

GET CARE, STAY WELL

A newsletter
for members of
Keystone First



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Don't delay. Visit your doctor and dentist today!

For everyone in your family:

- Call the doctor now to schedule an annual checkup.
- Make sure to see the dentist 2 times a year for a dental checkup.

Need help finding a doctor or dentist? Visit www.keystonefirstpa.com and click Find a Provider. You can also call us at 1-800-521-6860 (TTY 1-800-684-5505).





Keystone First wants to make sure you get the care you need

Keeping you healthy is our top priority, and we are getting better at it. Keystone First was rated 4 out of 5 in the National Committee for Quality Assurance's (NCQA's) Medicaid Health Insurance Plan Ratings for 2016–2017. This new rating is based on member satisfaction, prevention, and treatment of health conditions.

Soon some members will be getting the 2017 satisfaction survey in the mail. If you get a satisfaction survey, please take a few moments to tell Keystone First how we are doing. The survey takes less than 20 minutes.

We make it easy to get the care you need. Keystone First helps you:

- Find a doctor.
- Make an appointment with your doctor.
- Find care in the community. We attend community events and provide workshops, education, and screenings.
- Answer questions about your health when your doctor is not available. Call our 24/7 Nurse Call Line at **1-866-431-1514 (TTY 711)**. If you are having an emergency, call **911**.

We are here for you 24 hours a day, 7 days a week. Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for help getting the care you need.



Members can help
Keystone First uncover
provider fraud, waste,
and abuse.

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



Domestic Violence and Pregnancy

Abuse may begin or get worse when a woman is pregnant. Data shows that about 324,000 women are abused while pregnant each year. Abuse is never OK. Abuse in pregnancy not only harms the pregnant woman, but also may harm an unborn child.

Women who are pregnant and abused may be:

- Hit in the belly, head or other places on the body
- Forced to give birth with people or in places that are not safe
- Made to work more than is healthy
- Made fun of for weight gain
- Forced to have sex or cheated on during pregnancy
- Denied money for medicine or vitamins
- Denied healthy food or rest
- Not allowed to keep money for maternity clothes or baby items
- Kept from doctors or medical tests
- Forced to use drugs or alcohol
- Told that sad or scary things may happen to her or the baby after birth

Abuse can put the woman at risk for serious health problems. She may be at risk for sexually transmitted infections or future unwanted pregnancies. Her blood pressure may rise too high. She also may bleed from the inside of her body to the point of danger or death for her or the baby.

A baby may be born addicted to drugs or alcohol. A baby may be born too early or small and not be able to breathe or eat on his or her own for a while. The baby may die before being born or have health issues at birth.

You are not responsible for the abuse. Help is available for you and your baby. To find the domestic abuse program nearest you, visit www.pcadv.org and click on Find Help or use the Find Help map on the home page.

- To reach the National Domestic Violence Hotline, call **1-800-799-7233 (TTY 1-800-787-3224)**.
- To reach the National Dating Abuse Hotline, call **1-866-331-9474** or text loveis to **22522**.

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



Every day matters during recovery

Just out of the hospital? You are not alone. We can help you get better.

Be sure you:

- Make a follow-up appointment with your primary care practitioner (PCP) or specialist within 7 days of leaving the hospital.
- Prepare for your appointment by writing down questions to ask.
- Think about whether you will need a ride to your appointment.
- Make a list of names and phone numbers to call when you have questions.
- Follow the directions you received for taking medicines.
- Ask the pharmacist questions. If you can't get your medicines, call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**. You can also call your PCP or specialist.

Have questions or need more information? Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

We have special programs for you

Keystone First has special programs to help you stay healthy. You do not need a referral from your doctor to be a part of any of these programs. If you have 1 of the health care conditions listed here, you can become a part of 1 of our special programs.

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

Call Keystone First Care Management at **1-800-573-4100 (TTY 711)** or go to **www.keystonefirstpa.com** to learn more.



Keystone First Member App: Your health in your hands

Download the Keystone First Member App today and have your health in your hands. The app is available for your iPhone® or Android™ smartphone at no cost to you.*

Keystone First Member App features:

Provider directory

- Find participating Keystone First providers.
- View your PCP's information.
- Call your PCP.

Digital member ID card

- View your Keystone First digital member ID card.
- Fax your Keystone First digital member ID card to a provider.

Medicine cabinet

- See and add your prescription medicines and over-the-counter medicines.
- Learn about your medicine's side effects, dosages, and more.
- Set reminders to help you remember to take your next dose.

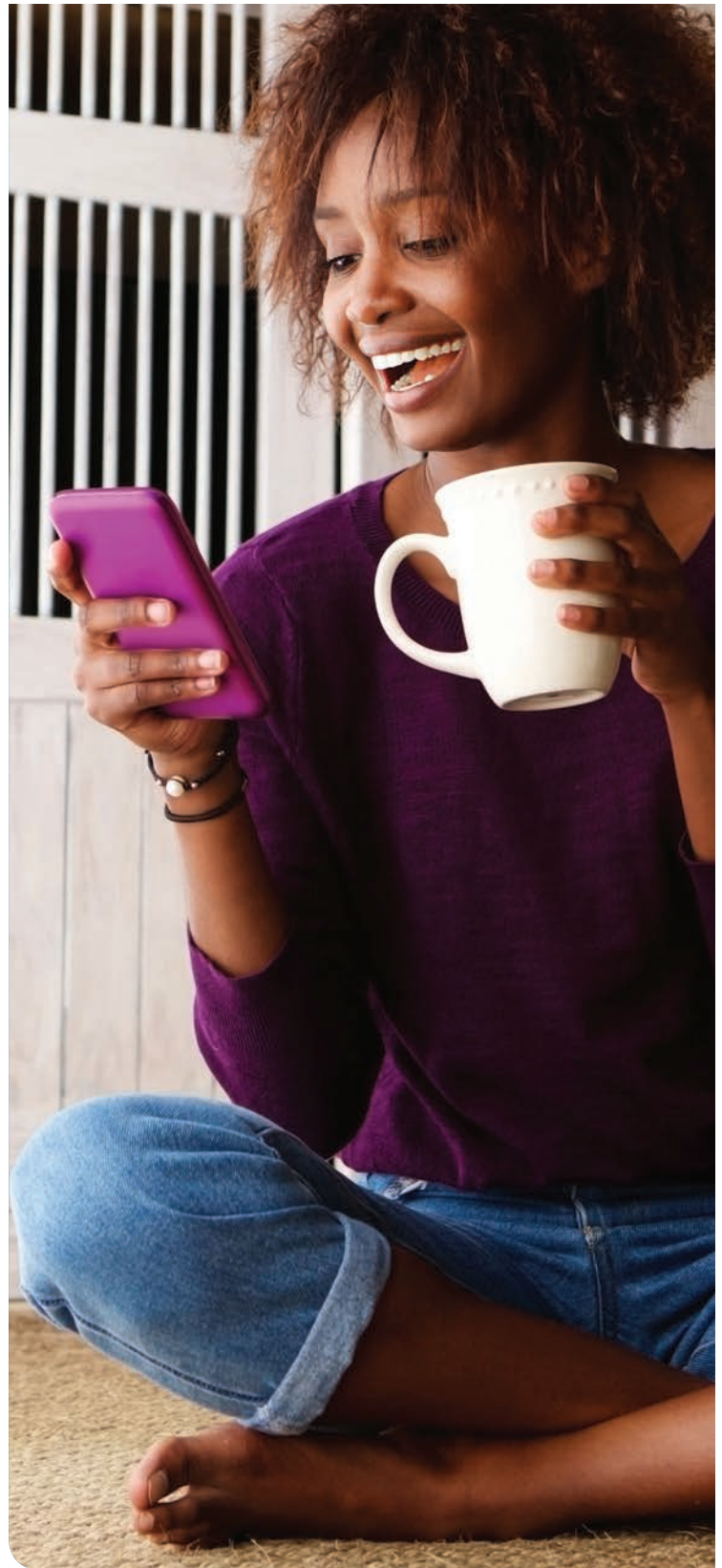
Available in Spanish

- Access the app in Spanish.
- Set your phone's language to Spanish and the app will display Spanish-language text.

* Standard messaging and data fees may apply.

Have questions? Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

Scan the code for your phone to get the Keystone First Member App or visit the Google™ Play or Apple App® Store and search "Keystone First Mobile."



Android phone



Apple iPhone



Tips to help keep your asthma and allergies under control this spring

Spring has sprung. The sun is shining, the trees are in bloom, and the weather is getting warmer. All of this can spell trouble for your asthma and allergies. For many, allergies can be a trigger for asthma. But there are things you can do to keep your asthma and allergies under control this spring.

- If pollen is a trigger for your asthma, stay indoors when pollen levels are highest—between 5 a.m. and 10 a.m.
- Keep your home and car windows closed so pollen cannot blow inside.
- Do not hang your clothing or sheets to dry outside. They may collect pollen.
- Use a dehumidifier, if possible. It helps prevent mold from growing.
- Consider a special allergy filter for your air conditioner.
- Do not mow the lawn or rake leaves. These activities may stir up pollen and mold. Ask someone to help you. If you must do it yourself, wear a dust mask. The mask will keep pollen out of the air that you breathe.
- Take a shower after working outside. This washes away pollen from your hair and skin.
- You can also buy over-the-counter (OTC) medicine for your allergies. Keystone First covers OTC medicine for allergies with a written prescription from your doctor. Ask your doctor which ones are best for you.

Here are some other tips to help keep your asthma under control.

- Work with your doctor to develop an asthma action plan. Know how to use your asthma action plan and when to call your doctor.
- Use your controller inhaler every day or as your doctor tells you. Know how to use a spacer with your inhaler, if you need it.
- Carry your rescue inhaler for when you have symptoms. If you use your rescue inhaler more than 2 times a week, talk to your doctor. This may mean your asthma is not controlled.
- If you have a peak-flow meter, use it every day to check on your asthma, especially when you have symptoms.

Learning to control your asthma and allergies can help you get out and enjoy the beautiful spring weather. Call your doctor if you have any questions about your asthma and allergies.



Important steps to a healthy mind and 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 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 and physical health. We can also help you with the consent form needed to allow us to share your behavioral health information with your providers.

Behavioral health insurance companies:

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

Help lower your child's cancer risk with a few simple shots

Human papillomavirus (HPV) is the most common sexually transmitted disease (STD) among men and women. HPV shots can prevent certain cancers and other diseases caused by HPV.

Who should get the HPV shot?

Boys and girls should get the HPV shot. The HPV shot is given in 3 doses at 11 or 12 years old. Your child's doctor may recommend 2 doses. Talk to your child's doctor about what is best for your child.

How is the HPV shot given?

HPV shots are given in a series of 2 or 3 shots over 6 months. The shots are usually given at ages 11 or 12, but the HPV shots can be given starting at age 9 through age 26. For the best protection against the most dangerous types of HPV, it is very important to get all of the recommended doses long before being exposed to HPV.

Ask about HPV shots during any doctor's visit.

Take advantage of any visit to the doctor — checkups, sick visits, even physicals for sports or school — to ask the doctor about what shots your preteens and teens need. Even if your doctor doesn't mention HPV shots, be sure to ask the doctor or nurse about getting them for your child.

Make an appointment today to protect your child.

1 + 1 = 0!

Your child's FIRST dental visit by his or her FIRST birthday can equal 0 cavities!

Take good care of your child's baby teeth and start his or her dental visits early! Baby teeth will fall out. But until they do, they play an important part in helping your child bite and chew food, and to speak clearly. Here are some things you and your child's dentist may talk about at your child's first dental visit:

- Caring for your infant or toddler's mouth.
- Using fluoride the right way.
- Oral habits, such as finger and thumb sucking.
- Ways to prevent accidents that could damage your child's face and teeth.
- Teething and other developmental milestones.
- Healthy eating and how the right foods can help keep your child's teeth healthy.

Bring any questions or concerns you may have about your child's dental health to his or her first dental visit. After the first visit, your child's dental team will suggest a schedule of follow-up visits. Your child's dental team may include a dental hygienist or dentist. The schedule may vary based on your child's needs and risks. As your child grows, the dental team can help you learn how to prevent common dental problems.



Need help finding a dentist? Visit us on the web at www.keystonefirstpa.com and click Find a Provider. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** to talk to a Member Services representative 24 hours a day, 7 days a week.

Pregnant? Give your baby a smart start.

Text **MOM** to **85886** to join the Keys to Your Care® program.

Join today! We will send you helpful text messages during your pregnancy. You can even earn:

- Gift card for joining.
- Up to 8 gift cards for going to your prenatal doctor visits.
- Sleepsack.
- Magnet.
- Baby's first book.
- Pacifier.
- Portable crib.
- Gift card or diapers for going to your postpartum doctor visit.

Don't have access to texting? Call **1-800-910-2959 (TTY 711)** to join Keys to Your Care.



Formulary

Additions		
Drug	Used for	Updated
One Daily Prenatal Vitamin	Prenatal vitamin	December 2016
Women's Prenatal+DHA	Prenatal vitamin	December 2016
One-A-Day Women's Prenatal 1 with DHA Softgel	Prenatal vitamin	December 2016
Prenatal Chewable Gummy	Prenatal vitamin	December 2016
Prenatal Vitamin + DHA Combo Pack	Prenatal vitamin	December 2016
Prenatal Multi+DHA	Prenatal vitamin	December 2016
Cadeau DHA Softgel	Prenatal vitamin	December 2016
Obstetrix DHA Combo Pack	Prenatal vitamin	December 2016
Complete Natal DHA	Prenatal vitamin	December 2016

Removals			
Drug	Used for	Alternatives	Updated
Atacand	high blood pressure	Cozaar (losartan potassium) or Diovan (valsartan)	February 2017
Atacand HCT	high blood pressure	Hyzaar-HCTZ (losartan/hydrochlorothiazide) or Diovan-HCTZ (valsartan-HCTZ)	February 2017
Exforge	high blood pressure	Cozaar (losartan potassium) plus amlodipine or Diovan (valsartan) plus amlodipine as separate tablets	February 2017
Exforge HCT	high blood pressure	Hyzaar-HCTZ (losartan/hydrochlorothiazide) plus amlodipine or Diovan-HCT (valsartan-HCTZ) plus amlodipine as separate tablets	February 2017
Byetta (exenatide)	diabetes	Victoza (liraglutide) or Trulicity (dulaglutide)	March 2017
Prevacid SoluTab (lansoprazole)	acid reflux	Prilosec suspension (omeprazole), omeprazole capsules, Prevacid 24 Hour, lansoprazole capsules, or Nexium 24 Hour (esomeprazole)	March 2017
Omeprazole magnesium 20 mg OTC capsules	acid reflux	Prilosec suspension (omeprazole), omeprazole capsules, Prevacid 24 Hour, lansoprazole capsules, or Nexium 24 Hour (esomeprazole)	March 2017



WIC Offers Additional New Foods

Yogurt and whole grain pasta have been added to the Pennsylvania WIC Food List beginning Oct. 1, 2016. These items provide WIC participants with an increased variety of healthy food options that provide key nutrients to promote growth and good health.



Yogurt provides an excellent source of protein, calcium and potassium, as well as probiotics which may improve immune system and prevent disease. Yogurt is consumed by a wide variety of cultures and also may be better tolerated than fluid milk for persons with lactose intolerance. WIC participants may purchase a variety of plain or flavored yogurt in 32-ounce containers as listed on the Pennsylvania WIC Food List. Greek yogurt, organic yogurt and yogurts with mix-in ingredients, such as granola, are not allowed. WIC participants can make their own tasty breakfast or snack with yogurt by mixing it with fruit or cereal or using it to replace mayonnaise in dips, dressings and other recipes.



Whole grain pastas provide nutrients such as fiber, B vitamins and magnesium. Eating a variety of whole grains may help to prevent heart disease and constipation and may also help to maintain a healthy weight. WIC participants can use their vouchers to purchase a variety of whole grain breads, tortillas, pastas and cereals.

Here are some suggestions for enjoying whole grain pasta:

- Try different brands and types to see what you like.
- Use whole grain pastas in salads and soups.
- Top whole grain pastas with your favorite sauce.
- Mix whole grain pasta with white pasta to get used to the taste.

A full copy of the Pennsylvania WIC Food list is available at www.pawic.com under the WIC Program tab.



Call **1-800-WIC-WINS** to apply for WIC or get started online at **PAWIC.COM**. PA WIC is funded by the USDA. This institution is an equal opportunity provider.

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



Want the newsletter in Spanish?

You can find the member newsletter in Spanish on our website. Visit the Spanish member center at www.keystonefirstpa.com and click on **Información de enfermedades y la salud** and then **Boletín del miembro**. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** to get a copy.

¿Quiere el boletín informativo en español?

Usted puede encontrar el boletín informativo del miembro en español en nuestro sitio de Internet. Visite el centro para los miembros en español en www.keystonefirstpa.com y haga clic en Información de enfermedades y la salud y luego Boletín del miembro. Para obtener una copia, también puede llamar el departamento de Servicios al Miembro al **1-800-521-6860 (TTY 1-800-684-5505)**.

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.

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)**.

For the full nondiscrimination notice, go to www.keystonefirstpa.com.

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