We know that remembering to take your medicine can be hard. But medicine only works when you take it correctly. To stay healthy, take your medicine as your doctor tells you. You are important and every day matters.

Try these tips to help remind you to take your medicine:

- Place your medicine next to something you use or see every day, like your toothbrush, or on the kitchen counter.
- Keep your medicine in a safe place away from children and pets.
- Set a daily alarm on a clock or on your cellphone.
- Download a smartphone medicine reminder app.
- Ask a family member or friend to remind you.
- Use a pillbox so you can take the right medicine at the right time.

Do you have trouble getting to your pharmacy to pick up your medicine on time? Our Rapid Response and Outreach Team can help you get a ride to your pharmacy. Call 1-800-573-4100 to talk to a team member.

Also, some pharmacies deliver at no cost to you. Call your pharmacy to find out more information.

Be sure to ask your doctor if you have a question or have trouble remembering to take your medicine.
Do You Need a Ride To Your Doctor or Dental Appointment?

There is a program available to assist you with these needs called the Medical Assistance Transportation Program (MATP). MATP is available for all people on Medical Assistance. It will provide public transportation, mileage reimbursement, or paratransit services for covered appointments.

Please contact your county’s MATP to get more information and apply today for this service. (In some areas, it can take up to 2 weeks for MATP to start giving you rides.)

To find county phone numbers, please go to http://matp.pa.gov.

Once you are enrolled in MATP:
- Call as soon as possible to schedule a ride to your doctor’s visit.
- Carry your Pennsylvania ACCESS card—the driver needs to check it every time.

If you need assistance with signing up for MATP, the Rapid Response and Outreach Team is here to help! Please call 1-800-573-4100.

If you do not speak English, Keystone First is here to help! We have representatives who speak languages other than English.

When you visit your health care providers, if you need an interpreter, ask your provider to get an interpreter. If your doctor is unable to arrange for an interpreter in your preferred language, please call Member Services. We will need at least 2 days notice to arrange an interpreter for you.

Note: Family and friends should not be used for interpretation services unless you have been advised of your legal rights to an interpreter and still wish to use your family or friends.

Information for YOU!
Visit www.keystonefirstpa.com for information about your health care as a Keystone First member. On this page, you can find information about the following:
- Your Doctor/Primary Care Practitioner (PCP)—how to choose or change a doctor
- Your ID Card
- PCP Referrals and Self-Referrals—steps to get care
- Getting Care from Specialists
- What to Do if You Get a Bill or Statement
- Information in Other Languages or Formats
- We Pay Attention to Your Care—our dedication to quality care for our members
- Questions About Your Medicines
- Help if You Have Special Needs
- It Pays to Stay Healthy—comparing the cost of health care
- Prior Authorizations—steps needed to get care or medicine
- Benefit Limits and Services Not Covered
- Complaints, Grievances and Fair Hearings
- Copayment Schedule
- Summary Notice of Privacy Practices
- For Women—information on services for women

To visit the “Information for You” section to learn more about any of the above topics, please go to the Member Center at www.keystonefirstpa.com or use your smartphone to scan this tag.

Now Is the Time to Get Your Flu Shot

The Centers for Disease Control and Prevention recommends that everyone older than 6 months of age gets a flu shot. It is especially important for people who are at high risk. This includes:
- Children
- Pregnant women
- People with a chronic condition like, asthma, diabetes, or heart disease
- People 65 years of age and older

Children younger than 6 months are at high risk for serious flu illness, but are too young to get the flu shot. People who care for them should get the flu shot instead.

Can I get the flu from the flu shot?
No. You cannot get the flu from the flu shot or nasal spray.

Where can I get a flu shot?
Ask your doctor or pharmacist. Your Primary Care Practitioner (PCP) can give you your flu shot. Most pharmacies can, too.*

What else can I do to stay healthy?
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue away each time.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth.

Flu shots are a Keystone First covered benefit. If you need help finding a doctor or pharmacy where you can get the flu shot, please call Member Services.

*Only members ages 19 and older can get the flu shot at the pharmacy.

Tips for Using Your Health Plan:
Reminders for Language Help

If you do not speak English, Keystone First is here to help! We have representatives who speak languages other than English.

When you visit your health care providers, if you need an interpreter, ask your provider to get an interpreter. If your doctor is unable to arrange for an interpreter in your preferred language, please call Member Services. We will need at least 2 days notice to arrange an interpreter for you.

Note: Family and friends should not be used for interpretation services unless you have been advised of your legal rights to an interpreter and still wish to use your family or friends.
Domestic Abuse in Later Life

Domestic abuse in later life refers to people who are ages 60 and older and are harmed by a dating partner, spouse, adult child, or other family member. Health problems or disabilities may leave an older person less able to get help. Abuse may be physical, emotional, verbal, sexual, or financial.

Abuse in later life can take many forms. It can involve taking away the person’s choices around such things as meals, rest, or activities. It can involve forcing the person to have sex or watch sex. It can involve giving too much or not enough medicine to the person.

An older person who is abused may have:

- Bruises or other marks
- Broken bones or sprains
- Broken eyeglasses or other items that help with seeing, hearing, or walking
- Unpaid bills

Abusers may also:

- Hurt or scare the person
- Keep the person from friends and family
- Blame or make the person feel bad
- Tell at or threaten the person
- Refuse to take the person to a doctor
- Restrain or punish the person

An older person who is abused may not have:

- Enough to eat or the right things to eat
- Proper clothing for the season
- Good hygiene

The person may be sad or afraid. They may not be able to leave the abuse. Leaving may mean losing money or a home. It may mean losing family or health care support. Abuse is never right. Those who report abuse must be taken seriously.

Keeping Active in the Winter Months

Staying active through the colder months helps you cope with holiday stress, beat dreary-day blues, and—most important—keeps you healthy.

There are plenty of fun exercises to do in the winter, such as sledding, ice-skating, skiing, and shoveling snow. However, if you prefer not to brave the cold, you can get just as good a workout in your own HOME!

Help with chores around the house. Laundry, cooking, and cleaning are all tasks that need to be done throughout the week. These will not only keep you moving but also keep the house clean, too.

Open up some floor space to stretch. Stretching is a great way to open up your lungs, as well as relieve muscle tension. Try stretching while talking with a friend on the phone or while reading a book.

Move to the music! Turn on your favorite songs and dance! Dancing is one of the best exercises to do to get your heart pumping while having fun. You can even dance while cooking or washing the dishes.

Exercise is not only done at the gym. There are many types of exercises you can do at home, such as jumping jacks, sit-ups, and push-ups. You can even march while watching TV.

Whichever winter exercise you choose, don’t forget to drink water before, during, and after your workout!
Did you have any risk factors?
A
Strokes don’t run in my family. I don’t have any known risk factors that cause me to have the strokes except for being African-American. Risk factors for a stroke are high blood pressure, diabetes, and heart disease. I have none of these.

Did you have any warning signs before any of your strokes?
A
When I had the first stroke, I had warning signs, which at the time, I didn’t know were warning signs. I experienced blurred vision and numbness on the left side of my body.

It’s so important to know the warning signs because time loss is brain cell loss. With my first stroke, I had t-PA (tissue plasminogen activator). It’s a medicine given to break down the blood clots and helps you to recover from a stroke. The first 3 hours after a stroke are very critical because this medicine can only be given to a candidate within that time frame. This is why it is so important to get to a hospital right away.

During the second and third strokes, my warning signs were numbness in my face and on the left side of my body.

After the second stroke, I began to experience the neurological effects of the stroke which affected my career; the third stroke intensified those effects. I now suffer from vascular dementia. Vascular dementia can cause thinking problems such as short-term memory loss, and trouble speaking.

A Mom, a Student, a Career Woman and a Stroke Survivor

Davida had her first stroke at the age of 30. After her first stroke, she was able to resume her daily life as a mother, student, and an employee. Then Davida had 2 more strokes and began to experience effects on her health.

What is a Stroke?

According to the Centers for Disease Control and Prevention, stroke is the leading cause of death in the United States. On average, 1 American dies from a stroke every 4 minutes.

There are 2 types of stroke:
1. Ischemic stroke is when a blood vessel that carries oxygen to the brain is blocked by a clot.
2. Hemorrhagic stroke is when a blood vessel that carries oxygen to the brain bursts.

When either of these 2 things happen, part of the brain cannot get the blood and oxygen it needs, so it starts to die.

Risk factors:
- Can be changed
  - High blood pressure
  - Smoking
  - Alcohol and drug abuse
  - Poor diet or obesity
  - Not exercising
- Can’t be changed
  - Prior stroke or transient ischemic attack
  - Age (the older you are, the more likely you are to have a stroke)
  - Race and ethnicity (African-Americans are at higher risk)
  - Gender (men are at higher risk than women)
  - Heart disease and diabetes
  - Family history

Warning signs:
- Numbness or weakness in face, arms, or legs
- Confusion or trouble speaking
- Trouble walking
- Blurred vision
- Dizziness
- Severe headaches

For more information on Healthy Thoughts, please go to www.healthythoughtsworld.org.

What do you do to stay healthy?
A
I have always been healthy. I eat right and do some form of exercise.

Being healthy for me is a combination of mind, body, and spirit. I keep God first, I don’t speak of having another stroke, and I stay focused on the positive. I am thankful that He has left me here to help save lives from this devastating disease.

After having 3 strokes, how has your life changed?
A
The strokes have caused me to know and understand my body. With the effects from the stroke, some days I feel fine and some days I’m extremely exhausted. I can take each day as a blessing.

Now, I live my life to the fullest. I respect life and motherhood.

I feel that I was left here to put stroke on the same platform that cancer is on, it is a devastating disease as well. I want everyone to be as informed about strokes, the risk factors, warning signs, etc., as they are about cancer. You are more likely to have a stroke than you are to be diagnosed with cancer.

Do you have any advice for other stroke survivors or those who have risk factors for stroke?
A
1. Those that have risk factors: Find a doctor you can be open and honest with. Talk to your doctor and really understand the connection between the risk factors (diabetes, high blood pressure, etc.) and stroke. Find out how and why it is so important to take care of the risk factors.

2. Stroke survivors: Don’t give up emotionally or physically, no matter what effects the stroke has had on you. Understand that there are so many variations of stroke and you can achieve whatever goals you want no matter the effects. Don’t get discouraged, YOU have already won the biggest fight, being a survivor of a stroke. May His blessings be upon you!

Davida now runs her own organization called Healthy Thoughts. Healthy Thoughts promotes stroke awareness along with health awareness in general. It also supports stroke survivors and their families.

For more information on Healthy Thoughts, please go to www.healthythoughtsworld.org.
Pregnancy in the Picture?

If you are thinking of becoming pregnant or as soon as you are pregnant, let your provider know. If you do not have a provider, call Keystone First. We can help you find a provider for prenatal care.

When should I see my provider?
- Once every 4 weeks until 32 weeks
- Every 2 to 3 weeks until 36 weeks
- Weekly from 37 weeks until delivery
- You may need to see your doctor more if you are having problems.

Your provider will help keep you and your baby healthy. Make sure you keep all of your appointments.

When you are pregnant, everything you do affects your unborn baby.

To have a healthy pregnancy, you should also:
- Take a multivitamin with folic acid.
- Drink at least 6 to 8 glasses of water, juice, or milk a day.
- Eat 3 meals a day and healthy snacks to help your baby grow properly.

If you smoke—STOP! Smoking increases your risk of having problems with your pregnancy. This includes delivering too early or having a baby that is too small.
- Don’t drink alcohol or take illegal drugs.
- Get some exercise, as long as your provider approves. Walking is a great option.
- Get plenty of rest.

Call Bright Start® at 1-800-521-6867 if you have any questions. We are here to help you!

Formulary Update

The following drugs have been added to the Keystone First formulary:

<table>
<thead>
<tr>
<th>DRUG</th>
<th>USED FOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flu Vaccines (2013–2014)</td>
<td>Flu Vaccines for upcoming season</td>
</tr>
<tr>
<td>Creon Capsule (36,000 USP units, 114,000 USP units, 180,000 USP units)</td>
<td>Replaces digestive enzymes in the pancreas</td>
</tr>
<tr>
<td>Dextroamphetamine + Amphetamine Mixed Salts (generic Adderall XR)</td>
<td>Treats attention deficit hyperactivity disorder (ADHD)</td>
</tr>
</tbody>
</table>

Pharmacy Benefits

Adult Keystone First members 21 and older can get up to 6 prescriptions each month. In some cases, Keystone First can approve more than 6 prescriptions. This is called a benefit limit exception. The list of benefit limit exceptions (BLEs) has been revised to include:
- Chronic kidney disease medicines
- Gout medicines
- Statins for plaque stabilization (high cholesterol)
- Vaccines

For the full list of medicines added to the exceptions list, please visit the Member Center at www.keystonefirstspa.com. Then click on “Pharmacy.” You can also call Member Services or use your smartphone to snap this tag.

The Centers for Disease Control and Prevention recommends the Tdap shot for all pregnant women. This helps prevent your baby from getting whooping cough (pertussis), tetanus, and diphtheria. Talk to your provider about getting this shot.