

GET CARE, STAY WELL

A newsletter
for members of
Keystone First



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**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 page 8 to learn more.



Keystone First

Keystone First wants to make sure you and your family stay covered.



The Department of Human Services (DHS) must make sure that everyone who is receiving Medical Assistance (MA) is still eligible by reviewing each person's information.

Here's what you need to do now.

ACT NOW	HERE'S HOW
<ul style="list-style-type: none"> ✓ Update your information 	<ul style="list-style-type: none"> • Online: www.dhs.pa.gov/COMPASS • Mobile App: myCOMPASS PA • Phone: 1-877-395-8930 or 215-560-7226 (if you live in Philadelphia) • In Person: Go to your County Assistance Office 
<ul style="list-style-type: none"> ✓ Complete your renewal information and return to DHS when it is due 	<ul style="list-style-type: none"> • Online: www.dhs.pa.gov/COMPASS • Mail: to your County Assistance Office • Phone: 1-866-550-4355 • In Person: Go to your County Assistance Office
<ul style="list-style-type: none"> ✓ Sign up for alerts from DHS TODAY 	<ul style="list-style-type: none"> • Text alerts and eNotices: Go to www.dhs.pa.gov/COMPASS on a desktop computer and opt-in to get text alerts and emails

Need more information?

Go to www.dhs.pa.gov/PHE.

You can also reach us 24 hours a day, 7 days a week at **1-800-521-6860**. For TTY, call **1-800-684-5505**.

Domestic Violence and Financial Abuse

Abusive people often use money to control the people they hurt. Abusers use money to control partners. This type of abuse also happens in families. Abusive people might:

- Get credit using their partner's information.
- Limit money for food, medicine, or other needs.
- Steal benefit checks or cards.
- Lie about bills being paid.
- Force a person to quit or lose their job.
- Not pay child support.

This is the most common or experienced form of abuse. Leaving an abuser is dangerous. It is not an option for everyone. Abusers can use money to hurt people who leave. Help is available for people who stay and those who leave. Here are some groups that might be able to help:

- Domestic violence programs have information about local resources. These resources might be able to help with housing. They may have resources for food and medicine. They can talk about safe next steps.
- The National Network to End Domestic Violence (NNEDV) has a program that helps rebuild credit. It is called The Independence Project.

- The National Foundation for Credit Counseling gives free education about money and debt.
- Utility companies can sometimes help. Survivors may be able to get bills put in their name. Some companies offer repayment plans.

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

NNEDV's Independence Project: https://nnedv.org/wp-content/uploads/2019/07/Library_EJ_Independence_Project_Brochure_updated-2018.pdf

The National Foundation for Credit Counseling: <https://www.nfcc.org/>

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





Mobile 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>.



Financial wellness with Clarifi

Clarifi is a program for Keystone First members age 18 and older that offers over-the-phone financial counseling.

Clarifi may be able to help you:

- Fix your credit.
- Make and follow a spending plan.
- Cut debt.
- Save for emergencies.
- And more.

For more information, contact Clarifi at **1-267-765-2737** or keystonefirst@clarifi.org.

Have a healthy smile this school year

This time of year can be busy — winter is around the corner and school is in full swing! Don't let the hustle and bustle of the school year put your child's dental care at the bottom of your checklist.

Your checklist should include:



A dental visit. Call your child's dentist if you can't remember the date of their last checkup. Remember, your child should have a checkup every 6 months (2 times a year). Talk to your child's dentist about fluoride and dental sealants.



Regular brushing and flossing. Don't forget to put a toothbrush, toothpaste, and floss on your shopping list! It's important to change your child's toothbrush every few months. An easy way to remember is to start each school marking period with a new toothbrush. Make sure your child brushes 2 times every day with fluoride toothpaste and make sure your child flosses every day too!



Healthy lunches and snacks. Pack healthy food in your child's lunch, including whole grains, milk, cheese, raw vegetables, yogurt, or fruit. Talk with your child about making healthy food choices. Cut back on sugary foods and soft drinks. Encourage your child to drink plenty of water. Add a refillable water bottle to your shopping list.

Have a great rest of the school year and help your child take a bright, ready-to-learn smile to school every day!



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

Healthy Families, Safe Communities: But they're prescription drugs. How bad can they be?

Just because a drug or medicine was prescribed by a doctor doesn't mean it's OK for anyone to take at any time. This is drug abuse.

What's so bad about abusing prescription drugs?

Your body could have a bad reaction to a medicine you've never taken or in amounts you've never taken.

Some of these reactions could be:

- Mood swings or feeling angry
- Depression
- Trouble sleeping or staying awake
- Anxiety
- Addiction to other drugs
- Relationship problems with friends or family

More serious reactions could be:

- Trouble breathing
- Coma (when you can't wake up)
- Overdose
- Death

How can I safely get rid of medicine that I don't need?

Depending on the kind of medicine, you may be able to dispose of the medicine yourself. But sometimes you need to take it somewhere for special disposal. To find out more, call your local pharmacy. You can also go to www.disposemy meds.org or <https://www.ddap.pa.gov/Get%20Help%20Now/Pages/Find-a-Drug-Take-Back-Location.aspx> for information and locations that take your medicines.

Do you, a friend, or a family member need help?

If you think that you, a friend, or a family member needs help for prescription drug abuse, don't wait until it's too late. Get help now.

Call 24 hours a day, 7 days a week:

Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline:
1-800-662-HELP (4357) TTY: 1-800-487-4889



For emergencies, call **911**.

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.dhs.pa.gov/HealthChoices/HC-Services/Pages/BehavioralHealth-MCOs.aspx> for the most up-to-date phone numbers.

Sources:

*National Institute on Drug Abuse,
National Institutes of Health, U.S. Department of
Health and Human Services.
Commonwealth Prevention Alliance for the PA
Stop Opiate Abuse Campaign.*

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:

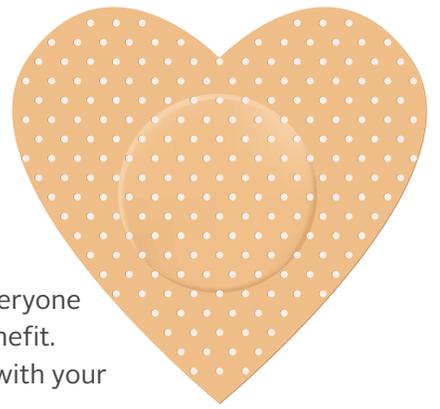
- Kill some bacteria that are good for your body. This can result in things like diarrhea or yeast infections.
- Cause an allergic reaction.
- Cause you to have an antibiotic-resistant infection. Antibiotic-resistant infections have bacteria that are harder to kill and can cause severe illnesses.

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.



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 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. Keystone First members may also be able to get a no-needle nasal flu vaccine. Talk with your doctor about this option.

Your 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.

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
- Coordination of Care
- Rating of Specialist

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.

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.

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

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



**1ST PLACE
WINNER
KIMBERLY**



The theme for
2023 was:

**What do you do to
have fun with your
friends or family?**

Be on the lookout
for the 2024

Children's Art Program
theme and application.



**1ST PLACE
WINNER
MANAYAH**



**1ST PLACE
WINNER
MILANI**



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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www.keystonefirstpa.com

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