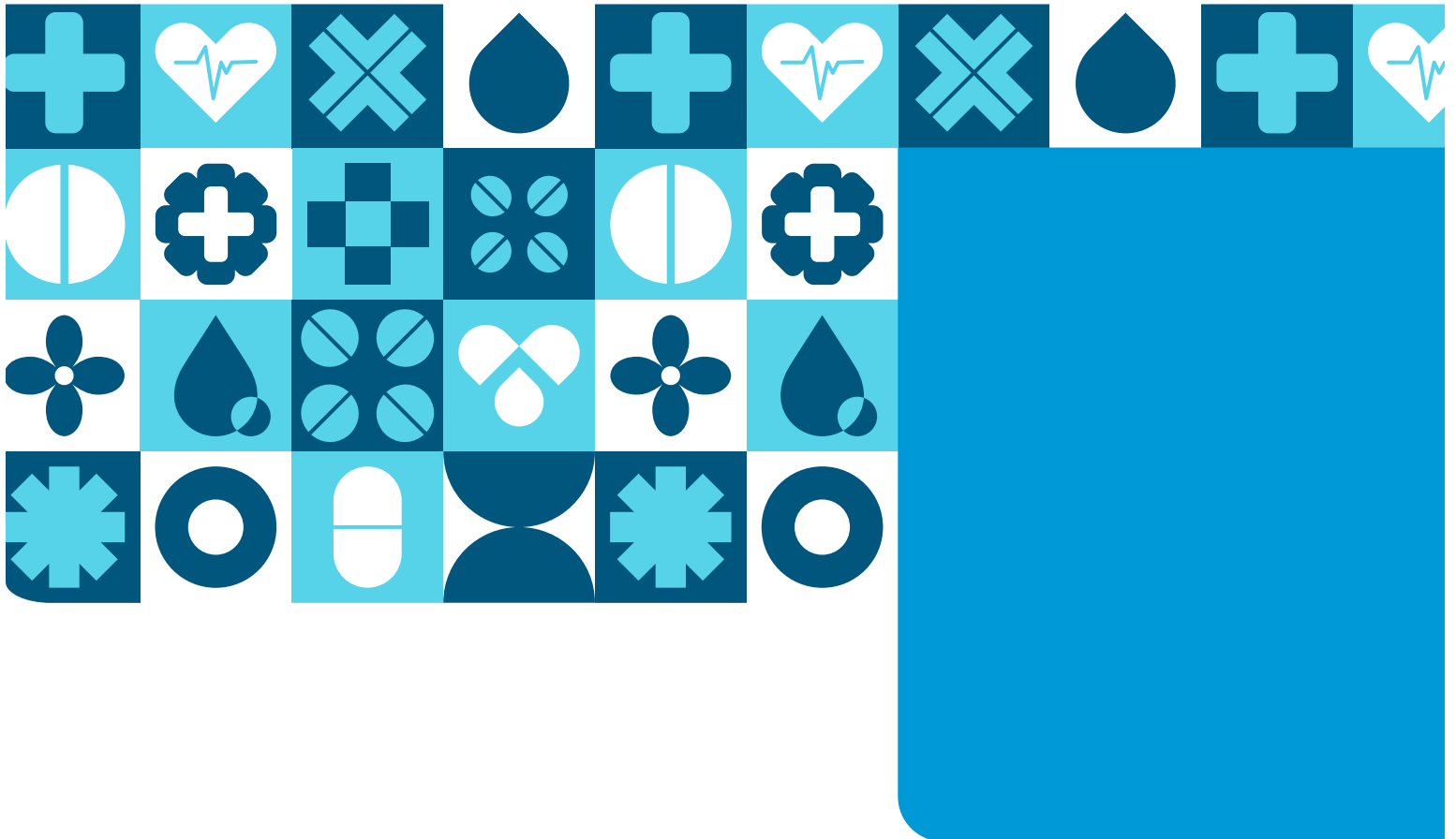


GET CARE, STAY WELL

A newsletter for members
of Keystone First



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.



Keystone First

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

www.keystonefirstpa.com

Healthy Families, Safe Communities: 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 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

Children who are food insecure are more likely to miss school, more likely to have to repeat a grade in school, and more likely to need special education.

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.

Keystone First Member Newsletter

Where do I go for help?

Please go to www.feedingpa.org or www.pa-navigate.org to find information on:

- Food banks in your area
- Nutrition assistance programs like the Women, Infants, and Children (WIC) program and the Supplemental Nutrition Assistance Program (SNAP)
- And much more!

You can also call the Enhanced Member Support Unit at **1-800-573-4100 (TTY 711)** for help finding resources.

Sources:

www.ers.usda.gov

www.cdc.gov

www.ncbi.nlm.nih.gov

www.thehungercoalition.org

www.cap4kids.org

Support spotlight

Information to support healthy relationships

Many people use phones, computers, and apps to help manage their health. They can schedule doctor appointments online or send messages to their healthcare team. They track moods, sleep, or periods. These tools make getting care easier and more convenient. For survivors of domestic violence these tools can increase danger.

Some abusive partners may:

- Check a survivor's phone or device
- Read messages from doctors
- Log into patient portals and see test results, prescriptions, or appointment details
- Access information about mental health, substance use, or body changes
- See reminders for appointments or medication

Healthcare providers and domestic violence advocates can help survivors use digital tools safely:

- Providers can mark notes as confidential
- Providers should routinely review who they can share information with
- Advocates can help survivors talk with their providers
- Advocates may be able to offer a different way to use digital health tools

Families and friends of survivors can also help by understanding digital health safety. Knowing how digital tools store and share information can help them support survivors.

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

Keystone First Member Newsletter

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.

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 > **Find a Doctor, Medicine, or Pharmacy**. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

Care focused on you

What is a patient-centered medical home?

A patient-centered medical home (PCMH) is not actually one place or a home. It is a model of care (a certain way of giving care) that doctors can use when they see patients. Keystone First encourages the doctors in our network to use this model of care.

What does this model of care look like?

A doctor that uses the PCMH model of care:

- Oversees all of your health, including:
 - Physical and behavioral health
 - Acute and chronic conditions
- Listens to the wants and needs of you and your family
- Uses technology to:
 - Keep your health information private

- Track and help improve your care
- Has a Community-Based Care Management Team that will:
 - Create a care plan if you have a complex chronic condition
 - Connect you to community resources

A chronic condition is an illness that lasts a very long time. It usually cannot be cured completely. A complex chronic condition usually requires treatment from more than one doctor. Talk with your doctor to see if you have a complex chronic condition.

To find a doctor in the Keystone First network, go to www.keystonefirstpa.com and click **Find a Doctor, Medicine, or Pharmacy**.

We need your help!

Members can help Keystone First 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 the Fraud Tip Hotline at **1-866-833-9718 (TTY 711)** 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 has a team that works hard to identify and prevent fraud, waste, and abuse. But we still need all members to report possible fraud, waste, and abuse.

Call the Fraud Tip Hotline at **1-866-833-9718 (TTY 711)**. You can remain anonymous at all times.

Don't lose your benefits!

In order to have Keystone First as your health plan, you need to stay eligible for Medical Assistance. You may get paperwork or a phone call from the Pennsylvania Department of Human Services (DHS) about completing paperwork about your Medical Assistance eligibility. It is important that you follow instructions.

If you have questions about any paperwork you get, call the Customer Service Center at **1-877-395-8930** or **215-560-7226** in Philadelphia. Members can also complete their renewal by phone by calling the PA Consumer Service Center for Healthcare Coverage at **1-866-550-4355**.

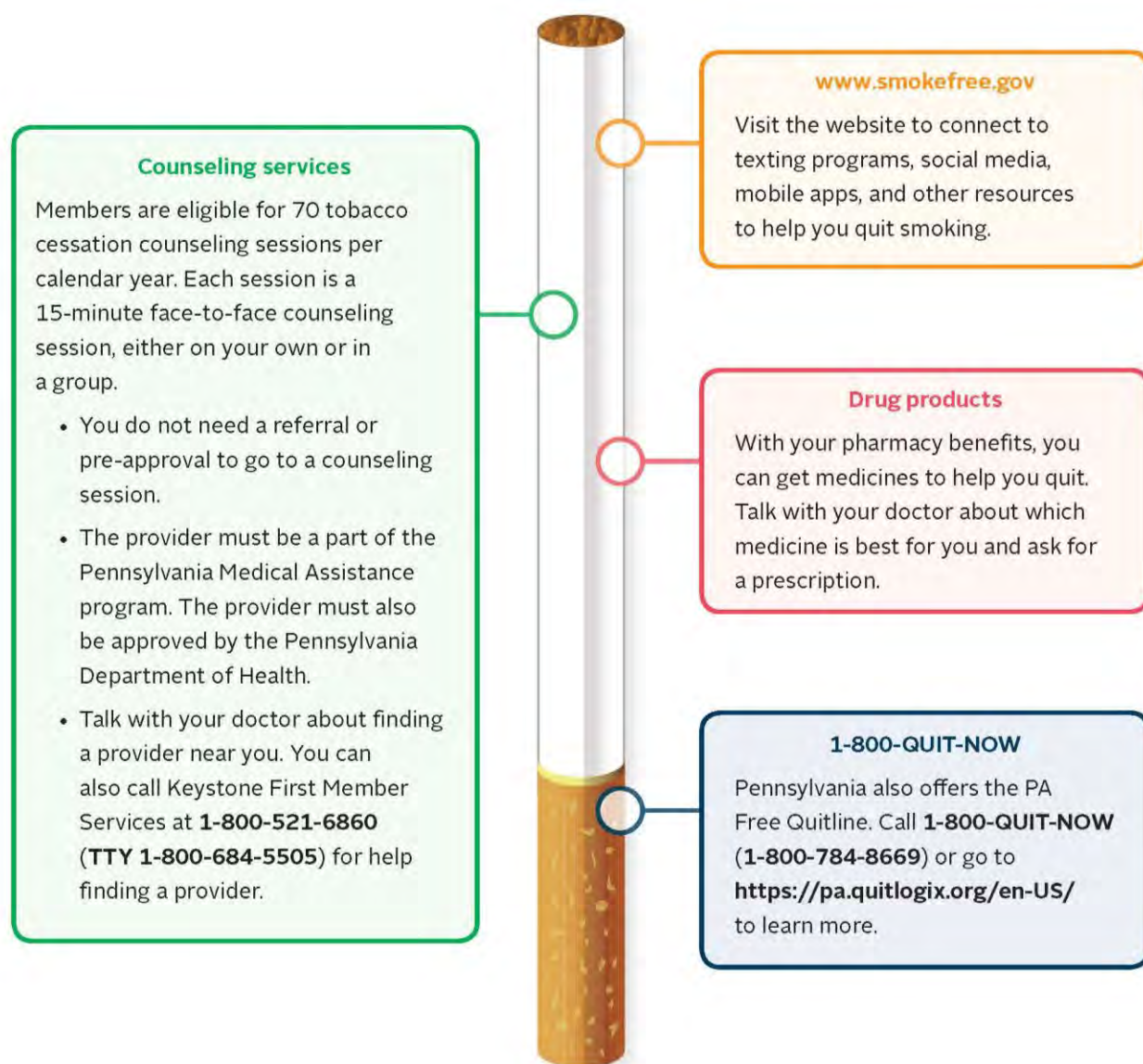
Don't lose your benefits because mail went to the wrong address. Make sure your contact information is correct! Use www.compass.dhs.pa.gov to update your information and sign up for

Keystone First Member Newsletter

e-communications. If you do not have access to the internet, you can call the Customer Service Center at **1-877-395-8930** or **215-560-7226** in Philadelphia.

Now is the time to quit

If you smoke or use tobacco products, now is the time to quit. We can help. For information on the Keystone First Tobacco Cessation Program, visit www.keystonefirstpa.com > **Members > Programs > Quit smoking**. Pennsylvania also offers the PA Free Quitline. **Call 1-800-QUIT-NOW (1-800-784-8669)** or go to <https://www.health.pa.gov/topics/programs/tobacco/pages/quitline.aspx> to learn more.



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. If you have questions about your teeth, talk with your dentist. To find a dentist, visit www.keystonefirstpa.com and click **Find a Doctor, Medicine, or Pharmacy**, or call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

Family planning

Did you know that it is important to wait for some time between pregnancies for the health of you and your baby?

Having a family means lots of changes. How do you know if now is the right time?

If you are thinking of having a family or adding to your family, here are some questions to ask yourself:

- Am I ready to spend less time focusing on myself to care for a baby?
- Am I ready to financially support a child?
- Am I healthy enough to have a baby?
- I just had a baby. Is my body ready to have another one?

Talk with your doctor if you have health questions about family planning. Your doctor can help you decide what's best for you. If you just had a baby, your postpartum visit is a great time to talk with your doctor about family planning.

Members can go to any doctor or clinic for family planning services. This includes doctors and clinics not part of the Keystone First network. You do not need to see your primary care provider (PCP) first.

Still have questions or need more information? Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**. You can also call Bright Start® at **1-800-521-6867 (TTY 711)**.

Chlamydia testing

Chlamydia is one of the most common sexually transmitted infections. The Centers for Disease Control and Prevention (CDC) reported 1.5 million cases in 2024. Chlamydia does not always cause symptoms, but it can still lead to serious health problems like infertility in people of any gender. It is important to be tested for chlamydia so that it can be treated and cured. Here are some quick facts about chlamydia:

- Chlamydia can infect the vagina, penis, rectum or throat through sexual contact.
- The only way to prevent chlamydia is to not have sex. Ways to lower the risk of being infected with chlamydia are using a condom with each sexual encounter, and to have 1 monogamous sexual partner who has been tested for chlamydia.
- According to the CDC, people who are sexually active, especially women under 25 years old, should be tested for chlamydia.
- Chlamydia testing can be completed with a urine sample or a vaginal swab. You can also ask your doctor for a vaginal swab self-collection kit.

Keystone First Member Newsletter

- Chlamydia can be treated and cured with medicine.

Help stop the spread of sexually transmitted infections. Talk to your doctor about getting tested for chlamydia.

Important cancer screenings

There are several important cancer screenings that help find cancer early, when it is easier to treat. Talk with your doctor about what screenings you should get. Here are some examples:

Breast cancer screening

A mammogram is an X-ray of the breast. Women ages 50 to 74 should have a mammogram every 2 years.

Cervical cancer screening

A Pap test and HPV test can find cell changes before they turn into cancer. Women ages 21 to 64 should get a Pap test at least every 3 years. From ages 30 to 64, your doctor may offer a Pap and HPV test together every 5 years.

Colorectal cancer screening

All people ages 45 to 75 should be screened for colorectal (colon) cancer. Screening choices may include a stool test every year, a colonoscopy every 10 years, or other tests your doctor may suggest. These tests can find small growths, called polyps, and remove them before they become cancer.

If you have questions about cancer screenings, talk to your doctor. If you need help finding a doctor, call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

Source: www.CDC.gov

Appointment standards

Keystone First'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 for routine care more than 30 minutes, or no more than up to one (1) hour when 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.

Keystone First Member Newsletter

- 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 learning you are pregnant.
 - In your second trimester, your provider must see you within 5 business days of Keystone First learning you are pregnant.
 - In your third trimester, your provider must see you within 4 business days of Keystone First learning you are pregnant.
 - Have a high-risk pregnancy, your provider must see you within 24 hours of Keystone First learning you are pregnant.

Opioid use disorder treatment options

Substance use disorder (SUD) is a disease where you continue using a substance (drug or alcohol) even when it causes you big problems. When the substance is an opioid, this is called opioid use disorder (OUD).

OUD is treatable and recovery is possible. Different treatment options exist for OUD. The best treatment can be different for each person.

There are medicines that can help treat OUD. The medicines may help with cravings or withdrawal (symptoms when you stop using a substance). To learn more about medicines that treat OUD, visit <https://www.cdc.gov/overdose-prevention/treatment/opioid-addiction.html>.

It's important to take your medicine as prescribed. Don't stop or discontinue a medicine until you talk with your doctor.

If you have an OUD, 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)**.

Counseling can also help treat OUD and can be used at the same time as the medicine. If you need help getting treatment, call the behavioral health treatment contact number for your county.

Keystone First Member Newsletter

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.

For more help with treatment, contact your local Center of Excellence (COE). You can learn more and find the contact number for your local COE at <https://www.pa.gov/agencies/dhs/resources/mental-health-substance-use-disorder/substance-use-disorder/centers-of-excellence#find>.

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

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.keystonefirstpa.com > **Members > Member rights, responsibilities, and privacy > Notice of Privacy Practices.**

If you do not have access to the internet, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** and we can mail you a copy.

If you have questions about how we keep your information safe, please call **1-800-521-6860 (TTY 1-800-684-5505)**.



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 aksesib 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.

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 1-800-521-6860 (TTY: 1-800-684-5505) 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 1-800-521-6860 (TTY: 1-800-684-5505) 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। 1-800-521-6860 (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:한국어를 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

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. 1-800-521-6860 (TTY: 1-800-684-5505) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.