GET CARE, STAY WELL

A newsletter for members of Keystone First

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Keystone First

Vol. 29 | Issue 1 | Spring 2026

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)
- Multiple chronic conditions — Complex Care Management
- Diabetes
- Heart disease
- Hemophilia
- HIV/AIDS
- Sickle cell anemia

These programs are interactive, which means we work with you directly. Call Keystone First's Enhanced Member Support Unit at **1-800-573-4100 (TTY 711)** or go to **www.keystonefirstpa.com** to learn more about:

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

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.

To join one of these programs, you, your caregiver, or your primary care provider (PCP) can call us at **1-800-573-4100 (TTY 711)**.

What to do if you ...

... Need health care services

Call your PCP for an appointment. Your PCP is the first person to call with any questions about your health. If you have a special healthcare need, 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. Call your PCP to ask for the name of another Keystone First network provider to get a second opinion. If there are not any other providers in Keystone First's network, you may ask Keystone First for approval to get a second opinion from an out-of-network provider. Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** for more information about getting a second opinion.

... Need special services

Sometimes members have special healthcare needs. 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. If you need this kind of help, please call the Enhanced Member Support Unit at **1-800-573-4100 (TTY 711)**.

... 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 at **www.keystonefirstpa.com** or call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** 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.* If you get a bill from a Keystone First network provider and you think the provider should not have billed you, you can call Member Services at **1-800-521-6860 (TTY 1-800-684-5505**).

... Want to voice a dissatisfaction

If you have questions or concerns about your Keystone First benefits or services, please call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

... 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 at **1-800-521-6860 (TTY 1-800-684-5505)** or follow the directions in your Member Handbook.

Need more information and don't have access to the internet or a Member Handbook? Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

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

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 at **www.keystonefirstpa.com > Find a Doctor, Medicine, or Pharmacy**. 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

  If you do not have access to the internet, please call Member Services for a paper copy of the provider directory.

  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).**
- 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 healthcare 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.

Outgrowing your pediatrician? Choose the right PCP.

You may be entering adulthood and be 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 18 and in some cases up to 21. It is important to talk with your pediatrician about choosing a new PCP. Ask your pediatrician to send your medical records to 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)**.

Keeping you healthy is our top priority

Soon some members will be getting the 2026 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.

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 healthcare 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 2025 Quality Improvement (QI) program accomplishments and goals for 2026, 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)**.

Support Spotlight

Information to support healthy relationships

When someone is being hurt at home, it doesn't always show in ways we expect. Sometimes, the signs are in their mouth. Broken teeth, jaw pain, or cuts inside the mouth can be signs that a person has been hurt by someone close to them.

People who are being abused might also miss dental appointments or go a long time without care. This might be because of money, fear, or someone stopping them from getting help.

Here are some signs that might mean someone needs support:

- Mouth or face injuries that happen more than once
- Trouble eating, smiling, or talking, without a clear reason
- A friend or family member who isn't allowed to speak for themselves or seems closely watched

If you notice something that worries you, it's okay to gently check in. You don't need all the answers to show you care. Listen, believe them, and share info about help if it feels safe for them to talk.

Many Community Health Centers (CHCs) provide dental care. People can find their local CHC using this link: **https://my.pachc.org/Find-a-Health-Center**.

If you or someone you care about is experiencing domestic violence, help is available. 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 article is brought to you by the Department of Human Services.

Find information about your prescription benefits online

Visit Keystone First's website at **www.keystonefirstpa.com** 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)**.

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)**.

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.keystonefirstpa.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.

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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.

Keystone First

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

Nondiscrimination Notice

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

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 fòma aksesib 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 українська мова, 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

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* សេវាកម្មជំនួយភាសាឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយជ៏សមរម្យក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបានដោយឥតគិតថ្លៃផងដែរ។ 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 ઑક્ઝિલરી સહાય અને ઍક્સેસિબલ ફૉર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. **1-800-521-6860 (TTY 1-800-684-5505)** પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.