

**Do you have a patient who could use a helping hand?  
Keystone First's Let Us Know Program can help!**

Keystone First Patients that might be referred to the Let Us Know program are those who are:

- Not showing up for appointments or follow-up care.
- In need of education on proper use of the emergency room.
- In need of behavioral health/drug or alcohol assistance.
- Pregnant and in need of Bright Start® maternity program.
- And any other reason you think a Keystone First patient could use help.

**How can you let us know about members who need intervention?**

1. Contact our Rapid Response and Outreach Team.  
Call 1-800-573-4100 from 8 a.m. until 6:30 p.m.
2. Use the Member Intervention Request Form (sample attached).  
The Member Intervention Request form is available online at  
[www.keystonefirstpa.com](http://www.keystonefirstpa.com)→Provider→Resources→Programs→Let Us Know  
Fax to **1-800-647-5627**.

You will be notified of the outcome after all outreach has been attempted. This will be done based on your selected preference on the Member Intervention Request form or through your conversation with the Rapid Response and Outreach Team.

Fraud, Waste, and Abuse Tip Hotline: 1-866-833-9718, 24 hours a day, seven days a week. Secure and confidential. You may remain anonymous.

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