

GET CARE, STAY WELL

A newsletter
for members of
Keystone First



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During stressful times, it's important to take care of yourself and your mental health. Learn more about how to manage stress on page 8.



Keystone First

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. 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.* Talk with your pharmacist to see if you need a prescription from your doctor to get the flu shot or nasal flu vaccine. 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.



Your opinion counts

Keystone First uses the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 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.
- How happy you are with us.
- What we need to work on.

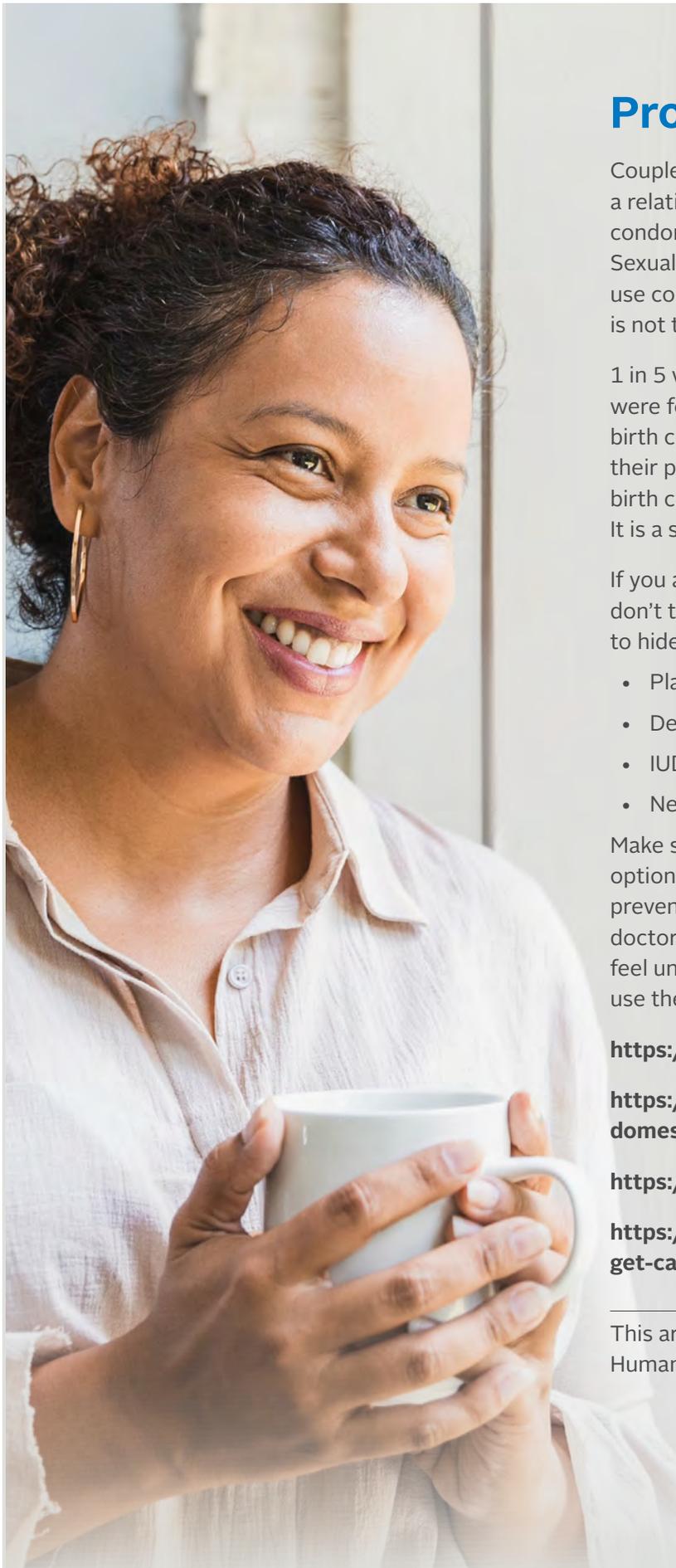
If you were part of the survey, we thank you for your time. Some of the areas that were rated high were:

- Coordination of Care
- Smoking Advice
- Getting Care Quickly

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.

We want to hear from you! Don't forget to call your County Assistance Office and let them know of any changes to your address or phone number so you can get the survey.



Protecting Sexual Health

Couples should always feel safe talking about sex. People in a relationship should feel safe asking their partner to use condoms. Using condoms is the best way to prevent a Sexually Transmitted Infection (STI). If a partner refuses to use condoms they are at risk for spreading an STI. If an STI is not treated it can cause serious health problems.

1 in 5 women being abused by a partner report that they were forced to have a baby. Some said their partner hid their birth control pills, or poked holes in condoms. Others said their partner said things to make them feel scared to use birth control. Forcing someone to have a baby is never okay. It is a sign of an unhealthy relationship.

If you are with a partner who wants to have a baby and you don't there are some forms of birth control that are easy to hide.

- Plan B/Emergency contraception
- Depo Provera
- IUD
- Nexplanon

Make sure you talk to your doctor about which birth control option is best for you. Remember that none of these will prevent an STI. If you are worried about STIs talk to your doctor about getting tested. If your partner is making you feel unsafe, or forcing you to have sex before you are ready, use these resources to find help:

<https://pcar.org/help-pa/find-services>

<https://www.pcadv.org/find-help/find-your-local-domestic-violence-program/>

<https://www.loveisrespect.org/for-yourself/contact-us/>

<https://www.plannedparenthood.org/get-care/our-services>

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

Healthy Families, Safe Communities

Gun safety



Kids will be kids!

- Are your children curious?
- If they know there is a present in the house for them, will they look for it?
- Are your children sometimes forgetful?
- Do you often have to remind them to brush their teeth?

If you answered “yes” to any of these questions, we have some tips for you about gun safety. Yes — gun safety!

How often have you talked about gun safety with your child? You don't need to own a gun to talk about gun safety.

Talk to your child about the importance of gun safety and make sure your child knows that real guns are very dangerous.

Here are 4 simple steps to talk about with your child if they see a gun:

1. **Stop.**
2. **Don't touch.**
3. **Leave the room or place where the gun is.**
4. **Tell an adult about the gun right away.**

For more gun safety tips and information, visit www.keystonefirstpa.com > **Members > Programs > Healthy Families, Safe Communities**. For more information on youth violence prevention, visit www.cdc.gov/violenceprevention/youthviolence.

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. There may be changes to the Pennsylvania statewide preferred drug list. For the most up-to-date formulary listings, visit www.keystonefirstpa.com. If you have questions about these changes, you can talk to your doctor or call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.



Every day matters!

The importance of your primary care provider (PCP)

Your PCP is your family doctor, or the doctor you regularly see. Your PCP plays an important role in keeping you healthy. It is important to visit your PCP at least 1 time a year.

Your PCP can help:

- Answer questions you have about your health.
- Explain your medicines and how to use them.
- Put you in touch with other providers for care, if needed.
- Give you information about healthy eating and exercise.
- Give you the tools to live an active life.

If you do not have a PCP, we can help you find one! The Keystone First Provider Directory allows members to search for a PCP by ZIP code or name. You can also find out information about the doctor's office, such as:

- Languages spoken.
- Hours.
- Age limits.
- Taking new patients.

To view the Provider Directory, go to www.keystonefirstpa.com and click **Find a Doctor, Medicine, or Pharmacy**. If you do not have access to the internet and would like a hard copy of the Provider Directory mailed to you, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.



Congratulations to our Children's Art Program first place winners!

Zayanna



Antonina



Dion



The theme for 2021 was:
Who is your health hero?

Be on the lookout for the 2022 Children's Art Program theme and application.



The holidays are coming — it's time to plan ahead

For someone with diabetes, the holidays require special planning. The focus on food can make it hard to keep your diabetes under control. But with a little planning, you can be ready for the holiday season. Here are some tips to help you prepare:

Plan ahead. Know what food will be served at the party and try to decide ahead of time what you'll eat. This will help you fit the food into your meal plan.

Think about the time of the meal. You may need to adjust your meal plan if the largest meal of the day is earlier than usual.

Focus on the people, not the food. Holidays are times to be with the ones you love. Try to focus on spending time with your friends and family instead of focusing on the food.

Think about your drink. Many drinks have lots of sugar, including alcoholic drinks. Try to stick with water.

Bring a dish. Offer to bring your favorite dish to the party. This way, you'll know there will be something for you to eat that fits into your meal plan.

Keep active. The holidays can make your life extra busy, but it is important to plan time to exercise. Talk with your doctor about which exercises are right for you. Exercise may help keep your diabetes under control. A brisk walk for 30 minutes will do.

Test your blood sugar. Be sure to monitor your blood sugar as your doctor tells you.

Take your medicine. Follow your doctor's instructions for exactly how and when to take your medicine.

Be sure to talk with your doctor about how your holiday plans might affect your diabetes and how you can manage it. Remember, Keystone First also has nurses available 24 hours a day, 7 days a week, to answer questions about your diabetes when your doctor is not available. You can reach the Nurse Call Line at **1-866-431-1514 (TTY 711)**.



3 steps to a healthy mouth when you have special needs

Taking care of your mouth is an important part of staying healthy. But, going to the dentist and taking care of your mouth at home can be hard if you have special needs. Here are 3 things you can do to help keep your mouth healthy when you have special needs.

1. Find a dentist that best meets your needs. Here are some questions to ask the dentist to help make sure they can best meet your needs.

- Does the dentist have experience or training treating patients with needs similar to any special needs you may have?
- Does the office have accessible entrances?

If you need help finding a dentist, call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

2. Plan for your visit.

- Let your dentist know about your special needs.
- Write down a list of any questions you want to ask the dentist. Take the list to the appointment with you.
- Ask your dentist if there is any paperwork you can fill out before the appointment.
- Make an appointment during the time of day that works best for you.
- Set up any transportation you may need. If you need help setting up transportation, call the Keystone First Rapid Response team at **1-844-201-6794 (TTY 711)**.

3. Take care of your mouth.

- **Visit your dentist.** You should have a dental checkup at least 2 times a year.

Regular checkups will help spot small problems before they become big ones.

- **Brush your teeth at least 2 times a day and floss every day.** Regular brushing and flossing help keep bacteria away, which helps keep your teeth and gums strong and healthy. Talk with your dentist about how often you should brush and floss. Ask your dentist for tips on how you can best brush and floss.
- **Use a mouthwash and toothpaste that have fluoride.** Fluoride helps to:
 - Prevent gum disease.
 - Reduce sensitivity.
 - Protect teeth from decay.
- **Keep your mouth moist.** Saliva helps protect your mouth from gum disease and tooth decay. Drink plenty of water to increase your saliva.
- **Eat healthy.**
 - **Try to eat** fresh fruits, fresh vegetables, and lean protein like chicken, beans, and fish.
 - **Try not to eat** sticky foods, hard candies, desserts, and sugar, including brown sugar, honey, and even molasses.

Talk with your dentist if you are having a hard time taking care of your mouth. Your dentist can give tips and suggestions on what you can do to help keep your mouth clean and healthy.

Have questions or need more information? Please call **1-800-573-4100 (TTY 711)**.



When life gets stressful

Sometimes you may feel like there is a lot going on in life, and much of it is out of your control. During these times, you probably feel stressed.

According to the CDC, stress can cause you to feel more frustration and anger than normal. Feelings of sadness and anxiety are also common when you are stressed.

All of this can affect your mental health. It's important to know steps you can take to manage stress and how to get help if you need it.

Steps you can take when you feel stressed:

- Take a break from what you are doing and take deep breaths.
- Think of ways you can take care of yourself.

- Set up a routine that includes healthy meals and exercise if possible.
- Limit the amount of time you spend on social media and watching the news.

The most important step you can take is to ask for help if you need it. You can call the behavioral health treatment contact number for your county that is listed on this page.

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

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 > **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.

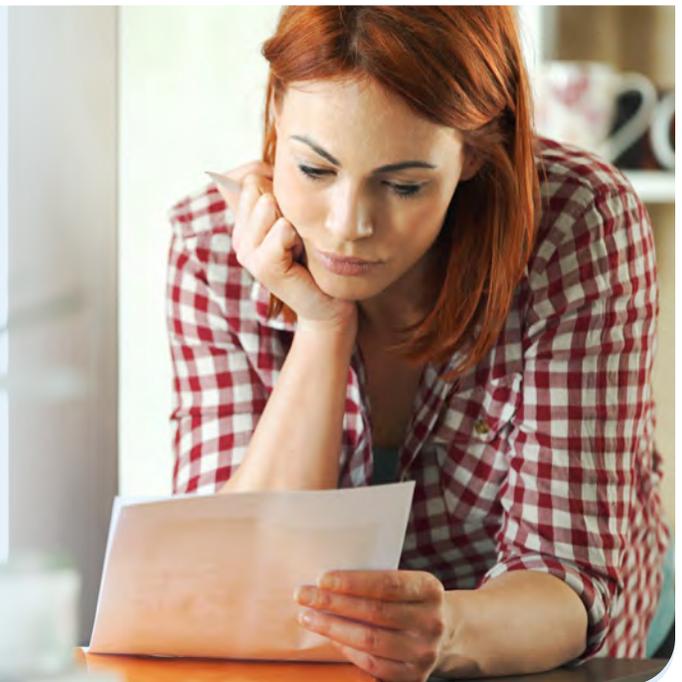
If you have questions about how we keep your information safe, please call 1-800-521-6860 (TTY 1-800-684-5505).



Don't lose your benefits!

In order to have Keystone First as your health plan, you need to stay eligible for Medical Assistance. You will get paperwork or a phone call from the Pennsylvania Department of Human Services (DHS) about renewing your eligibility. It is important that you follow instructions so that your Medical Assistance does not end.

If you have questions about any paperwork you get, call Keystone First Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** or contact your County Assistance Office (CAO). A list of CAOs can be found at <https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx>.





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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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KF_211472463-1 2021-3



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