

GET CARE, STAY WELL

A newsletter
for members of
Keystone First



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Soon some members will be getting the 2021 satisfaction survey in the mail.

Go to page 2 to learn more.



Keystone First

Keeping you healthy is our top priority

Soon some members will be getting the 2021 satisfaction survey in the mail. You may also be able to take the survey over the phone. If you get a satisfaction survey, please take a moment to tell Keystone First how we are doing. The survey takes less than 20 minutes.

Find information about your prescription benefits online

Visit Keystone First's website for information about:

- How your prescription benefits work.
- Keystone First's preferred drug resources, including the Pennsylvania Statewide Preferred Drug List (PDL) and the Keystone First Supplemental Formulary. A drug formulary, also called a PDL, is a list of medicines covered by Keystone First. Some medicines are covered as a part of the Pennsylvania Statewide PDL, and some medicines are covered under the Keystone First Supplemental Formulary.
- 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 Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

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

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)**.



We have special programs for you

Keystone First 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.

- 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 PCP can call us at **1-800-573-4100 (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 about care management for you.

Call Keystone First Care Management at **1-800-573-4100 (TTY 711)** or go to www.keystonefirstpa.com to learn more.

What to do if you ...

... Need health care services

Call your primary care practitioner (PCP) for an appointment. Your PCP is the first person to call with any questions about your health. If you have a special health problem, your PCP may send you to a specialist. A specialist is a doctor trained to treat certain health problems. You have the right to ask for a second opinion if you are not sure about any medical treatment, service, or non-emergency surgery that is suggested for you. A second opinion may give you more information that can help you make important decisions about your treatment. A second opinion is available to you at no cost other than a copay.

... Need special services

Sometimes members have special medical conditions. Keystone First can help with dental or eye care; get you in touch with community organizations and behavioral health insurance companies that can help you; and help you find social service agencies that can work with you.

... 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.

... 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.

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



Quality care for our members

At Keystone First our mission is 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.

Here are some other ways the Quality team helps our members:

- 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 our providers like medical, dental, vision, and pharmacy.

To view our 2020 Quality Improvement (QI) program accomplishments and goals for 2021, please visit www.keystonefirstpa.com > **Members** > **Getting care** > **Quality Improvement (QI) Program**. 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)**.

The information you need is just a click away!

Information on benefits, how to get care, doctors, non-covered services, complaints, grievances, fair hearings, and more

Visit www.keystonefirstpa.com for a copy of the most current Member Handbook and 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.
- The online provider directory. Here is some information you can find about providers in our network:
 - Name.
 - Address.
 - Phone number.
 - Specialty.
 - Board certification status.
 - Languages spoken by the doctor.
 - Office locations.
 - If the doctor is accepting new patients.

To find more information about providers, such as medical school training and where they did their residency training, call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**. If you do not have access to the internet, please call Member Services for a paper copy of the listing.

- Your ID card.
- Referrals from your PCP or self-referrals — steps to get care.
- How to get care from specialists, hospitals, 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.
- View your benefits.
- Benefit limits, including restrictions for services received outside of Keystone First's service area, 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.

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)**.

*If you have met the limit of a covered benefit, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for information about continuing care and resources available to you.

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 you.

We have associates who speak Spanish 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 or format, you can call and request that the materials be translated in the language you read at no cost to you.

As our member, you have many rights and responsibilities

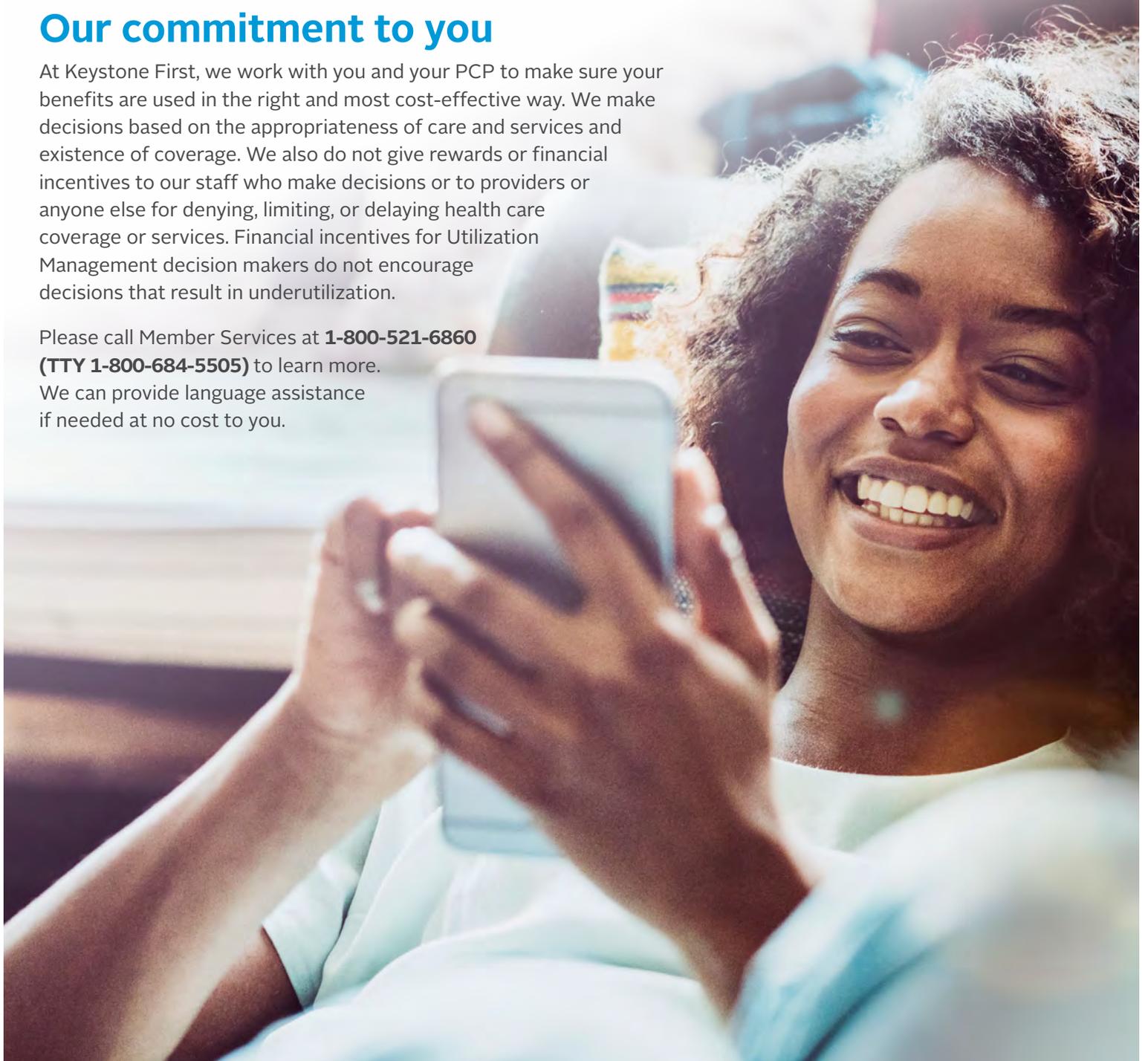
Keystone First is committed to treating our members with respect and dignity. Our plan and its network of doctors and other providers of services do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law.

For the full list of member rights and responsibilities, please visit www.keystonefirstpa.com. If you do not have access to the internet, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

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. We can provide language assistance if needed at no cost to you.





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**).



Abuse and Opioid Addiction

Pennsylvania is number four in the U.S. for drug overdose deaths.¹ Victims of abuse are at high risk for drug use and death. An abuser might keep a victim from getting help. If help is found it might be refused if a victim:

- seeks shelter or other help while on drugs
- is hard to work with due to drug use²
- does not show up at appointments
- does not take prescribed medicine
- returns to using drugs.

An abuser may introduce and keep a victim addicted to drugs to control them. They may also keep drugs from their victim once addicted³ to punish them. Victims may fear worse abuse if they do not use drugs or obey the abuser. Drug use may mean the victim cannot work in order to move out or buy things they need or want. An abuser may keep a victim on drugs to justify their abuse. As a result the victim may be labeled crazy. An abuser may also keep a victim on drugs and sell the victim for sex or other work. They may risk losing custody of a child to their abuser.⁴

Being a victim of abuse is traumatic even if the abuse was in the past. Victims may use drugs to cope with emotional or physical pain related to abuse. The abuser may not allow the victim to attend a Narcotics Anonymous meeting. If able to go to a meeting they may fear seeing their abuser or people who will tell their abuser they were there⁵ and risk more abuse, relapse or death.

Victims of abuse who use drugs can receive domestic violence services at a local PCADV program. To find the

program nearest you visit <http://pcadv.org> and 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/>

References

- ¹ Rich Lord, CDC: Pennsylvania among four states hardest hit by overdoses, Pittsburgh Post-Gazette, Dec. 21, 2017, <http://www.post-gazette.com/news/health/2017/12/21/CDC-releases-opioid-overdoses-deaths-data-figures-surge-fentanyl/stories/201712210100>
- ² Carole Warshaw, MD, Rachel White-Domain, JD, How Gender Stereotypes and Stigma Associated with Mental Health and Substance Use Impact Survivors of Domestic Violence & Sexual Assault, National Center on Domestic Violence Trauma and Mental Health, December 2014
- ³ Id.
- ⁴ PCADV. Domestic violence and the opioid crisis, The Jurist, July 2018. https://mailchi.mp/a3637083b48a/news-for-judges-about-domestic-violence-1319813?e=9c997b02bd#_ftn4
- ⁵ Medication and Counseling Treatment, Substance Abuse and Mental Health Services Administration, Rockville, MD, September 28, 2015, <https://www.samhsa.gov/medication-assisted-treatment/treatment#medications-used-in-mat>

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

PA WIC Experience Virtual Tour

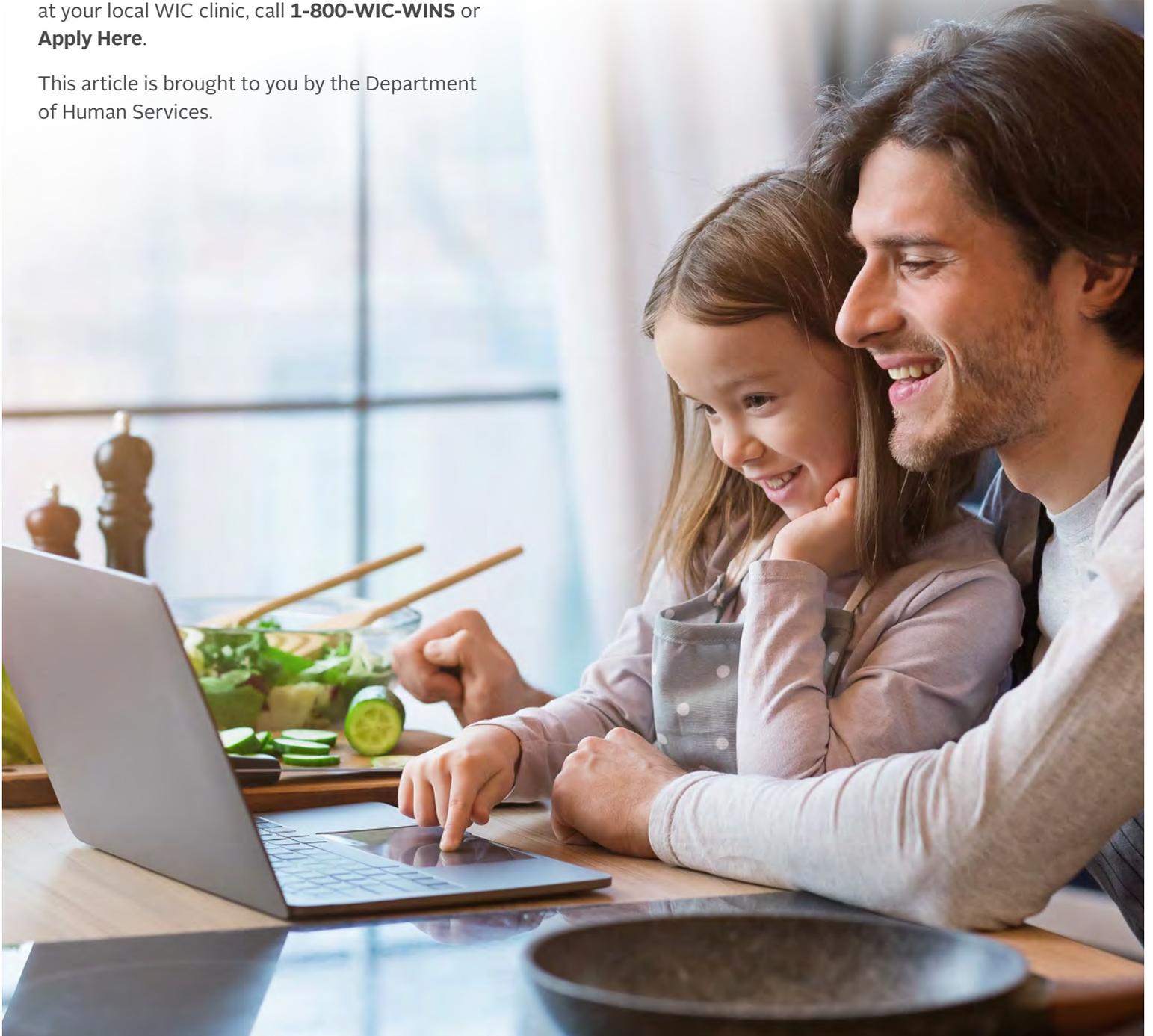
PA WIC has been busy working on new ways to connect with you and your family!

Welcome to the PA WIC Experience Virtual Tour, click **Experience.PAWIC.Com** to come inside the WIC Virtual Kitchen Classroom.

Encourage your children to play our games while learning more about nutrition and the PA WIC Program.

For more information or to schedule an appointment at your local WIC clinic, call **1-800-WIC-WINS** or **Apply Here**.

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





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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

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