

# GET CARE, STAY WELL

A newsletter  
for members of  
Keystone First



## Add a visit to the doctor and dentist to your back-to- school checklist

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 dental checkups.

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

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## Quality care for our members

Keystone First has a mission to help people get care, stay well, and build healthy communities.

Our Quality team supports this mission by monitoring the health care and services you and your family get.

The Quality team works behind the scenes, but you can also find us at the front line in your communities. This is one way we help our members stay healthy and get the care they need. Here are some other ways we help our members. The Quality team:

- Reaches out to help you get needed care and health education.
- Creates programs to serve members with special health care needs.
- Surveys members and providers and uses the answers to improve our services.
- Reviews the quality of care and services given by Keystone First providers like medical, dental, vision, and pharmacy.

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To view our 2016 Quality Improvement (QI) program accomplishments and our goals for 2017, please visit the Members section of [www.keystonefirstpa.com](http://www.keystonefirstpa.com) and click **Getting care**, and then click **Quality Improvement (QI) program**.

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If you would like more information but do not have access to the internet, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.





## Prevent tooth decay with 1 easy step

Adding fluoride varnish to your child's dental care is an easy step to help prevent tooth decay (cavities).

### What is fluoride varnish?

Fluoride varnish is a protective covering painted on the top and sides of teeth to keep teeth strong and to help stop cavities.

Is your child under the age of 5? Did you know that many primary care practitioners (PCPs) can apply fluoride varnish to children's teeth? Your child's PCP may apply fluoride varnish up to 4 times a year. Talk with your child's PCP about fluoride varnish at your child's next appointment.

Here are more ways to help keep your child's mouth healthy:

- ✓ Make sure your child sees the dentist at least 2 times a year for dental checkups.
- ✓ Help your child brush his or her teeth 2 times a day and floss at least 1 time a day.
- ✓ Choose healthy foods to keep your child's teeth healthy. Don't give them drinks or foods with a lot of sugar.

### Have questions or need more information?

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

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

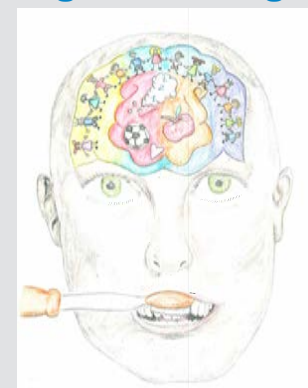
Sherlyn Jara, age 7



Harleen Kaur, age 9



Logan Conard, age 12



The theme for 2017 was **What do you do to have a healthy mind, healthy body, and healthy smile?**

Be on the lookout for the 2018 **Children's Art Program** theme and application.

# But they're prescription drugs. How bad can they be?

Just because a drug or medicine was prescribed by a doctor doesn't mean it's OK for anyone to take at any time. This is drug abuse.

## Why do people abuse prescription drugs?

There are many reasons why people abuse prescription drugs. Some of them could be:

- To feel good or get high.
- To go along with their friends.
- To help them concentrate.
- To see what it feels like.

## What's so bad about abusing prescription drugs?

Your body could have a bad reaction to a medicine you've never taken or in amounts you've never taken. Some of these reactions could be:

- Mood swings or feeling angry.
- Depression.
- Trouble sleeping or staying awake.
- Anxiety.
- Addiction to other drugs.
- Relationship problems with friends or family.

More serious reactions could be:

- Trouble breathing.
- Coma (when you can't wake up).
- Overdose.
- Death.

## How can I safely get rid of medicine that I don't need?

Depending on the kind of medicine, you may be able to dispose of the medicine yourself. But sometimes you need to take it somewhere for special disposal. To find out more, call your local pharmacy. You can also go to [www.disposemy meds.org](http://www.disposemy meds.org) or <https://apps.ddap.pa.gov/GetHelpNow/PillDrop.aspx> for information and locations that take your medicines.

## Do you, a friend, or a family member need help?

If you think that you, a friend, or a family member need help for prescription drug abuse, don't wait until it's too late. Get help now.

### Call 24 hours a day, 7 days a week:

Substance Abuse and Mental Health Services Administration (SAMHSA) National Hotline:

**1-800-662-HELP (4357)**

**TDD: 1-800-487-4889**

For emergencies, call **911**.

### For behavioral health, drug, and alcohol treatment in your county:

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

### Sources:

National Institute on Drug Abuse; National Institutes of Health; U.S. Department of Health and Human Services.

Commonwealth Prevention Alliance for the PA Stop Opiate Abuse Campaign.



# Has your child had a checkup?

Regular well-child checkups are an important part of keeping your child healthy and up to date on immunizations (shots).

During the checkup, your child will be weighed and measured. The doctor will:

- Ask you questions about your child and your family.
- Do a physical examination.
- Check your child's eyes, ears, nose, mouth, and teeth.
- Listen to your child's lungs, heart, and stomach.

Your child may need to get immunizations (shots). Shots help the body fight diseases. Each shot helps fight a different disease.

Make sure your child gets all the shots he or she needs before attending school. The Pennsylvania Department of Health is changing the school immunization regulations in August 2017. This change is to help make sure all children attending school stay healthy.

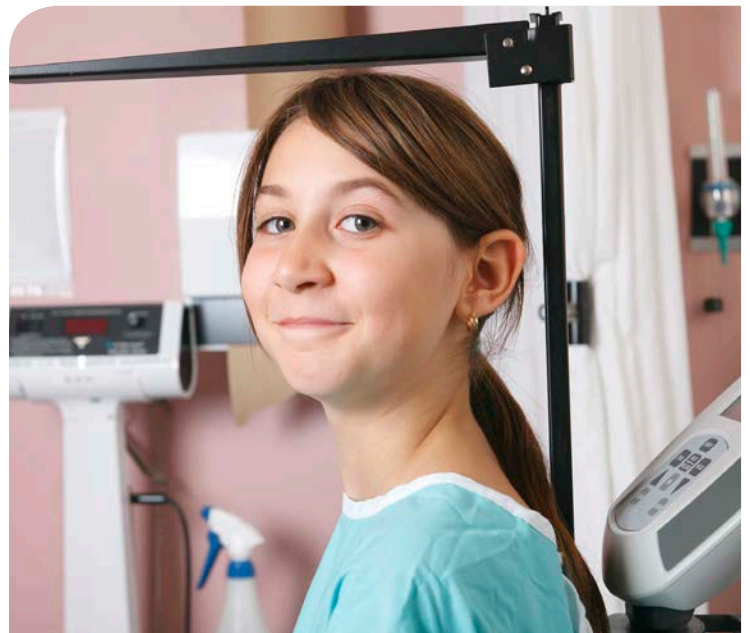
All children must get all the medically appropriate shots they need or have a plan to get those shots before attending school. Children who do not get the shots they need may not be able to attend school.

Talk with your child's doctor if you have questions about what shots your child needs to attend school. You can also visit [www.dontwaitvaccinate.pa.gov](http://www.dontwaitvaccinate.pa.gov) for more information.

Your child's well-child checkup is a great time to:

- Ask the doctor about your child's body mass index (BMI) percentile. BMI percentile uses your height and weight to measure your body fat. BMI percentile is a way for your child's doctor to see how your child's height and weight relates to other children of the same sex and age. BMI percentile is used by many doctors to see if a child is at a healthy weight.
- Talk with your child's doctor about your child's development and safety issues.
- Ask any questions you might have about your child's health.

If you need help making an appointment or need help getting to the doctor's office, call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.



## Outgrowing your pediatrician? Choose the right PCP.

You may be entering adulthood and will soon be responsible for your own health. An important step to staying healthy is to pick a primary care practitioner (PCP) that is right for you as you become an adult.

Most pediatricians will see you until you reach age 21. It is important to talk with your pediatrician about choosing a new PCP. Also, make sure to ask your pediatrician for your medical records. Bring your medical records with you to your first visit with your new PCP. This will help your new PCP know your health history.

Need help finding a new PCP?  
Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.





## Beat the summer heat

Don't let the heat get the best of you this summer. Use these tips to stay cool and safe.

**Stay in the shade** under a tree or umbrella when outdoors.

**Stay indoors** during the hottest part of the day (between 10 a.m. and 4 p.m.).

**Dress cool** by wearing light colors and lightweight clothing.

**Protect your skin** with sunscreen that has a sun protection factor (SPF) of at least 15, and reapply it every 2 hours.

**Drink water** even if you don't feel thirsty, especially when you are active.

**Protect your eyes** by wearing a hat and sunglasses.

Heat exhaustion can occur when you are out in hot temperatures for a long time. Some signs of heat exhaustion are:

- Feeling dizzy or tired.
- Sweating a lot.
- Headaches.
- Dark-colored urine.
- Fainting.

Heat exhaustion is serious. It is important to get out of the sun and get care right away. If you are not sure if you have heat exhaustion, call your doctor. You can also call the Keystone First Nurse Call Line at **1-866-431-1514 (TTY 711)**.

# Domestic Abuse and Trauma

Trauma is common when there is domestic abuse. Trauma is also common when a person has a problem with mental health, alcohol or drugs. If these things happen all at once, it can be a lot for a person to manage. Trauma can affect kids and adults.

Trauma can be caused by an event that happens only one time. Trauma also can be caused by events that keep happening over a period of time. Causes of trauma related to domestic abuse may be:

- Sexual or physical abuse
- Mental or emotional abuse
- Neglect
- Isolation
- Denial of freedom or choices
- Denial of food or medicine
- Forced use of drugs or alcohol
- Witness to abuse

Trauma affects people in different ways. To cope with trauma, a person may use drugs or alcohol. This is not a safe way to cope with trauma. A person may lose a home or job because the trauma reduces the ability to work. Traumatic events may cause urgent health issues such as diseases, bruises, broken bones or burns. Physical or mental health problems may be ongoing as a result of trauma. These may include:

- Diabetes
- Heart or stomach problems
- Feeling suicidal
- Starvation
- Eating disorders
- Depression
- Anxiety
- Paranoia
- PTSD
- Taking sexual risks

These effects of trauma can be life-long. With good support, the effects of trauma may be reduced or last only a short time. Coping with trauma should not be only the victim's burden. The person who is causing the trauma must also seek help and stay away from the person he or she is hurting.

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



To find the domestic abuse program nearest you, visit [www.pcadv.org](http://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-SAFE**. For TTY, call **1-800-787-3224**.



## What to do if you ...

### ... Need health care services

Call your doctor or primary care practitioner (PCP) for an appointment. Your doctor is the first person to call if you have any questions about your health. If your doctor thinks you need surgery or other special treatment, you can ask to see another doctor. This is called getting a “second opinion.” If you want a second opinion, ask your PCP to refer you to another specialist in a different practice within the Keystone First network.

### ... Need special services

Sometimes members have special medical conditions. Keystone First can help with behavioral health, dental, or eye care; community organizations; and social service agencies.

### ... Need care after hours or when your doctor’s office is closed

If you need care when your doctor is not available and it is not an emergency, call the Nurse Call Line at **1-866-431-1514 (TTY 711)**, visit an urgent care center, or leave a message for your doctor to call you back. If it is an emergency, call **911** or go to the nearest emergency room.

### ... Need help finding a doctor

Check our online provider directory to find a doctor close to your home. If a Keystone First doctor in our specialist network cannot provide a medically necessary, covered service, we will approve for you to see a doctor out of the Keystone First network.

### ... Get a bill from a health care provider

As a Keystone First member, you don’t have to pay for medically necessary covered services.\*

### ... Want to voice a dissatisfaction

If you have questions or concerns about your Keystone First benefits or services, please call Member Services or follow the directions in your Member Handbook.

### ... Want to file a complaint or grievance, or request a fair hearing

We can help you with a complaint, grievance, or fair hearing. Call Member Services or follow the directions in your Member Handbook.

Need more information and don’t have access to the internet or a Member Handbook? Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

\*There may be times when you will have to pay a copayment.





## Do You Know Someone Who Needs WIC?

The Pennsylvania Women, Infants and Children (WIC) Program is here to support and help eligible pregnant, postpartum and breastfeeding women, infants and children up to age 5. If you are pregnant—don't wait—call WIC today!

**“Applying for WIC was the best decision! WIC has helped me improve my diet during my pregnancy and I'm a better role model for my children. We eat more fresh veggies and whole grains!” — WIC Mom**

### Did you know?

- WIC provides free nutrition information, healthy foods, breastfeeding support and referrals to other helpful programs.
- WIC will save you money at the grocery store!
- If you receive SNAP, MA or TANF, you may also apply for WIC.
- WIC helps working families and the unemployed.
- If you are a father, mother, grandparent or other legal guardian of a child under age 5, you can apply for WIC for your child.
- Foster children under age 5 qualify for WIC.
- WIC does not require proof of citizenship.

### WIC Income Guidelines increased July 1, 2017

Household Size	*Monthly (Approx.)
1	\$1,859
2	2,503
3	3,148
4	3,792
For each additional person, add:	\$645

\*Income (before taxes) effective July 1, 2017. For each unborn infant, add one to household size.

**Get started online at [PAWIC.COM](http://PAWIC.COM) or call 1-800-WIC-WINS (1-800-942-9467).**

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.

## Formulary

For the most up-to-date formulary list, visit [www.keystonefirstpa.com](http://www.keystonefirstpa.com). You can also call Member Services at 1-800-521-6860 (TTY 1-800-684-5505).



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>.

**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 सेवाहरु 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 proposes 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).**



## 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](http://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](http://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)**.

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For the full nondiscrimination notice, go to [www.keystonefirstpa.com](http://www.keystonefirstpa.com).

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