

GET CARE, STAY WELL

A newsletter
for members of
Keystone First



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**It's important to
be smart about
antibiotics!**

Learn more on
page 4.



Keystone First



Important steps to a healthy mind

There are many parts to being healthy. Your mind is a big part of this. This is also called your mental or behavioral health. Your mind can affect your body. For example, if you are often happy or often sad, or you feel calm or feel anxious, these feelings can have an effect on your body. Both positive and negative feelings affect your body.

At Keystone First, we want to help you get the best care possible for your mind and body. If you think you need behavioral health services, we can help!

Steps you can take to get the behavioral health services available to you:

- Talk to your primary care practitioner (PCP). Your PCP is your medical home and can help connect you to care.
- Call your behavioral health insurance company. This is based on the county where you live.
- Call the Keystone First Rapid Response team at **1-800-573-4100 (TTY 711)**. Keystone First can help coordinate your behavioral health and physical health.

Behavioral health treatment contact numbers

Bucks.....	1-877-769-9784
Chester.....	1-866-622-4228
Delaware.....	1-888-207-2911
Montgomery.....	1-877-769-9782
Philadelphia.....	1-888-545-2600



Learn more about our special health programs

Keystone First has programs to help you stay healthy. If you have one of the health care conditions listed here, you may be able to participate in one of our special programs.

- Asthma.
- Chronic obstructive pulmonary disease (COPD).
- Diabetes.
- Heart disease.
- Hemophilia.
- HIV/AIDS.
- Sickle cell anemia.

These programs are interactive, which means we work with you directly. Visit www.keystonefirstpa.com > **Members > Programs > Special health programs - Care coordination**. Here you can learn more about:

- Who is eligible to participate.
- How to use program services.
- How to join or leave the program.



Transgender Health and Abuse

Abuse can happen to anyone. One in four transgender people face abuse from a partner. One in two have been sexually assaulted at some point in their lives. Trans women and transgender people of color face higher risk. Many transgender people do not seek help for health issues or abuse because they do not feel safe.

Transgender people may not get the care they need because they feel like they cannot trust their doctor. Many doctors do not know the best way to work with a transgender patient. Some doctors will not work with people who are transgender. Often, transgender patients have to teach doctors about their needs, and that can be very frustrating.

Transgender people may have trauma from abuse and not feel safe asking for counseling. Health care may not cover things that they need, like trauma counseling or hormone therapy. They may not get screenings for STIs or other health issues. Keystone First covers hormone therapy. To discuss your coverage, please contact Member Services at **1-800-521-6860**

(TTY **1-800-684-5505**). All of these things put transgender people at high risk for many serious health issues such as:

- Sexually transmitted infections
- Substance abuse
- Mental Health Issues
- Intimate Partner and Sexual Violence

There are resources that can help transgender people get the help they need. The websites below can link transgender patients with help. Please also check for local support in your area for transgender health care needs.

<http://transcentralpa.org/>

<https://forge-forward.org/>

<https://transequality.org/>

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

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.



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)**.

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.

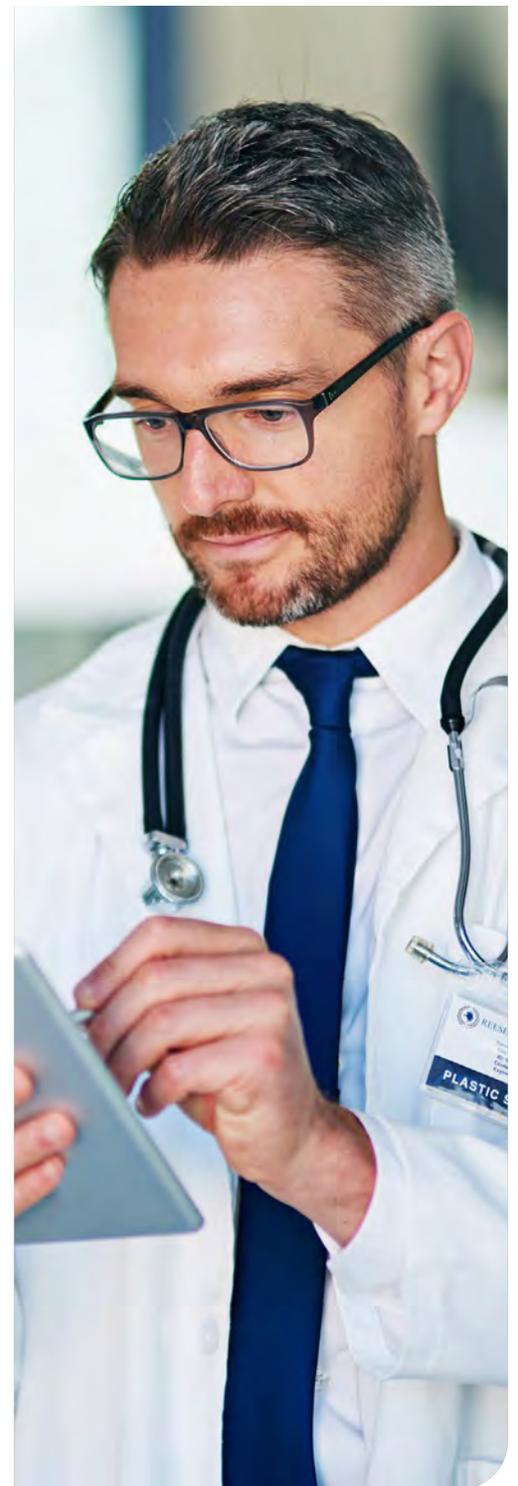
What does this model of care look like?

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.**



Family planning

Did you know that it is important to wait a period of 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:

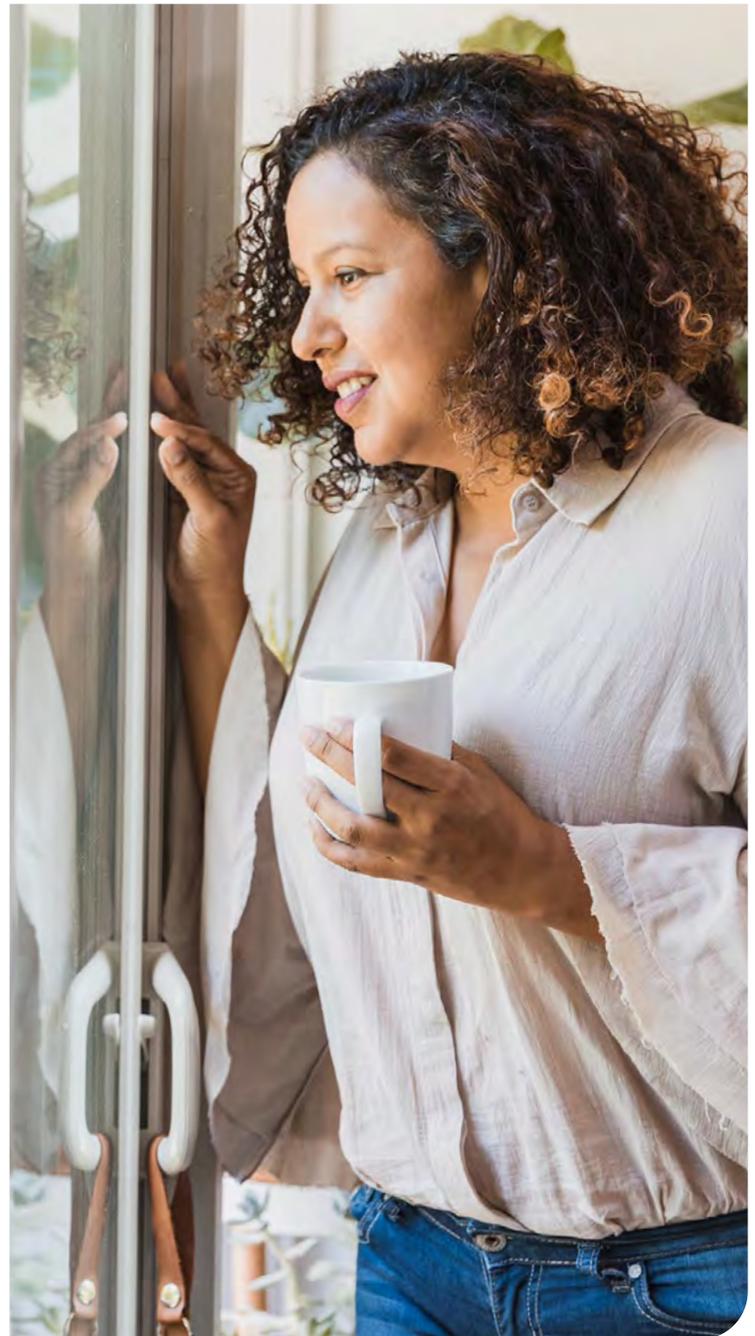
- Am I ready to spend less time focusing on myself to care for a baby?
- Am I ready to financially support a child?
- Am I healthy enough to have a baby?
- I just had a baby. Is my body ready to have another one?

Talk with your doctor if you have health questions about family planning. Your doctor can help you make a plan that'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 practitioner (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)**.



Connect with us on social media

Keystone First is now on Facebook, Twitter, Instagram, and LinkedIn! Follow @KeystoneFirst on these platforms to connect with us.



<https://www.facebook.com/Keystone-First-10151696204555>



<https://twitter.com/KeystoneFirst>



<https://www.instagram.com/keystonefirst/>



<https://www.linkedin.com/company/keystone-first/?viewAsMember=true>

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://pa.quitlogix.org/en-US/> to learn more.



Counseling services

Members are eligible for 70 tobacco cessation counseling sessions per calendar year. Each session is a 15-minute face-to-face counseling session, either on your own or in a group.

- You do not need a referral or pre-approval to go to a counseling session.
- The provider must be a part of the Pennsylvania Medical Assistance program. The provider must also be approved by the Pennsylvania Department of Health.
- Talk with your doctor about finding a provider near you. You can also call Keystone First Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for help finding a provider.

www.smokefree.gov

Visit the website to connect to texting programs, social media, mobile apps, and other resources to help you quit smoking.

Drug products

With your pharmacy benefits, you can get medicines to help you quit. Talk with your doctor about which medicine is best for you and ask for a prescription.

1-800-QUIT-NOW

Pennsylvania also offers the PA Free Quitline. Call **1-800-QUIT-NOW (1-800-784-8669)** or go to <https://pa.quitlogix.org/en-US/> to learn more.



Get the most out of your dental appointments

We want you to get the most out of your dentist visits. Here is a checklist of ways you can help make sure that happens:

- ✓ Be on time for your appointment.
- ✓ Have a list of your questions ready to ask the dentist.
- ✓ Treat your dentist and the office staff with respect.
- ✓ Respect other patients.
- ✓ Be honest with your dentist. Your dentist wants to help you stay healthy.

Your dental team is ready to focus on your care when you arrive. **Can't make your appointment? Let your dentist's office know.** This lets them reschedule your appointment and use the time for another patient who needs care.

Use these tips to help make all of your dentist appointments successful!



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 Keystone First 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.

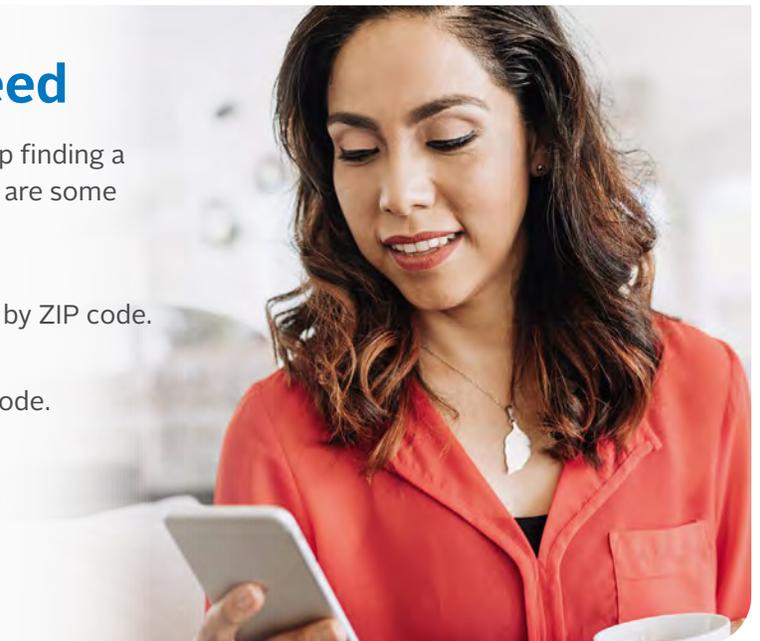
Call the Fraud Tip Hotline at **1-866-833-9718 (TTY 711)**. You can remain anonymous at all times.

Finding the resources you need

Are you looking for resources in your area? Do you need help finding a food pantry, shelter, or another service that is nearby? Here are some ways you can get help finding what you need:

- **211**
Dial 2-1-1 or visit www.211.org to find resources listed by ZIP code.
- **Findhelp.org**
Visit www.findhelp.org to find resources listed by ZIP code.

If you do not have access to the internet, you can also call our Member Services department at **1-800-521-6860 (TTY 1-800-684-5505)**. Member Services is available 24 hours a day, 7 days a week.





Coverage by Vista Health Plan,
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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: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, 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).**

Keystone First
200 Stevens Drive
Philadelphia, PA 19113



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