

# GET CARE, STAY WELL

A newsletter  
for members of  
Keystone First



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**If you smoke or use tobacco products, now is the time to quit. We can help. Go to page 5 to learn more.**



**Keystone First**

## How was your provider visit? Let us know!

Did you get a text from Keystone First after a recent provider visit? This is a quick survey to ask how you liked your visit with your provider. Please take a few minutes to complete the survey — your feedback is important to us! Thank you for taking the survey.



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

# Adolescent relationship abuse

Adults are not the only people who experience violence in relationships. This type of abuse can happen to young people too. This includes people as young as ten years old. There are many types of relationship abuse. It is not always physical. Here are some things abusers may use against younger survivors:

- Spread rumors about them to friends.
- Force them to share their passwords.
- Threaten to hurt themselves if the relationship ends.
- Convince them to use drugs or alcohol.
- Refusing to practice safe sex.

People that experience this abuse do not always talk about what is happening. They may worry that others will think they are to blame. They may be afraid they will be told to end the relationship. Survivors of relationship abuse should be allowed to make their own choices. This includes who they tell and when to talk about the abuse. Their decisions should be respected.

Young people do not need anyone's permission to reach out for help. Resources that may be able to help relationship abuse survivors are:

- Domestic violence programs have information about resources. They can talk about safe next steps.
- **Love Is Respect** and **Planned Parenthood** have information for survivors of relationship abuse. They also have information about how to help a friend.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are free and confidential.

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

The National Domestic Violence Helpline:  
**1-800-799-SAFE (7233)** or to chat:  
<https://www.thehotline.org/>

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





## Care focused on you

### What is a patient-centered medical home?

A patient-centered medical home (PCMH) is not actually one place or a home. It is a model of care (a certain way of giving care) that doctors can use when they see patients. Keystone First encourages the doctors in our network to use this model of care.

### What does this model of care look like?

A doctor that uses the PCMH model of care:

- Oversees all of your health, including:
  - Physical and behavioral health
  - Acute and chronic conditions
- Listens to the wants and needs of you and your family

- Uses technology to:
  - Keep your health information private
  - Track and help improve your care
- Has a Community-Based Care Management Team that will:
  - Create a care plan if you have a complex chronic condition
  - Connect you to community resources

A chronic condition is an illness that lasts a very long time. It usually cannot be cured completely. A complex chronic condition usually requires treatment from more than one doctor. Talk with your doctor to see if you have a complex chronic condition.

To find a doctor in the Keystone First network, go to [www.keystonefirstpa.com](http://www.keystonefirstpa.com) and click **Find a Doctor, Medicine, or Pharmacy**.

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

# Now is the time to quit

If you smoke or use tobacco products, now is the time to quit. We can help.

For information on the Keystone First Tobacco Cessation Program, visit [www.keystonefirstpa.com](http://www.keystonefirstpa.com) > **Members > Programs > Quit smoking**. Pennsylvania also offers the PA Free Quitline. Call **1-800-QUIT-NOW (1-800-784-8669)** or go to <https://pa.quitlogix.org/en-US/> to learn more.



## Counseling services

Members are eligible for 70 tobacco cessation counseling sessions per calendar year. Each session is a 15-minute face-to-face counseling session, either on your own or in a group.

- You do not need a referral or pre-approval to go to a counseling session.
- The provider must be a part of the Pennsylvania Medical Assistance program. The provider must also be approved by the Pennsylvania Department of Health.
- Talk with your doctor about finding a provider near you. You can also call Keystone First Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for help finding a provider.

## [www.smokefree.gov](http://www.smokefree.gov)

Visit the website to connect to texting programs, social media, mobile apps, and other resources to help you quit smoking.

## Drug products

With your pharmacy benefits, you can get medicines to help you quit. Talk with your doctor about which medicine is best for you and ask for a prescription.

## **1-800-QUIT-NOW**

Pennsylvania also offers the PA Free Quitline. Call **1-800-QUIT-NOW (1-800-784-8669)** or go to <https://pa.quitlogix.org/en-US/> to learn more.



## Postpartum depression

### Did you just have a baby? Congratulations!

Having a baby can bring many emotions. You may feel overjoyed at times. Other times you may have a little sadness or “baby blues.” This is normal.

You may find yourself:

- Crying for no reason
- Feeling anxious, irritable, and moody
- Not having any energy

These symptoms often go away within 2 weeks.

Sometimes these feelings become more intense or don't go away after 2 weeks. This is a sign that you might have postpartum depression.

Some signs of postpartum depression include when you:

- Can't sleep for several days
- Want to sleep all the time
- Are too tired to get out of bed
- Are too tired to care for your baby or yourself
- Feel guilty
- Have less energy

- Find it hard to concentrate
- Don't enjoy doing the things you used to enjoy
- Fear you might harm yourself and/or your baby

### How can I get help?

If you think you might have postpartum depression, talk with your doctor right away. There is help!

**If you or someone you know is thinking of hurting themselves or their baby, get help quickly.**

Go to the nearest emergency room or call **911**. You can also call or text **988** for the Suicide & Crisis Lifeline.

Behavioral health treatment contact numbers:

Bucks: **1-877-769-9784**

Chester: **1-866-622-4228**

Delaware: **1-833-577-2682**

Montgomery: **1-877-769-9782**

Philadelphia: **1-888-545-2600**

Behavioral health treatment contact numbers may change. Please visit <https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/BehavioralHealth-MCOs.aspx> for the most up-to-date phone numbers.

## Family planning

Did you know that it is important to wait for some time between pregnancies for the health of you and your baby?

Having a family means lots of changes. How do you know if now is the right time?

If you are thinking of having a family or adding to your family, here are some questions to ask yourself:

- Am I ready to spend less time focusing on myself to care for a baby?
- Am I ready to financially support a child?
- Am I healthy enough to have a baby?
- I just had a baby. Is my body ready to have another one?

Talk with your doctor if you have health questions about family planning. Your doctor can help you make a plan that's best for you. If you just had a baby, your postpartum visit is a great time to talk with your doctor about family planning.

Members can go to any doctor or clinic for family planning services. This includes doctors and clinics not part of the Keystone First network. You do not need to see your primary care provider (PCP) first.

Still have questions or need more information?

Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**. You can also call Bright Start® at **1-800-521-6867 (TTY 711)**.



## Hepatitis C

Hepatitis C is an infection of the liver caused by the hepatitis C virus. It is important for people with hepatitis C to get treatment from a doctor. Talk to your doctor about whether you should get tested.

You can visit the Centers for Disease Control and Prevention's website at

**<https://www.cdc.gov/hepatitis-c/about/>** for more information about hepatitis C.



# Healthy Families, Safe Communities: Food insecurity

## What does “food insecurity” mean?

Being food insecure could mean one or both of the following:

- When a person or family is not able to get quality food or a variety of foods. Example: You are able to get chips, cookies, and unhealthy foods. You have enough to eat, so you are not hungry. But, you are not able to get healthier foods, like fruits, vegetables, and proteins.
- When a person or family does not have enough food to eat regular meals, or they do not have enough food at each meal of the day. Example: Some or all family members cannot eat lunch because there is not enough food. Or everyone gets some food to eat at each meal, but not enough to feel satisfied because there is not enough food for everyone.

## What is it like to live with food insecurity?

People who are living with food insecurity might:

- Worry that the food they have will run out before they get money to buy more
- Have to try to make the food they have last longer
- Cut the size of their meals, or skip meals because they don't have money to buy more
- Lose weight because what they are eating just isn't enough

Food insecurity also increases the risk of certain health problems. People with food insecurity could be at higher risk for:

- Diabetes
- Higher BMI (body mass index)
- Smoking
- Cardiovascular disease
- Depression
- Kidney disease

Children who are food insecure are more likely to miss school, more likely to have to repeat a grade in school, and more likely to need special education.



## Could this be me and my family? How do I know?

Here are 2 questions to ask yourself that will help you know if you and your family have food insecurity:

1. Within the past 12 months, have you worried whether your food would run out before you got money to buy more?
2. Within the past 12 months, did you find that the food you bought just didn't last, and you didn't have money to buy more?

**If you answered yes to either of these questions, you are food insecure.**

## Where do I go for help?

Please go to [www.feedingpa.org](http://www.feedingpa.org) to find information on:

- Food banks in your area
- Nutrition assistance programs like the Women, Infants, and Children (WIC) program and the Supplemental Nutrition Assistance Program (SNAP)
- National school breakfast and lunch programs
- And much more!

You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for help finding resources.

Sources:

[www.ers.usda.gov](http://www.ers.usda.gov)  
[www.cdc.gov](http://www.cdc.gov)  
[www.ncbi.nlm.nih.gov](http://www.ncbi.nlm.nih.gov)

[www.hungercoalition.org](http://www.hungercoalition.org)  
[www.cap4kids.org](http://www.cap4kids.org)



## What are dental sealants and varnishes?

Here are a few important ways you and your child's dentist can help prevent tooth decay (cavities).

Be sure your child has regular dental visits at least 2 times a year.

Your child's dentist can:

- Apply fluoride varnish to your child's teeth
- Place dental sealants on permanent pre-molars (bicuspid) and permanent molars (back teeth)

### Fluoride varnish: What is it?

Fluoride varnish is a protective covering painted on the top and sides of teeth to keep teeth strong and help stop tooth decay. Your child's PCP may apply fluoride varnish (up to 6 times a year) for added protection, too!

### Dental sealant: What is it?

Dental sealant is a thin plastic coating that is painted on the grooves of the back teeth (permanent molars and pre-molars). The coating acts like a raincoat and protects the teeth from the food and germs that cause cavities. Once placed on the teeth, it will help "seal out" decay.

Do you need help finding a dentist? We can help.

Call Member Services at **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 may get paperwork or a phone call from the Pennsylvania Department of Human Services (DHS) about completing paperwork about your Medical Assistance eligibility. It is important that you follow instructions.

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>.

Don't lose your benefits because mail went to the wrong address. Make sure your contact information is correct! Use [www.dhs.pa.gov/Compass](http://www.dhs.pa.gov/Compass) to update your information and sign up for e-communications.



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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



**This managed care plan may not cover all your health care expenses. Read your contract carefully to determine which health care services are covered.**

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**Keystone First**

[www.keystonefirstpa.com](http://www.keystonefirstpa.com)

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