

# GET CARE, STAY WELL

A newsletter  
for members of  
Keystone First



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**Keystone First has  
exciting news for  
members who use  
controller medicine  
to treat asthma.  
Learn more on page 4.**



**Keystone First**

# 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 the Fraud Tip Hotline at **1-866-833-9718 (TTY 711)** 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.



# 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**.

# Support Spotlight

## Information to support healthy relationships

Helping someone experiencing domestic violence can feel overwhelming, but you don't have to be an expert. The most important thing is to listen, support them, and respect their choices. Here are some simple ways you can make a difference:

### Key Things to Remember:

- Ask how you can help them feel safer. Everyone's situation is different, so it's important not to make assumptions or tell them what to do.
- Offer to call a local domestic violence program with them. If they aren't ready, you can call yourself for information on how to support them.
- Explain that reaching out doesn't mean they have to leave. Calling a program is just a way to learn about options and get support, not to make decisions they're not ready for.

### What to Avoid:

- Don't call the police without their permission. Talk with them about when or if they would want you to involve law enforcement.

- Avoid guilt or pressure. Survivors are already doing the best they can and shaming them isn't helpful.
- Don't confront the person causing harm. This can be dangerous and may make the situation worse.

Being supportive means respecting their timeline and choices. Even if they aren't ready to connect with a program, you can still help by learning how to support them safely and effectively.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. Please visit: <https://www.pcadv.org/find-help/find-your-local-domestic-violence-program> to find a program near you. The services offered by these programs are provided at no cost. These services are confidential. This website also offers useful information for those trying to support survivors under the **About Abuse** tab.

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



# 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) > Find a Doctor, Medicine, or Pharmacy. You can also call Member Services at **1-800-521-6860** (TTY **1-800-684-5505**).

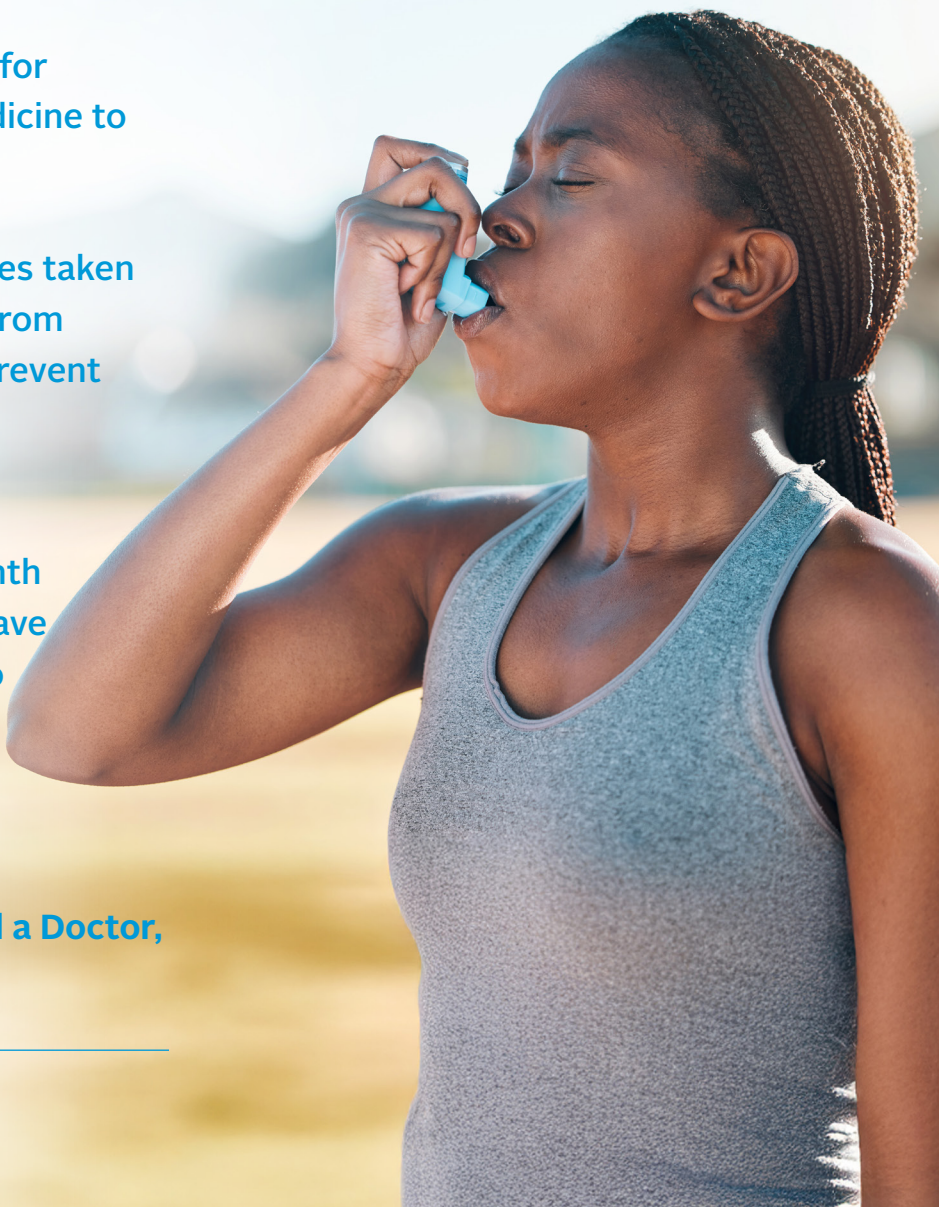
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Keystone First has exciting news for members who use controller medicine to treat asthma.

Controller medicines are medicines taken every day. They protect airways from swelling (inflammation) to help prevent an asthma attack.

Your doctor may now be able to prescribe a 90-day supply (3-month supply). This means you do not have to go to the pharmacy as often to pick up your asthma controller medicine. Talk to your doctor to see if a 90-day supply is right for you. For more information, visit [www.keystonefirstpa.com](http://www.keystonefirstpa.com) > Find a Doctor, Medicine, or Pharmacy.

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# 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://www.health.pa.gov/topics/programs/tobacco/pages/quitline.aspx> 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://www.health.pa.gov/topics/programs/tobacco/pages/quitline.aspx> to learn more.

# Stigma and substance use disorder

Substance use disorder (SUD) is a disease where you continue using a substance (drug or alcohol) even when it causes you big problems.

There is often a stigma around SUD. Stigma can cause someone with SUD to refuse or stop treatment they need.

A stigma means something is seen as shameful or disgraceful. Sometimes this is caused by unfair opinions or a lack of understanding.

There are ways we can all help reduce stigma around SUD. To learn more, visit <https://www.cdc.gov/stop-overdose/stigma-reduction/stigma-beyond-the-numbers.html>.

If you or someone you know has an opioid SUD, make sure you carry naloxone. Naloxone is a life-saving medicine for those at risk for an overdose from an opioid medicine. Naloxone can reverse an overdose from opioids. For more information about naloxone, visit <https://www.cdc.gov/stop-overdose/caring/naloxone.html>.

## Behavioral health treatment contact numbers:

### Bucks

Magellan Behavioral Health of Pennsylvania  
**1-877-769-9784**

### Chester

Community Care Behavioral Health Organization  
**1-866-622-4228**

### Delaware

Community Care Behavioral Health Organization  
**1-833-577-2682**

### Montgomery

Magellan Behavioral Health of Pennsylvania  
**1-877-769-9782**

### Philadelphia

Community Behavioral Health  
**1-888-545-2600**

Behavioral health treatment contact numbers may change. Please visit <https://www.pa.gov/agencies/dhs/resources/medicaid/bhc/bhc-mcos.html> 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 decide what'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)**.



# 3 steps to a healthy mouth when you have special healthcare needs

Taking care of your mouth is an important part of staying healthy. But, going to the dentist and taking care of your mouth at home can be hard if you have special healthcare needs. Here are 3 things you can do to help keep your mouth healthy when you have special healthcare needs.

## 1. Find a dentist that best meets your needs. Here are some questions to ask the dentist to help make sure they can best meet your needs.

- Does the dentist have experience or training treating patients with needs similar to any special healthcare needs you may have?
- Does the office have accessible entrances?

If you need help finding a dentist, call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

## 2. Plan for your visit.

- Let your dentist know about your special healthcare needs.
- Write down a list of any questions you want to ask the dentist. Take the list to the appointment with you.
- Ask your dentist if there is any paperwork you can fill out before the appointment.
- Make an appointment during the time of day that works best for you.
- Set up any transportation you may need. If you need help setting up transportation, call the Keystone First Enhanced Member Support Unit at **1-800-573-4100 (TTY 711)**.

## 3. Take care of your mouth.

- **Visit your dentist and PCP regularly.** You should have a dental checkup at least 2 times a year. Regular checkups will help spot small problems before they become big ones. Your dentist or PCP can also paint fluoride varnish on your teeth until you are 21 years old. Fluoride varnish is a protective covering that helps prevent cavities.
- **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. Ask your dentist for tips on how you can best brush and floss.

- **Use a mouthwash and toothpaste that have fluoride.** Fluoride helps to:
  - Prevent gum disease.
  - Reduce sensitivity.
  - Protect teeth from decay.
- **Keep your mouth moist.** Saliva helps protect your mouth from gum disease and tooth decay. Drink plenty of water to increase your saliva.
- **Eat healthy.**
  - **Try to eat** fresh fruits, fresh vegetables, and lean protein like chicken, beans, and fish.
  - **Try not to eat** sticky foods, hard candies, desserts, and sugar, including brown sugar, honey, and even molasses.

Talk with your dentist if you are having a hard time taking care of your mouth. Your dentist can give tips and suggestions on what you can do to help keep your mouth clean and healthy.

Have questions or need more information? Please call the Enhanced Member Support Unit at **1-800-573-4100 (TTY 711)**.



# 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
- Must 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             |
| • Smoking    | (body mass index)        |
| • Depression | • Cardiovascular disease |
|              | • 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)** or **[www.pa-navigate.org](http://www.pa-navigate.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)
- And much more!

You can also call the Enhanced Member Support Unit at **1-800-573-4100 (TTY 711)** 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.thehungercoalition.org](http://www.thehungercoalition.org)**  
**[www.cap4kids.org](http://www.cap4kids.org)**

# Hypertension

Hypertension is also called high blood pressure. Blood pressure is the force of blood pushing against blood vessel walls. The heart pumps blood into the blood vessels (arteries). The blood vessels carry the blood throughout the body. High blood pressure is dangerous. It makes the heart work harder to pump blood to the body. It also contributes to hardening of the arteries.

## Causes of high blood pressure

The exact causes of high blood pressure are not known. Several factors may play a role, including:

- Genetics
- Obesity
- Lack of physical activity
- Too much salt in the diet
- Too much alcohol consumption (more than 1 or 2 drinks a day)
- Stress
- Older age

## Symptoms of hypertension

There are usually no symptoms (signs) of high blood pressure. Usually you do not feel it. In fact, nearly one-third of those who have high blood pressure do not know it.

The only way to know if you have high blood pressure is to have it checked. Talk to your doctor to learn more about your blood pressure and staying healthy.



## 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 the Customer Service Center at **1-877-395-8930** or **215-560-7226** in Philadelphia. Members can also complete their renewal by phone by calling the PA Consumer Service Center for Healthcare Coverage at **1-866-550-4355**.

Don't lose your benefits because mail went to the wrong address. Make sure your contact information is correct! Use **[www.compass.dhs.pa.gov](http://www.compass.dhs.pa.gov)** to update your information and sign up for e-communications. If you do not have access to the internet, you can call the Customer Service Center at **1-877-395-8930** or **215-560-7226** in Philadelphia.





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, phone or email 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).  
**OCRMail@hhs.gov**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

# Nondiscrimination Notice

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**ATTENTION:** If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-800-521-6860 (TTY 1-800-684-5505)** or speak to your provider.

## Spanish

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al **1-800-521-6860 (TTY 1-800-684-5505)** o hable con su proveedor.

## Chinese; Mandarin

**注意:** 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电 **1-800-521-6860** (文本电话 **1-800-684-5505**) 或咨询您的服务提供商。

## Nepali

**सावधान:** यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्।  
**1-800-521-6860 (TTY 1-800-684-5505)** मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

## Russian

**ВНИМАНИЕ:** Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону **1-800-521-6860 (TTY 1-800-684-5505)** или обратитесь к своему поставщику услуг.

## Arabic

**تنبيه:** إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم **1-800-521-6860 (TTY 1-800-684-5505)** أو تحدث إلى مقدم الخدمة.

## Haitian Creole

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm akse sib yo disponib gratis tou. Rele nan **1-800-521-6860 (TTY 1-800-684-5505)** oswa pale avèk founisè w la.

## Vietnamese

**LƯU Ý:** Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số **1-800-521-6860 (Người khuyết tật 1-800-684-5505)** hoặc trao đổi với người cung cấp dịch vụ của bạn.

## Ukrainian

**УВАГА:** Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером **1-800-521-6860 (TTY 1-800-684-5505)** або зверніться до свого постачальника.

# Nondiscrimination Notice

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## Chinese; Cantonese

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 **1-800-521-6860 (TTY 1-800-684-5505)** 或與您的提供者討論。

## Portuguese

ATENÇÃO: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para **1-800-521-6860 (TTY 1-800-684-5505)** ou fale com seu provedor.

## Bengali

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। **1-800-521-6860 (TTY 1-800-684-5505)** নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

## French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le **1-800-521-6860 (TTY 1-800-684-5505)** ou parlez à votre fournisseur.

## Cambodian

សូមយកចិត្តទុកដាក់: ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ **1-800-521-6860 (TTY 1-800-684-5505)** ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

## Korean

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. **1-800-521-6860 (TTY 1-800-684-5505)**번으로 전화하거나 서비스 제공업체에 문의하십시오.

## Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. **1-800-521-6860 (TTY 1-800-684-5505)** પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.



Keystone First  
200 Stevens Drive  
Philadelphia, PA 19113



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

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