

# GET CARE, STAY WELL

A newsletter  
for members of  
Keystone First



## 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 get a flu shot. Flu shots are a Keystone First covered benefit. Go to page 5 to learn more.

Domestic violence and substance use.....	2
988 Suicide & Crisis Lifeline .....	3
Wellness and opportunity center — we may be nearby!.....	3
Have a healthy mouth for life .....	4
Get your flu shot and other vaccines you need to stay healthy.....	5
The member portal is just a click away.....	5
Your opinion counts .....	6
Healthy Families, Safe Communities: Bullying — it's never OK.....	7
Formulary .....	7
Be smart about antibiotics .....	8
Find the Notice of Privacy Practices online.....	8
Congratulations to our Children's Art Program first-place winners!.....	9



**Keystone First**

# Domestic violence and substance use

Some people who experience domestic violence also use substances. Some survivors may use these to cope with the abuse. Some abusers force survivors to use drugs and alcohol. Abusers may also:

- Threaten to tell someone about substance use.
- Keep someone from using to cause withdrawal symptoms.
- Claim the abuse happens because of substance use.
- Force someone to sell drugs.

Drug and alcohol use to deal with domestic violence is often misunderstood. Survivors might fear judgment if they talk about it. They might be afraid they will lose custody of their children. They may also be scared they will lose access to housing or other resources.

Domestic violence survivors who use substances do not have to deal with what is happening alone. Some resources that might be able to help are:

- Domestic violence programs have information about local resources. This includes connecting people who use drugs or alcohol with help. 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 Substance Abuse and Mental Health Services Administration (SAMHSA) has a 24/7 national, confidential helpline that connects people to resources. It is **1-800-662-4357**.
- Pennsylvania's Department of Health has resources for someone who uses drugs or alcohol in each county. You can find more information at this website: **Treatment (pa.gov)**



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

## 988 Suicide & Crisis Lifeline

**988** offers 24/7 access to trained crisis counselors who can help people experiencing mental health-related distress. That could be:

- Thoughts of suicide
- Mental health or substance use crisis, or
- Any other kind of emotional distress

People can call or text **988** or chat **988lifeline.org** for themselves or if they are worried about a loved one who may need crisis support.

**988** serves as a universal entry point so that no matter where you live in the United States, you can reach a trained crisis counselor who can help.

**Does the 1-800-273-8255 number still work? Yes.**

**988** is built off of the 10-digit number. Using either number will get people to the same services. In the end, **988** is an easier-to-remember way to access a strengthened and expanded network of crisis call centers.

See page 7 for behavioral health treatment contact information.

*This article is brought to you by the Substance Abuse and Mental Health Services Administration.*



## Wellness and opportunity center — we may be nearby!

Did you know Keystone First has a Mobile Wellness and Opportunity Center, where we offer programs to address education, safety, transportation, nutrition, and preventive health services? Join us for classes, wellness events, and health screenings — all at no cost to you.

Learn more at <https://keystonefirstpa.com/community/mobile-wellness-center.aspx>.

We also have a Wellness and Opportunity Center in Chester, Pennsylvania, where our community and our members can connect.

Learn more at

<https://keystonefirstpa.com/community/wellness-center.aspx>.



# Have a healthy mouth for life

## You can have a healthy mouth at any age!

Oral health is the health of your mouth, teeth, and gums. It's common to think that oral health problems only happen as we get older. Some oral health problems do become more common with age. But without the right care, these problems can happen earlier in life, too.

### No matter what your age, there are ways to keep your mouth healthy.

- 1. Brush your teeth at least 2 times a day and floss every day.** Regular brushing and flossing help keep bacteria away, which helps keep your teeth and gums strong and healthy. Talk with your dentist about how often you should brush and floss.

Having trouble remembering to brush and floss? Try setting an alarm or keeping your toothbrush and floss in plain sight to help you remember.

- 2. Use a mouthwash and toothpaste that have fluoride.** Fluoride helps to:

- Prevent gum disease.
- Reduce sensitivity.
- Protect teeth from decay.

- 3. Keep your mouth moist.** Saliva helps protect your mouth from gum disease and tooth decay. Drink plenty of water and use sugar-free mints, gum, or lozenges to increase your saliva.

- 4. If you smoke, now is the time to quit.** Smoking can make your mouth dry and cause other oral health problems. Here's how we can help you quit:

- As a Keystone First member, you are eligible for counseling sessions to help you quit. Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for more information. You are also eligible for medicines that can help you quit. Talk with your doctor about what medicine is best for you.
- Call the PA Free Quitline, **1-800-QUIT-NOW (1-800-784-8669)** or go to <http://pa.quitlogix.org>.



- 5. Eat healthy.** Choosing the right food can help keep your teeth healthy.

#### Try to eat:

- Fresh fruits.
- Vegetables.
- Lean protein like chicken, beans, and fish.

#### Try not to eat:

- Sticky foods like caramels, raisins, and gummy bears.
- Lollipops and other hard candies.
- Desserts like cookies, cakes, and brownies.
- Sugar. This includes brown sugar, honey, and even molasses.

- 6. Visit your dentist.** You should have a dental checkup 2 times a year. Regular checkups will help spot small problems before they become big ones.

If you have questions about your teeth, talk with your dentist. To find a dentist, visit [www.keystonefirstpa.com](http://www.keystonefirstpa.com) and click **Find a Doctor, Medicine, or Pharmacy**, or call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

# Get your flu shot and other vaccines you need to stay healthy

## Winter is coming, and so is the flu!

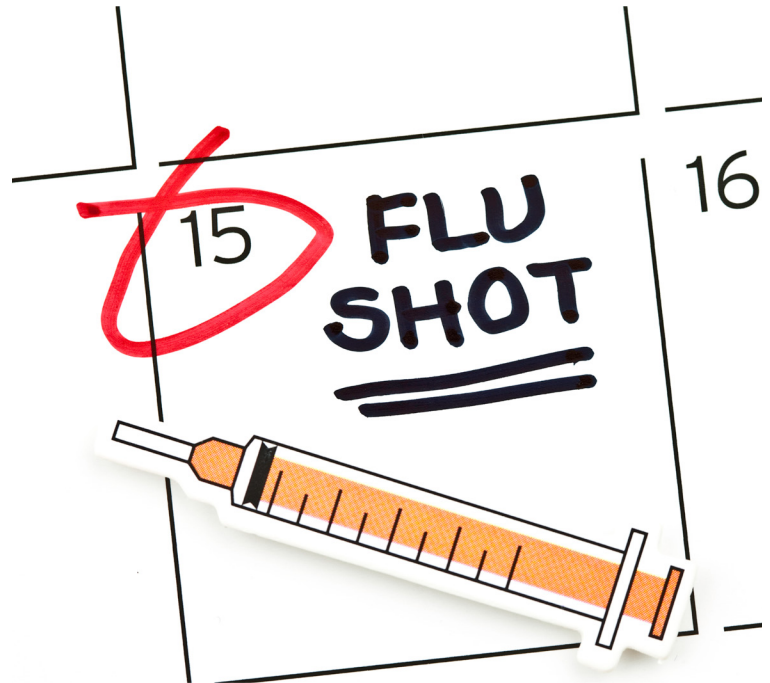
It's important to get a flu shot each year. A flu shot helps protect you from getting the flu. The CDC recommends that everyone older than 6 months of age get a flu shot. Flu shots are a Keystone First covered benefit. Keystone First members may also be able to get a no-needle nasal flu vaccine. Talk with your doctor about this option.

Your primary care provider (PCP) can give you your flu shot or nasal flu vaccine. Most pharmacies can, too.\* Talk with your pharmacist to see if you need a prescription from your doctor to get the flu shot or nasal flu vaccine. If you need help finding a PCP or pharmacy where you can get the flu shot or nasal flu vaccine, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

\*Age restrictions may apply. Talk with your doctor or pharmacy to learn more.

Are you and your family up to date on all other vaccines? Vaccines (shots) help protect adults and children from many serious diseases. Making sure you and your child get the shots you need is an important step to stay healthy. Talk with your doctor about what shots you need, and your child's doctor about what shots your child needs.

For more information, visit the CDC vaccine website at [www.cdc.gov/vaccines/index.html](http://www.cdc.gov/vaccines/index.html).



## The member portal is just a click away

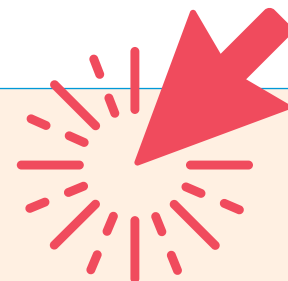
### Have you checked our secure member portal?

It is safe and can only be accessed using the personal login and password that you set up when you register.

To find the secure member portal, visit [www.keystonefirsttpa.com](http://www.keystonefirsttpa.com) > **Members** > **Member portal**.

Once you set up a personal login and password that only you know, you can:

- Get a list of your recent medicines and when you got them.
- Get a list of your most recent visits to the doctor.
- Get your claims and/or billing history.
- See your health history.
- Get reminders about important tests you need.
- Get information about your doctor.
- Change your PCP.
- Find a directory of doctors and providers.
- Take a health assessment to help you find possible health risks.





## Your opinion counts

Keystone First uses the Consumer Assessment of Healthcare Providers and Systems (CAHPS) 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:

- Health Plan Rating
- How Well Doctors Communicate

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.

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**We want to hear from you! Don't forget to call your County Assistance Office and let them know of any changes to your address or phone number so you can get the survey.**

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At Keystone First, we put you first! We want to help our members be healthy and get the care they need.

# Healthy Families, Safe Communities: Bullying — it's never OK

No one deserves to be bullied. If you are being bullied, you are not alone — there is help.

## What is bullying?

Bullying can include:

- Spreading rumors or embarrassing someone in public.
- Hitting, kicking, pinching, or spitting on someone.
- Sending mean text messages or emails.

Bullying can make you feel like:

- You can't be yourself.
- You are not safe.
- You are sad, depressed, or alone.

If you think bullying is happening, there are things you can do to make the situation better. You should:

- Try to stay calm.
- Ignore the bully and walk away to a safe place.
- Tell a parent or a trusted adult what is happening. It takes courage, but you can do it!

If you need support during a bullying situation, you can:

- Call **911** in an emergency.
- Call the **988** Suicide & Crisis Lifeline.



**Call the behavioral health insurance company in your county for behavioral health, drug, and alcohol treatment. Behavioral health treatment contact numbers for your county:**

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.pa.gov/en/agencies/dhs/resources/medicaid/bhc/bhc-mcos.html> for the most up-to-date phone numbers.

## 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)**.



# Be smart about antibiotics

**What are antibiotics?** Antibiotics are a type of medicine used to kill bacteria. Some bacteria can cause infections like strep throat. Your doctor will take a swab of your throat to check for bacterial infections like strep throat.

**Do antibiotics cure everything?** No, antibiotics do **not** work against illnesses that are caused by viruses, like:

- Colds
- Influenza (the flu)
- Runny noses
- Most coughs
- Most sore throats
- Most sinus infections
- Some ear infections

Viruses usually go away in 1 to 2 weeks without antibiotics. Talk to your doctor about what you can do at home to help you feel better when you have a virus.

**Isn't it better to take an antibiotic just in case the illness is caused by bacteria?** No. Like all medicines, antibiotics have possible risks.

Antibiotics can:

- Kill some bacteria that are good for your body. This can result in things like diarrhea or yeast infections.
- Cause an allergic reaction.
- Cause you to have an antibiotic-resistant infection. Antibiotic-resistant infections have bacteria that are harder to kill and can cause severe illnesses.

## What can I do?

- If you are sick, talk to your doctor. Your doctor will help you decide what treatment is best for you.
- If you need help finding a doctor, call Member Services.
- Tell your doctor if you are allergic to any drugs, including antibiotics.
- Tell your doctor all of the medicines you take, including vitamins and supplements.
- Don't start or stop taking medicine without talking to your doctor.
- Never take a medicine that isn't yours.



## Find the Notice of Privacy Practices online

**Your privacy is important to us.**

The Notice of Privacy Practices can be found online at [www.keystonefirstpa.com](http://www.keystonefirstpa.com) > **Members > Member rights, responsibilities, and privacy > Notice of Privacy Practices**. The notice tells you how we use your information.

If you do not have access to the internet, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**. We can mail you a copy.

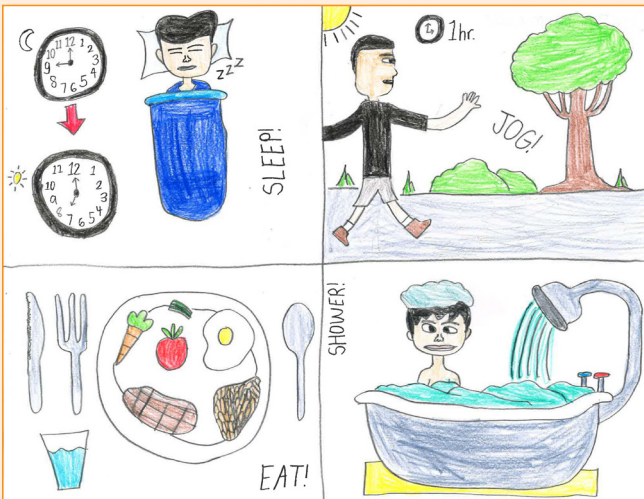
If you have questions about how we keep your information safe, please call **1-800-521-6860 (TTY 1-800-684-5505)**.



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



**1ST PLACE WINNER**  
LOGAN



**1ST PLACE WINNER**  
DAXTON

The theme for 2024 was:  
**What do you, your friends, and your family do to stay active and healthy?**



**1ST PLACE WINNER**  
VIVIAN

Be on the lookout for the 2025 Children's Art Program theme and application.

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

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

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