

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
get a flu shot. Flu shots are
a Keystone First covered
benefit. Go to page 5 to
learn more.**



Keystone First

Support Spotlight

Information to support healthy relationships



Domestic Violence and Electronic Medical Records

Today, many people can see their health information online. This can be very helpful. It lets patients look at their test results and message their doctor. It can help them keep track of their care. But sometimes, this information can also be used in harmful ways.

People who are abusive may try to use a survivor's health records to control or hurt them. For example, an abusive partner might log in to the survivor's medical account and see notes from the doctor. They may learn that the survivor is talking about the abuse or about other health concerns, like substance use. Then, they might try to use that information against the survivor—like threatening to take away their children.

Even if the survivor doesn't say they are being abused, their health records might still have personal details that could put them at risk.

That's why it's important for healthcare providers and patients to work together. You can ask a doctor if they can "mark" an electronic note as private. This would mean that note couldn't be seen by anyone but medical professionals.

Survivors concerned about medical records can:

- Change their passwords
- Use two-step sign-in (like a code sent to their phone)
- Check to see who has official access to their records

If you or someone you care about is experiencing domestic violence, help is available. Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. Please visit: <https://www.pcadv.org/find-help/find-your-local-domestic-violence-program> to find a program near you. The services offered by these programs are provided at no cost. These services are confidential.

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

Helping a loved one who has a substance use disorder

When someone in your life has a substance use disorder, it can be hard to know how to help.

Substance use disorder (SUD) is a disease where you continue using a substance (drug or alcohol) even when it causes you big problems. SUDs are treatable — people can, and do, recover. When a loved one has an SUD, family and social support can make a big difference in getting them the help they need to recover.

For tips on how to support a loved one who has a substance use disorder, visit <https://www.samhsa.gov/mental-health/children-and-families/coping-resources>.

If your loved one has an opioid SUD, make sure you carry naloxone. Naloxone is a lifesaving medicine for those at risk for an overdose from an opioid medicine. Naloxone can reverse an overdose from opioids. You can get naloxone without seeing a doctor. You can go to any pharmacy and ask for naloxone. Naloxone is covered under the Keystone First pharmacy benefit at no cost to you. For more information about naloxone, visit <https://www.cdc.gov/stop-overdose/caring/naloxone.html>. If you have questions about overdose risk or need more resources, please call Keystone First at **1-800-521-6860 (TTY 1-800-684-5505)**.

Caring for others can be difficult. Remember to care for yourself so that you can be there for your loved ones too! Visit page 6 of this newsletter or call Keystone First Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for behavioral health treatment contact information.



Formulary

A drug formulary is a list of covered medicines. Some medicines are covered as a part of the Pennsylvania Statewide Preferred Drug List. Some medicines are covered under the Keystone First Supplemental Formulary. For the most up-to-date formulary listings, visit www.keystonefirstpa.com. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.



1 + 1 = 0!

Your child's FIRST dental visit by their FIRST birthday can equal 0 cavities!

Take good care of your child's baby teeth and start their dental visits early! Baby teeth will fall out. But until they do, they play an important part in helping your child bite and chew food, and speak clearly. Here are some things you and your child's dentist may talk about at your child's first dental visit:

- Caring for your infant or toddler's mouth
- Using fluoride the right way
- Oral habits, such as finger and thumb sucking
- Ways to prevent accidents that could damage your child's face and teeth
- Teething and other developmental milestones
- Healthy eating and how the right foods can help keep your child's teeth healthy

Bring any questions or concerns you may have about your child's dental health to their first dental visit. After the first visit, your child's dental team will suggest a schedule of follow-up visits. Your child's dental team may include a dental hygienist or dentist. The schedule

may vary based on your child's needs and risks. As your child grows, the dental team can help you learn how to prevent common dental problems.

Need help finding a dentist? Visit us on the web at www.keystonefirstpa.com and click **Members > Find a Provider**. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** to talk to a Member Services representative 24 hours a day, 7 days a week.



Protect your child from HPV

You can help your child prevent certain cancers and other diseases caused by human papillomavirus (HPV) with a few simple shots.

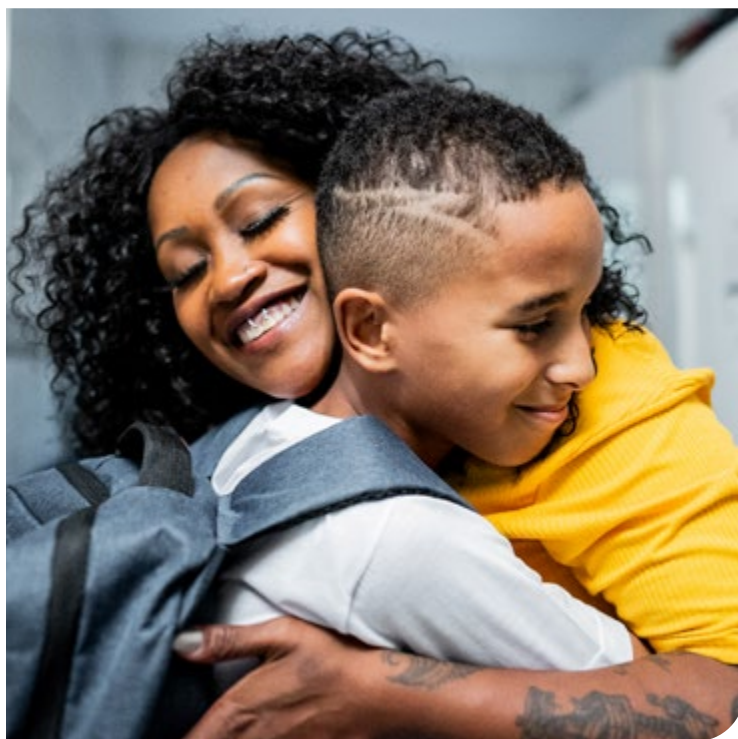
Who should get the HPV shot?

All children should get the HPV shot. The HPV shot can be given starting at 9 years old.

How is the HPV shot given?

HPV shots are given in a series of 2 or 3 shots over 6 months. For the best protection against the most dangerous types of HPV, it is very important to get all of the recommended doses long before being exposed to HPV. If a teen or young adult (through age 26) has not started or finished the series of HPV shots, it's not too late! Just get the needed shot(s) as soon as possible.

Take advantage of any visit to the doctor — checkups, sick visits, even physicals for sports or school — to ask the doctor about what shots your child needs.





Get your flu shot and other vaccines you need to stay healthy

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 CDC recommends that everyone older than 6 months of age get a flu shot. Flu shots are a Keystone First covered benefit. Keystone First members may also be able to get a no-needle nasal flu vaccine. Talk with your doctor about this option.

Your primary care provider (PCP) can give you your flu shot or nasal flu vaccine. Most pharmacies can, too.* If you need help finding a PCP or pharmacy where you can get the flu shot or nasal flu vaccine, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

*Age restrictions may apply. Talk with your doctor or pharmacy to learn more.

Are you and your family up to date on all other vaccines? Vaccines (shots) help protect adults and children from many serious diseases. Making sure you and your child get the shots you need is an important step to stay healthy. Talk with your doctor about what shots you need, and your child's doctor about what shots your child needs.

For more information, visit the CDC vaccine website at www.cdc.gov/vaccines/index.html.

Healthy Families, Safe Communities: Bullying — it's never OK

No one deserves to be bullied. If you are being bullied, you are not alone — there is help.

What is bullying?

Bullying can include:

- Spreading rumors or embarrassing someone in public.
- Hitting, kicking, pinching, or spitting on someone.
- Sending mean text messages or emails.

Bullying can make you feel like:

- You can't be yourself.
- You are not safe.
- You are sad, depressed, or alone.

If you think bullying is happening, there are things you can do to make the situation better. You should:

- Try to stay calm.
- Ignore the bully and walk away to a safe place.
- Tell a parent or a trusted adult what is happening. It takes courage, but you can do it!

If you need support during a bullying situation, you can:

- Call **911** in an emergency.
- Call the **988** Suicide & Crisis Lifeline.

Call the behavioral health insurance company in your county for behavioral health, drug, and alcohol treatment. Behavioral health treatment contact numbers for your county:

Bucks

Magellan Behavioral Health of Pennsylvania
1-877-769-9784

Chester

Community Care Behavioral Health Organization
1-866-622-4228

Delaware

Community Care Behavioral Health Organization
1-833-577-2682

Montgomery

Magellan Behavioral Health of Pennsylvania
1-877-769-9782

Philadelphia

Community Behavioral Health
1-888-545-2600

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.

Make sure you and your family stay covered

To make sure you and your family stay covered for all of your health care needs, update your information by visiting

www.compass.dhs.pa.gov, going to your County Assistance Office, or calling the Pennsylvania Department of Human Services (DHS) Customer Service Center at **1-877-395-8930** or **215-560-7226** in Philadelphia. Be sure to complete your renewal information and return it to DHS when it is due. You can do this by visiting **www.compass.dhs.pa.gov**, going to your County Assistance Office, or calling the PA Consumer Service Center for Healthcare Coverage at **1-866-550-4355**.





Be smart about antibiotics

What are antibiotics? Antibiotics are a type of medicine used to kill bacteria. Some bacteria can cause infections like strep throat. Your doctor will take a swab of your throat to check for bacterial infections like strep throat.

Do antibiotics cure everything? No, antibiotics do not work against illnesses that are caused by viruses, like:

- Colds
- Influenza (the flu)
- Runny noses
- Most coughs
- Most sore throats
- Most sinus infections
- Some ear infections

Viruses usually go away in 1 to 2 weeks without antibiotics. Talk to your doctor about what you can do at home to help you feel better when you have a virus.

Isn't it better to take an antibiotic just in case the illness is caused by bacteria? No. Like all medicines, antibiotics have possible risks.

Antibiotics can:

- Kill some bacteria that are good for your body. This can result in things like diarrhea or yeast infections.
- Cause an allergic reaction.
- Cause you to have an antibiotic-resistant infection. Antibiotic-resistant infections have bacteria that are harder to kill and can cause severe illnesses.

What can I do?

- If you are sick, talk to your doctor. Your doctor will help you decide what treatment is best for you.
- If you need help finding a doctor, call Member Services.
- Tell your doctor if you are allergic to any drugs, including antibiotics.
- Tell your doctor all of the medicines you take, including vitamins and supplements.
- Don't start or stop taking medicine without talking to your doctor.
- Never take a medicine that isn't yours.



Let's work together to control your blood pressure

Hypertension, also called high blood pressure, is when the force of blood against the walls of your arteries is too high. This causes arteries to harden and the heart to work harder, which can lead to organ damage. Many people with high blood pressure have no symptoms and feel well until they have serious problems like a heart attack, stroke, or kidney failure.

To help control your blood pressure, it is important to:

- Visit your PCP regularly.
- Check your blood pressure, or have your blood pressure checked, regularly.
- Take your medicine as your doctor tells you.
- Eat a low-salt, healthy diet.
- Exercise.
- Reduce stress.

If you have high blood pressure, we may be able to help you manage it.

Keystone First:

- **Covers visits to your PCP.** Make sure you talk to your PCP about your blood pressure and how to manage it. Need help finding a PCP? Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.
- **May be able to help you get a blood pressure cuff to use at home.** Talk to your doctor about whether an at-home blood pressure cuff is right for you.
- **In addition to a 30-day supply, Keystone First covers a 90-day (3-month) supply of many blood**

pressure medicines. If you take blood pressure medicine, talk to your doctor about whether a 90-day supply is right for you.

- **Holds events focused on nutrition and exercise at our wellness centers at no cost to you.** You can find more information by visiting **www.keystonefirstpa.com > Community > Wellness and Opportunity Center**.
- **Offers an in-home nutrition counseling benefit for eligible members.** Through this benefit, you may be able to see a nutritionist. Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for more information.
- **Can connect you to behavioral health services to help you manage stress.** Visit **www.keystonefirstpa.com > Members > Important Numbers** for a list of behavioral health treatment contact numbers. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

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.

Questions about your blood pressure? Make sure you talk to your doctor. Keystone First Care Management can help you understand and manage your health. Call **1-800-573-4100 (TTY 711)** to get more information.

Questions about your member benefits? Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

Keystone First Health Education Advisory Committee (HEAC)

Keystone First has a Health Education Advisory Committee (HEAC) that includes members and network providers. The Committee provides advice to **Keystone First** about the experiences and needs of members like you. For more information about the Committee, please call **1-800-521-6860 (TTY 1-800-684-5505)** or visit the website at **www.keystonefirstpa.com/community/healthycommunity**.



We want you to stay warm this winter

Are you worried about how to keep your home warm as the weather gets colder? There are programs that can help.

Start by calling your utility company. Your utility company can help explain what programs are available and help you get set up with the one that is right for you.

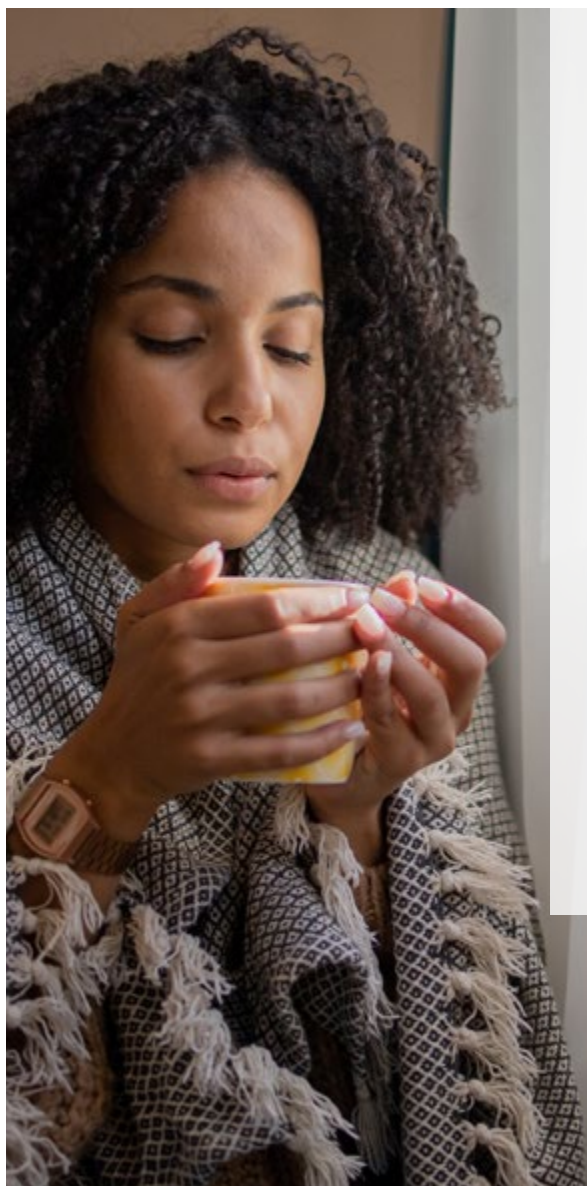
The Low-Income Home Energy Assistance Program (LIHEAP) helps you pay your heating bills. LIHEAP is a grant. You do not have to repay it. LIHEAP offers both cash and crisis grants.

Call the DHS Customer Service Center at **1-877-395-8930**. Once open, you can also call LIHEAP at **1-866-857-7095**.

Visit: **<https://www.pa.gov/agencies/dhs/resources/liheap.html>**

Need more help?

Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**. We can help connect you to resources.



Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered.

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Keystone First

www.keystonefirstpa.com



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

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, 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 **1-800-521-6860 (TTY 1-800-684-5505)** 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 **1-800-521-6860 (TTY 1-800-684-5505)** 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 **1-800-521-6860** (文本电话 **1-800-684-5505**) 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।
1-800-521-6860 (TTY 1-800-684-5505) 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 **1-800-521-6860 (TTY 1-800-684-5505)** 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 مجانًا. اتصل على الرقم **1-800-521-6860 (TTY 1-800-684-5505)** 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 **1-800-521-6860 (TTY 1-800-684-5505)** 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 **1-800-521-6860 (Người khuyết tật 1-800-684-5505)** hoặc trao đổi với người cung cấp dịch vụ của bạn.

Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером **1-800-521-6860 (TTY 1-800-684-5505)** 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 **1-800-521-6860 (TTY 1-800-684-5505)** 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 **1-800-521-6860 (TTY 1-800-684-5505)** 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। **1-800-521-6860 (TTY 1-800-684-5505)** 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 **1-800-521-6860 (TTY 1-800-684-5505)** ou parlez à votre fournisseur.

Cambodian

សូមយកចិត្តទុកដាក់: ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ **1-800-521-6860 (TTY 1-800-684-5505)** 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. **1-800-521-6860 (TTY 1-800-684-5505)**번으로 전화하거나 서비스 제공업체에 문의하십시오.

Gujarati

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