

GET CARE, STAY WELL

A newsletter for
Participants of
Keystone First
Community HealthChoices



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Each year, Participants are randomly chosen to fill out a survey that tells us how satisfied you are with your health care. Go to page 2 to learn more.





Your opinion counts!

Each year, Keystone First Community HealthChoices (CHC) Participants are randomly chosen to fill out a survey that tells us how satisfied you are with your health care. If you receive a survey, please fill it out and return it right away. Your opinion counts!

Find information about your prescription benefits online

Visit Keystone First CHC's website for information about:

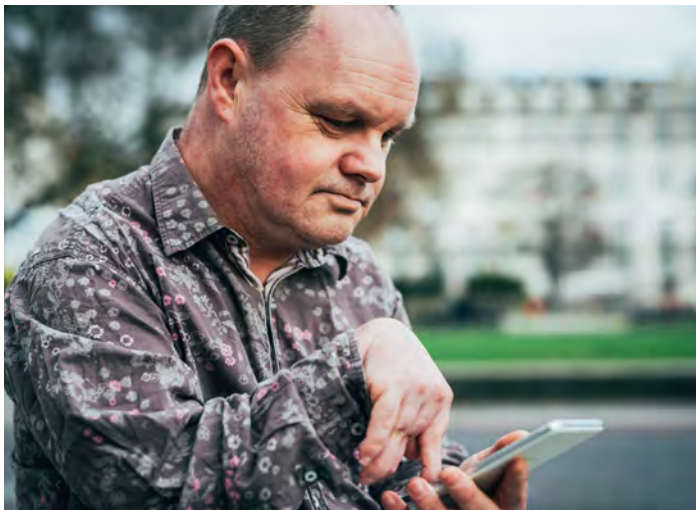
- How your prescription benefits work
- Keystone First CHC's preferred drug resources, including the Pennsylvania Statewide Preferred Drug List (PDL) and the Keystone First CHC Supplemental Formulary. A drug formulary, also called a PDL, is a list of medicines covered by Keystone First CHC. Some medicines are covered as a part of the Pennsylvania Statewide PDL, and some medicines are covered under the Keystone First CHC Supplemental Formulary. If you have Medicare, please refer to your Medicare Part D plan for your formulary medicines.
- How we let you know about formulary changes
- Limits and exceptions
- Prior authorization
- Generic substitution and step therapy

Talk with your doctor or pharmacist if you have questions about your medicines. You can also call Keystone First CHC Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

For the most up-to-date formulary list, visit **www.keystonefirstchc.com**. You can also call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**. If you have Medicare, please refer to your Medicare Part D plan for your formulary medicines.

If you would like more information but do not have access to the internet, please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

We need your help!



Participants can help Keystone First CHC 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

Don't lose your benefits!

In order to have Keystone First CHC 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 CHC Participant

Call Keystone First CHC 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 CHC has a team that works hard to identify and prevent fraud, waste, and abuse. But we still need all Participants to report possible fraud, waste, and abuse. Please call the Fraud Hotline at **1-866-833-9718 (TTY 711)**. You can remain anonymous at all times.

Services at **1-855-332-0729 (TTY 1-855-235-4976)** 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.compass.state.pa.us** to update your information and sign up for e-communications.



Abuse, neglect, and exploitation

You have the right to be free of abuse, neglect, and exploitation. Federal and state laws protect your health and well-being. Learn how to identify abuse, neglect, and exploitation.

Abuse

Abuse is when someone hurts, restricts, threatens, or punishes you, or causes you mental suffering. Abuse takes away your rights or dignity, or may cause you actual physical or emotional harm.

Here are some of the most common types of abuse:

Physical abuse is an act that hurts your body (including physical and chemical restraints).

Examples:

- Bruises, broken bones, or burn marks caused by another person
- Being tied to a wheelchair by your caregiver

- Feeling very drowsy or unresponsive when the wrong dose of medicine is given to you on purpose

Psychological abuse causes emotional harm, causes you to feel fear or sadness, and/or embarrasses or intimidates you.

Examples:

- A caregiver keeps you away from your friends and family.
- A caregiver takes something important away from you.

Sexual abuse is rape, incest, sexual exploitation, or sexual harassment and/or inappropriate or unwanted touching, actual or attempted.

Examples:

- You are forced to have sex.
- Your neighbor touches you in a way you don't want them to.

- Your care worker tells you they will quit unless you have sex with them.

Verbal abuse uses words to threaten, harass, intimidate, or embarrass you.

Examples:

- Another person swears or curses at you and calls you names when you don't do things the way they want them done.
- Another person makes fun of you and makes you cry.
- Another person threatens to hurt you or put you in a nursing home.

Other types of abuse: Abuse can also be when someone stops giving you proper care on purpose or does not give you your medicines as your doctor prescribed.

Neglect

Neglect is when someone does not give you basic care, such as food, clothing, shelter, health care, personal hygiene, or protection from harm.

Examples:

- You don't get turned so you end up getting bedsores.
- You don't get enough water so you become dehydrated.
- You don't get fed so you are hungry.
- You don't get taken to the doctor so you become more sick.
- You often have soiled or wet bedding because a care worker won't do your laundry.

Exploitation

Exploitation is when someone steals your money or things that belong to you, against your will or without your permission or knowledge and for his or her own benefit.

Examples:

- Someone takes money from your bank account or wallet or takes jewelry or other things from you without your permission.
- Someone could also force you to change your will, bank accounts, credit cards, or deed to your house.

What do you do if you think any of these things are happening to you?

You should not be ashamed or embarrassed to talk about what is happening to you. There are many ways to get help. You will not lose care just because you spoke up or asked questions.

- Call **911** if your life is in danger.
- Call your Keystone First CHC Service Coordinator.
- Call the Pennsylvania Adult Protective Services hotline at **1-800-490-8505**, available 24 hours a day, 7 days a week.
- Call Keystone First CHC Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**, available 24 hours a day, 7 days a week.

Abuse, neglect, and exploitation are against the law. Report them!

Participant Advisory Committee

Make your voice heard.

Join our Participant Advisory Committee (PAC).

The Keystone First CHC PAC is a place where Participants, providers, caregivers, family members, and direct care workers come together to help us make a difference.

Everyone's voice counts.

The PAC gives you the chance to tell us about your experience and needs, and raise questions or concerns about topics that affect your quality of life. It is a way for you to meet other Participants and the family members, providers, and caregivers who support you. The PAC meets once every 3 months in the communities where Participants live. You can attend our meetings either in person or by phone.

We want to hear from you!

If you are interested in becoming a member of our PAC, please email **advisorykfchc@keystonefirst.com**.

You can find more information about this committee, such as meeting notes and how to become a member, at **<https://www.keystonefirstchc.com/pac>** or by scanning this QR code:



Upcoming 2022 meeting dates:

- September 16
- December 16

New!

Our PAC meetings are now easier to access and attend. If you cannot attend in person, you can call in to the meeting and/or watch on your computer. Join from PC, Mac, Linux, iOS, or Android using the Zoom link: **<https://amerihealthcaritas.zoom.us/j/6998351871?pwd=Qm9aYmpwR1NzYnBwNlQwOXBsRDQ2QT09>**.

Meeting dates may change. Please check our website at **<https://www.keystonefirstchc.com/pac>** for the most up-to-date information.



HIPAA Authorization Forms and Personal Representative Forms

There are 2 important forms Keystone First CHC uses to help make sure your health information is shared in the way you want it to be shared.

1. HIPAA Authorization Form

What is this form?

This form allows you to authorize Keystone First CHC to share information about your health or plan benefits with someone else. On the form, you can put the people and organizations you allow us to share your protected health information (PHI) with. You can also choose to allow the people and organizations to share your PHI with us.

How is this form used?

By completing and signing this form, you allow us to share your PHI with the people and organizations you put on this form. Sharing your PHI may identify you to others. For your PHI to be shared with anyone else, you must give your consent, unless otherwise permitted by law.

2. Personal Representative Form

What is this form?

This form allows you to appoint another person to make health care decisions for you. This person will be your personal representative. You will also need to provide legal documentation showing that



the person you are appointing as your personal representative has the legal right to act for you.

How is this form used?

By completing and signing this form, you allow the person you name on this form to make health care decisions for you. You also allow us to share your PHI with this person as permitted by law. For your PHI to be shared with anyone else, you must give your consent, unless otherwise permitted by law.

Have questions or need to request these forms? We can help. Call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.



Eating the right foods can help you have a healthy smile for life

Did you know what you eat can affect the health of your teeth? Choosing the right food can help keep your teeth healthy.

Foods that are good for your teeth:

- Fresh fruits
- Vegetables
- Low-fat dairy like cheese and yogurt
- Unsalted nuts and seeds
- Lean protein like chicken, beans, and fish
- Water

Foods to avoid:

- Drinks with a lot of sugar like soda, juice, sport and energy drinks, and sweet tea
- 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

Tooth decay is a hole (cavity) in the tooth and is caused by bacteria in the mouth. Foods with too much sugar, like candy or soda, are the

main cause of the cavities. The bacteria use sugar as food, then create acids to attack teeth! This is why it is important to avoid foods and drinks with too much sugar.

This might seem like a lot, but reading food labels when you are shopping can help. It is important to stay away from foods that have a lot of sugar in them. Sometimes it is hard to tell when food has sugar in it because it isn't always called sugar. Look for ingredients like fructose and corn syrup on the label.

Strong and healthy teeth help you to chew food, speak, and have a nice smile. Eating and drinking the right things help, but it is also important to brush, floss, and see a dentist at least 1 time every 6 months. Need help making an appointment with your dentist? Call us at **1-855-349-6280 (TTY 711)**.

If you have questions about your teeth, talk with your dentist. If you have questions and your dentist is not available, you can call the Keystone First CHC Nurse Call Line, 24 hours a day, 7 days a week, at **1-855-332-0117 (TTY 711)**.

We have special programs for you

Keystone First CHC has special programs to help you stay healthy. These programs are provided to you at no cost. You do not need a referral from your doctor to join. If you have one of the health care conditions listed here, you may be able to participate in one of our special programs. These programs are interactive, which means we work with you directly.

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

To join one of these programs, you, your caregiver, or your primary care provider can call us at **1-855-349-6280 (TTY 711)**.

When you call, let us know if you have multiple health issues. You may need complex care management. A health care provider, a discharge planner, or a care manager can also call Keystone First CHC about care management for you.

Call Keystone First CHC Care Management at **1-855-349-6280 (TTY 711)** or go to **www.keystonefirstchc.com** to learn more.

Here you can learn more about:

- Who is eligible
- How to use program services
- How to join or leave the program

Important numbers

Participant Services: **1-855-332-0729**

Participant Services TTY: **1-855-235-4976**

Nurse Call Line: **1-855-332-0117 (TTY 711)**

Care Management and Personal Care

Connection Team: **1-855-349-6280 (TTY 711)**

Bright Start® (pregnancy):

1-800-521-6867 (TTY 711)

Pennsylvania Tobacco Cessation Information:

1-800-QUIT-NOW (1-800-784-8669)

Fraud Hotline: **1-866-833-9718 (TTY 711)**

Medical Assistance Transportation Program (MATP): Call your county number for more information. You can find a list of phone

numbers for your county on our website at **www.keystonefirstchc.com** > **For Participants > Important numbers.**

MATP phone numbers may change.

Visit **<http://matp.pa.gov>** for the most up-to-date phone numbers.

Behavioral health treatment contact numbers:

Call your county number for more information. You can find a list of phone numbers for your county on our website at **www.keystonefirstchc.com** > **For Participants > Important numbers.**



Keystone First Community HealthChoices 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 Community HealthChoices 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 Community HealthChoices 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 Community HealthChoices 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 Community HealthChoices** at **1-855-332-0729 (TTY 1-855-235-4976)**.

If you believe that **Keystone First Community HealthChoices** 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
Community HealthChoices,
Participant Complaints Department,
Attention: Participant Advocate,
200 Stevens Drive
Philadelphia, PA 19113-1570
Phone: **1-855-332-0729**, TTY **1-855-235-4976**,
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 Community HealthChoices 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: 1-855-332-0729 (TTY 1-855-235-4976).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-332-0729 (TTY 1-855-235-4976).**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-855-332-0729(телетайп: 1-855-235-4976).**

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 **1-855-332-0729 (TTY 1-855-235-4976)**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-855-332-0729 (TTY 1-855-235-4976).**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-855-332-0729 (رقم هاتف الصم والبكم: 1-855-235-4976).**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-855-332-0729 (टिडिवाइ: 1-855-235-4976) ।**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-855-332-0729 (TTY 1-855-235-4976)** 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អ្មួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ **1-855-332-0729 (TTY 1-855-235-4976) ។**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-855-332-0729 (ATS 1-855-235-4976).**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-855-332-0729 (TTY 1-855-235-4976)** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-855-332-0729 (TTY 1-855-235-4976).**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-855-332-0729 (TTY 1-855-235-4976).**

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-855-332-0729 (TTY 1-855-235-4976).**

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-855-332-0729 (TTY 1-855-235-4976).**

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-855-332-0729 (TTY 1-855-235-4976).**



Keystone First

Community HealthChoices

200 Stevens Drive
Philadelphia, PA 19113-1570



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www.keystonefirstchc.com

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