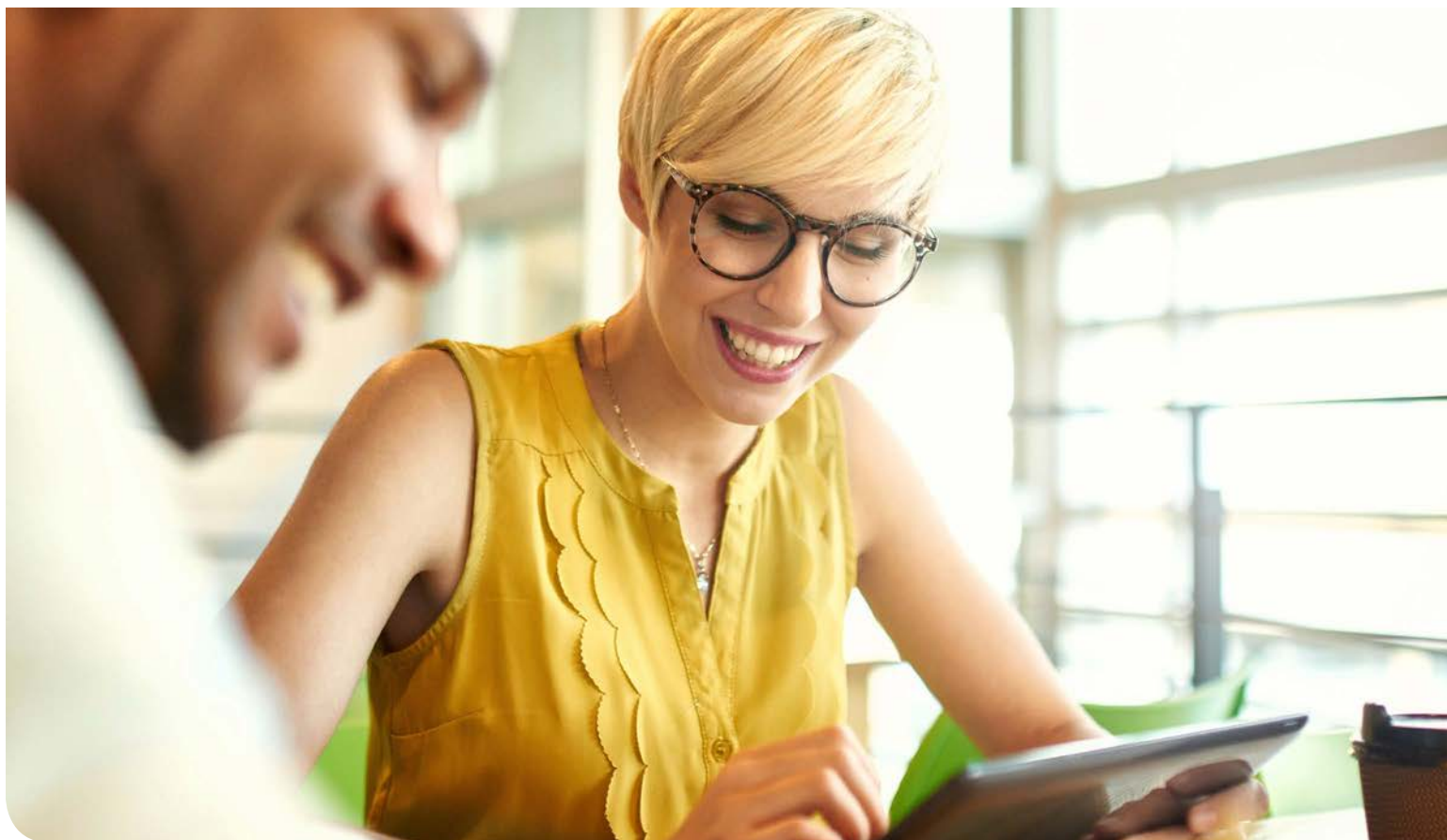
Talk with your doctor if you have questions about your health and the supports available to you. Don't be afraid to ask questions about your medicine. Your doctor and pharmacist are there to help you!

Keystone First has special programs to help people with HIV, AIDS, and hepatitis C. As part of our Care Management program, your Care Management team will work with you and your doctors, pharmacy, and caregivers. We make sure everyone caring for you is connected to help you get the care you need. Call **1-800-573-4100 (TTY 711)** to learn more about Care Management.

The information you need is just a click away!

Visit www.keystonefirstpa.com for information about your health care as a Keystone First member. You can find information on:

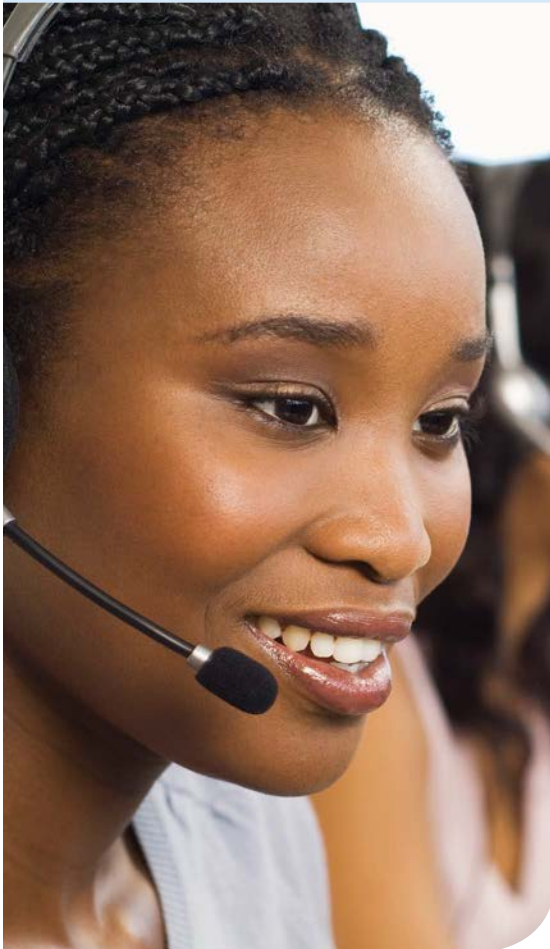
- Your doctor/primary care practitioner (PCP).
 - How to choose or change a doctor.
 - Where your doctor went to school.
 - If the doctor is board certified.
 - Languages spoken by the doctor.
 - Office locations.
 - If the doctor is accepting new patients.
- Your ID card.
- Referrals from your PCP or self-referrals — steps to get care.
- How to get care from specialists or behavioral health.
- What to do if you get a bill or statement.
- Information in other languages or formats.
- Questions about your medicines.
- How we pay attention to your care — our dedication to quality care for our members.
- How to get help if you have special needs.
- It pays to stay healthy — comparing the cost of health care.
- How to get prior authorizations — steps needed to get care or medicine.
- Benefit limits and services that are not covered.
- Complaints, grievances, and fair hearings.
- Copayment schedule.
- Summary notice of privacy practices.
- For women — information on services specifically for women.
- How to get care in an emergency, after normal business hours, or outside the health plan's coverage area.
- How the health plan evaluates new technology.



Need information in other languages?

Keystone First is committed to serving all of our members. If you need medical information or information about your services and benefits in a language other than English, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

We can help. We have associates who speak Spanish and Russian available to help you. We also use interpreters for any other language you may need. Our written materials are available in many languages and formats. If you need these materials in a different language, you can call and request that the materials be translated in the language you read.



Our commitment to you

At Keystone First, we work with you and your primary care practitioner (PCP) to make sure your benefits are used in the right and most cost-effective way. We make decisions based on the appropriateness of care and services and existence of coverage. We also do not give rewards or financial incentives to our staff who make decisions or to providers or anyone else for denying, limiting, or delaying health care coverage or services. Financial incentives for Utilization Management decision makers do not encourage decisions that result in underutilization.

Keystone First has licensed doctors and nurses who monitor the services given to all members. They also make decisions about medically necessary care and services. They make these decisions using:

- Nationally accepted clinical guidelines approved by the Department of Human Services (DHS).
- All of the medical information they are aware of.
- The appropriateness of care and services.
- Your Medical Assistance benefits.
- Your personal medical needs.

Please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** to learn more.

As our member, you have many rights and responsibilities

Keystone First is committed to treating our members with respect and dignity. Our plan and its network of doctors and other providers of services do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law.

For the full list of Member Rights and Responsibilities, please visit **www.keystonefirstpa.com > Members > Member rights, responsibilities, and privacy**. This information is also available in your Member Handbook. If you do not have access to the internet or a Member Handbook, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

Your opinion counts

Keystone First uses a survey to ask members what they think about the quality of their care and their satisfaction with the plan. Every year, some Keystone First members get this survey. The results from the survey help us find out:

- What we do best.
- What we need to work on.
- How happy you are with us.

If you were part of the survey, we thank you for your time.

Some of the areas that were rated high were the:

- Rating of the Health Plan.
- Rating of your Health Care.
- Rating of your Personal Doctor.

We are very excited about these results and we are glad you are our member! We work hard every day to meet your health care needs. We strive to always provide you with the highest quality of care and service and we want to make sure you are satisfied with your health plan.

At Keystone First, we put you first! We want to help our members be healthy and get the care they need.

Formulary

For the most up-to-date formulary list, visit www.keystonefirstpa.com.

You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.



Children's Art Program

Associates of Keystone First invite member children to take part in a very exciting program! All member children in grades pre-K through 8 are asked to submit original works of art showing this year's theme: **What do you do to stay active and healthy?**

Associates of Keystone First will select the winners. Prizes include a gift certificate.

To enter a drawing in the Children's Art Program, the child must:

- Be a Keystone First member in grades pre-K through 8.
- Draw only on plain white paper (no lines) sized 8½ by 11 inches.

You or your child must:

- Complete the entry form below.
- Draw the picture (must be an original work of art by your child).
- Write the child's first name on the back of the drawing.
- Send the entry form and drawing in a large envelope, so you don't bend or fold the drawing, by **March 30, 2018**.
- Send the entry form and drawing to: Children's Art Program
Keystone First, 220
200 Stevens Drive
Philadelphia, PA 19113



To see last year's prize-winning artwork, visit www.keystonefirstpa.com.



Entry form for Keystone First Children's Art Program

(You may copy this form to use for additional member children in your household who are eligible to enter.)

Please tell us how your drawing shows what you do to stay active and healthy:

Child's information

First name	Middle initial	Last name
Street address		
City	State	ZIP code
Phone number (including area code)	Member ID number	Email address
Child's grade in school		

Parent or guardian permission: I give my permission for Keystone First to print and display my child's name, artwork, and description of artwork as part of the Children's Art Program (CAP). I also give my permission for my child to participate in any publicity or media activity, including interviews, related to the CAP.

Parent or guardian's signature _____ Date _____

Parent or guardian's printed name and relationship _____

Additional entry forms can be found on our website at www.keystonefirstpa.com.

Please return this form with the drawing by **March 30, 2018**.



You Can Help Your Child Develop Good Eating Habits!

Submitted by Evelyn Arnold, Public Health Nutrition Consultant,
Bureau of WIC

Almost everyone has heard the advice: eat plenty of fruits and vegetables, limit sweets and control portion sizes. While this is good for health, it is sometimes difficult when schedules are busy. Enjoying food and your family is also important. Below are some tips to help you and your family relax a little more and enjoy your food, while promoting good eating habits.

- Whenever possible, have regular meals and/or snacks at the table with your family. If you can't eat together every day, try eating together once a week. Eating together helps you connect with each other. Also, children who eat with their family are less likely to smoke, drink alcohol and may get better grades. Babies develop better language skills as they listen to parents interact at the table.
- The meal doesn't have to be perfect. Try to include healthy foods your family enjoys, but it is also okay to sometimes offer sweet treats with the meal. Let your children help with planning and making the meal as they are able. Children are more likely to eat food they have helped to prepare and plan. Here are good websites for quick, tasty and healthy meals: **healthy recipe**, <http://foodhero.org/> and <http://www.panen.org/eattogetherpa>.
- To make the most of your mealtime, try to keep the TV and cell phones off.
- Once food is on the table, let your child decide what and how much to eat. If you limit the amount, your child may be more likely to overeat when given the chance. Talk about something fun, rather than focusing on what your child is or is not eating. This gives all of you a chance to enjoy your meal and helps your child learn to eat the amount he needs. Trust that your child will soon learn to eat healthy foods, especially if he sees you eating them too.

The main references used for the article are from the following websites:

<http://www.ellynatterinstitute.org/fmf/fmf100-md-hwh.php> and

<http://www.panen.org/eattogetherpa>.

To see if you qualify for the Women, Infants and Children (WIC) Program, call **1-800-WIC-WINS** or pre-apply online at **PAWIC.COM**.

This article is brought to you by the Department of Human Services.



Keystone First 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 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 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 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** at **1-800-521-6860** (TTY **1-800-684-5505**).

If you believe that **Keystone First** 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,
Member Complaints Department,
Attention: Member Advocate,
200 Stevens Drive
Philadelphia, PA 19113-1570
Phone: **1-800-521-6860**, TTY **1-800-684-5505**,
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 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: 1-800-521-6860 (TTY: 1-800-684-5505).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-521-6860 (TTY: 1-800-684-5505).**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-521-6860 (телетайп: 1-800-684-5505).**

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 **1-800-521-6860 (TTY : 1-800-684-5505)**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-521-6860 (TTY: 1-800-684-5505).**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-521-6860 (رقم هاتف الصم والبكم: 1-800-684-5505).**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-521-6860 (टिटिवाइ: 1-800-684-5505) ।**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-521-6860 (TTY: 1-800-684-5505)** 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-521-6860 (TTY: 1-800-684-5505)។**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-521-6860 (ATS : 1-800-684-5505).**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-521-6860 (TTY: 1-800-684-5505)** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-521-6860 (TTY: 1-800-684-5505).**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-521-6860 (TTY: 1-800-684-5505).**

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-521-6860 (TTY: 1-800-684-5505)।**

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-800-521-6860 (TTY: 1-800-684-5505).**

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-521-6860 (TTY: 1-800-684-5505).**

Want the newsletter in Spanish?

You can find the member newsletter in Spanish on our website. Visit the Spanish member center at www.keystonefirstpa.com and click on **Información de enfermedades y la salud** and then **Boletín del miembro**. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** to get a copy.

¿Quiere el boletín informativo en español?

Usted puede encontrar el boletín informativo del miembro en español en nuestro sitio de Internet. Visite el centro para los miembros en español en www.keystonefirstpa.com y haga clic en **Información de enfermedades y la salud** y luego **Boletín del miembro**. Para obtener una copia, también puede llamar el departamento de Servicios al Miembro al **1-800-521-6860 (TTY 1-800-684-5505)**.

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Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-521-6860 (TTY 1-800-684-5505)**.

Внимание: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-521-6860 (телетайп 1-800-684-5505)**.

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