

# GET CARE, STAY WELL

A newsletter  
for members of  
Keystone First



- Healthy Families, Safe Communities — Gun safety** ..... 2
- Need information in other languages?** ..... 2
- Winter is coming, and so is the flu!**..... 3
- Outgrowing your pediatrician? Choose the right PCP.** ..... 3
- Formulary**..... 3
- Important message for members using opioids** ..... 4
- One simple step to protect against cancers caused by HPV**..... 5
- What is respect in a relationship?**..... 6
- Our commitment to you**..... 7
- Your opinion counts**..... 7
- As our member, you have many rights and responsibilities**..... 7
- 5 ways to help keep your information safe**..... 8
- The information you need is just a click away!**..... 8
- Why WIC Works for You: Childhood Obesity**..... 9

## 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. Go to page 3 of this newsletter to read more about it.



# 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 the Members section of [www.keystonefirstpa.com](http://www.keystonefirstpa.com). For more information on youth violence prevention, visit [www.cdc.gov/violenceprevention/youthviolence](http://www.cdc.gov/violenceprevention/youthviolence).



## Need information in other languages?

Keystone First is committed to serving all of our members. Please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** if you need information in a language other than English. We can help with:

- Information about your Keystone First services and benefits.
- Any other Keystone First information we have sent to you.

We have associates who speak Spanish and Russian available to help you. We also use interpreters for any other language you may need. Our written materials are available in many languages and formats. If you need these materials in a different language, you can call and request that the materials be translated in the language you read.



## 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. Your primary care practitioner (PCP) can give you your flu shot. Most pharmacies can, too.\* All you need is a prescription from your doctor. If you need help finding a PCP or pharmacy where you can get the flu shot, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

\* Only members ages 9 and older can get the flu shot at a participating pharmacy.



## Outgrowing your pediatrician? Choose the right PCP.

You may be entering adulthood and responsible for your own health now. An important step to staying healthy is to pick a 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)**.



## 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)**.



# Important message for members using opioids

In September 2018, Keystone First made 4 changes to the prior authorization requirements for opioid medicines on the Keystone First drug formulary:

1. Prior authorization will be required for all long-acting opioid medicines.
2. Prior authorization will be required for doses of **90 MME** per day or more (across all of your opioid medicine(s)).
3. Prior authorization will be required for a day supply greater than **5 days** of opioid medicine(s) for members 21 years of age and older.
4. Prior authorization will be required for a day supply greater than **3 days** of opioid medicine(s) for members under 21 years of age.

## What is MME?

The maximum dose of opioid medicine is measured using something called a morphine milligram equivalent (MME). The MME is based on how strong each opioid medicine is when compared to morphine. Morphine is one type of opioid medicine. This helps doctors compare the strength of different medicines to keep the dose at a safe level.

These changes were made to meet the current guidelines to help keep you safe and healthy. Visit [www.cdc.gov/drugoverdose/index.html](http://www.cdc.gov/drugoverdose/index.html) to learn more about current guidelines.

Members who may be affected by these changes were notified. If you have questions about these changes to the Keystone First drug formulary, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

If you have any questions about your opioid medicines, talk with your doctor.

Have other health-related questions? Talk with your doctor. If you need help when your doctor is not available, you can call the 24/7 Nurse Call Line at **1-866-431-1514 (TTY 711)**. Trained nurses can provide you with information.

You can also call the behavioral health insurance company for the county where you live. To see a list of contact numbers for behavioral health insurance companies, visit [www.keystonefirstpa.com](http://www.keystonefirstpa.com) > **Members > Important numbers > Behavioral health/MATP contact information**, or call Member Services to learn more about services that may be available to you.

If you have a medical emergency, please call **911** or go to the nearest emergency room (ER).





## One simple step to protect against cancers caused by HPV

According to the CDC, human papillomavirus (HPV) is the most common sexually transmitted disease (STD) among men and women in the United States.

HPV can cause many types of cancers. Oropharyngeal cancer is one type of cancer caused by HPV. Oropharyngeal cancer is cancer of the back of the throat. This also includes the base of the tongue and tonsils. According to the CDC, around 70% of throat cancers may be caused by HPV.

Cancers caused by HPV usually don't show symptoms until they are serious and hard to treat. While there are regular screenings for some HPV-related cancers, such as cervical cancer, there are no regular screenings for most HPV-related cancers. That's why it is very important to prevent HPV before it can turn into cancer.

HPV shots can prevent certain cancers and other diseases caused by HPV. Boys and girls should get the

HPV shot. The 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 26. For the best protection against the most dangerous types of HPV, it is very important to get all the recommended doses long before exposed to HPV.

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**Talk with your child's doctor about HPV shots. Take advantage of any visit to the doctor — such as checkups, sick visits, physicals for sports or school, and dental checkups — to ask the doctor about HPV shots.**

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



## What Is Respect In a Relationship?

Most people want to enjoy health and relationships. A relationship can affect health for good or bad. Respect is vital to relationship health.

Respect means things such as good boundaries and communication. Respect also means to treat a person as an equal. But what does respect mean in daily life?

To show respect in a relationship can mean to:

- Be fair with time and money
  - Honor consent when it comes to affection and intimacy
  - Show the person that you care and that they are important to you
  - Tell someone if they make you happy and show appreciation
  - Stay active in making important decisions
- Consider options and listen to what someone is saying
- Do not threaten or shut someone down.

To behave with respect can also mean to:

- Support the other person in meeting their needs
- Participate in things in which the other person has interest

- Invite, instead of demand, things or responses
- Be honest and safe and expect the same from the other person
- Never hurt someone on purpose
- Value the other person's privacy by not trying to find out passwords in order to check on phone calls and social media messages
- Be trustworthy and do not spy on a person to see who they are with or what they are doing.

If it is hard to respect a person or you do not feel that you get respect it may be time for a healthy breakup. This must be based on respect and may include points bulleted with ○ from the above list.

To find the domestic abuse program nearest you, visit <http://pcadv.org> and click **Find Help** or use the **Find Help** map on the home page.

To reach the National Domestic Violence Hotline, call **1-800-799-SAFE (7233)**. For **TTY 1-800-787-3224**.

A teen may call the National Dating Abuse Helpline to talk to a teen or adult: **1-866-331-9474 (TTY 1-866-331-8453)** or visit the websites:

<http://www.loveisrespect.org/>  
<http://www.thatsnotcool.com/>

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

## Our commitment to you

At Keystone First, we work with you and your PCP to make sure your benefits are used in the right and most cost-effective way. We make decisions based on the appropriateness of care and services and existence of coverage. We also do not give rewards or financial incentives to our staff who make decisions or to providers or anyone else for denying, limiting, or delaying health care coverage or services. Financial incentives for Utilization Management decision makers do not encourage decisions that result in underutilization.

Please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** to learn more.



## Your opinion counts

Keystone First uses a 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.
- What we need to work on.
- How happy you are with us.

If you were part of the survey, we thank you for your time.

Some of the areas that were rated high were:

- Rating of the Health Plan.
- Rating of Your Health Care.
- Rating of Your Personal Doctor.
- Customer Service.

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.

## As our member, you have many rights and responsibilities

Keystone First is committed to treating our members with respect and dignity. Our plan and its network of doctors and other providers of services do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law.

For the full list of Member Rights and Responsibilities, please visit [www.keystonefirstpa.com](http://www.keystonefirstpa.com) > **Members** > **Member rights, responsibilities, and privacy**. If you do not have access to the internet, call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.



## 5 ways to help keep your information safe

There are things we do every day to help keep ourselves safe. Like wearing a seat belt in the car or putting on sunscreen before going outside. Safety is also important when it comes to your personal and health information. Here are 5 tips to help keep your information safe.

1. Only share your health information with people you trust.
2. Do not give out your personal information over the phone to someone you don't know. Personal information could be your PCP's name or medicines you are taking.
3. If you are speaking to someone over the phone and they ask for your personal information, make sure the person is who they say they are before you give out any personal information.
4. If you keep health information on your computer or mobile device, use strong passwords. A strong password has at least 8 characters and uses one or more of the following:
  - Lower-case letter.
  - Upper-case letter.
  - Number.
  - Punctuation mark or special symbol.
5. Know the ways your doctor and health plan keep your health information safe. Visit [www.keystonefirstpa.com](http://www.keystonefirstpa.com) > **Members > Member rights, responsibilities, and privacy > Notice of Privacy Practices** for more information on the ways Keystone First keeps your health information safe.



## The information you need is just a click away!

Visit [www.keystonefirstpa.com](http://www.keystonefirstpa.com) for information about your health care as a Keystone First member. You can find information on:

- Your doctor/PCP.
  - How to choose or change a doctor.
  - Where the doctor went to school.
  - If the doctor is board certified.
  - Languages spoken by the doctor.
  - Office locations.
  - If the doctor is accepting new patients.
- Your ID card.
- Referrals from your PCP or self-referrals—steps to get care.
- How to get care from specialists or behavioral health.
- What to do if you get a bill or statement.
- Information in other languages or formats.
- How we pay attention to your care—our dedication to quality care for our members.
- Questions about your medicines.
- How to get help if you have special needs.
- It pays to stay healthy—comparing the cost of health care.
- How to get prior authorizations—steps needed to get care or medicine.
- Benefit limits and services that are not covered.
- Complaints, grievances, and fair hearings.
- Copayment schedule.
- Summary notice of privacy practices.
- For women—information on services specifically for women.
- How to get care in an emergency, after normal business hours, or outside the health plan's coverage area.
- How the health plan evaluates new technology.





## Why WIC Works for You: Childhood Obesity

Childhood obesity is a national problem. One out of six children between the ages of 2 and 19 years old are obese.<sup>1</sup> Obesity increases the risk of chronic health problems like asthma, bone and joint issues, and type 2 diabetes. Children who are obese during their childhood are also more likely to be obese as an adult and have higher risks for various cancers and heart diseases.<sup>2</sup>

WIC is able to help families protect children's health. WIC can make a difference by supplying healthier foods such as fruits, vegetables and whole grains,<sup>2</sup> to low income families. You can make a difference in your child's life. Don't wait—your family can benefit from the WIC Program today!

To see if you are eligible for the WIC Program or to make an appointment, visit [www.pawic.com](http://www.pawic.com) or call **1-800-WIC-WINS**.

1. <https://www.cdc.gov/obesity/childhood/>
2. <https://www.cdc.gov/obesity/childhood/causes.html>



*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.*





**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

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**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:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, 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).**

## 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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