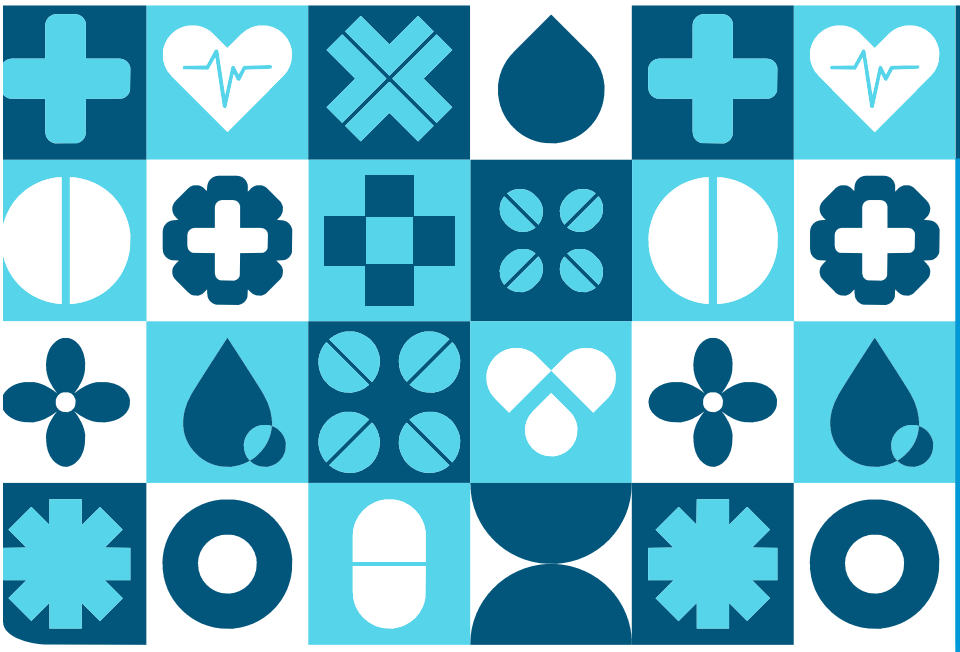
# GET CARE, STAY WELL

A newsletter for members of Keystone First



**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 Pennsylvania Department of Health recommends flu vaccination for everyone 6 months of age and older. Flu shots are a Keystone First covered benefit. Go to page 2 to learn more.**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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.

## Support Spotlight: Information to support healthy relationships

Domestic violence programs in Pennsylvania offer much more than shelter. They provide support, information, and resources at every point in a person's experience with domestic violence.

Someone may reach out because something in a relationship does not feel right. They may have questions about a partner's behavior or want to talk through what they are noticing. Someone else may have been in a relationship for many years and be looking for support. Others may be thinking about leaving, have already left, or be dealing with experiences from the past that still affect them.

Reaching out to a domestic violence program does not mean someone is ready to leave. People can connect with a program to ask questions, learn about their options, or talk with someone who understands domestic violence. A person may be reaching out for themselves, a friend or family member, a colleague, or someone they support through their work.

One of the most important services domestic violence programs provide is safety planning. Safety planning can help someone think about staying safe while remaining in a relationship, preparing to leave, or adjusting to life after leaving. Safety can mean physical safety, but it can also include emotional, financial, housing, technology, and other needs.

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.*

## 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)**.

## 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 Pennsylvania Department of Health recommends flu vaccination for everyone 6 months of age and older. 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 Primary Care Provider (PCP) can give you your flu shot or nasal flu vaccine. Most pharmacies can, too.* 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 official Pennsylvania Department of Health vaccine website at **https://www.pa.gov/agencies/health/programs/immunizations/general-immunization-guidance**.

Measles is a very contagious disease and can cause very serious health problems, especially in children. Vaccines are the best way to prevent measles. Talk to your doctor or your child's doctor about the vaccine. For more information about measles, visit **https://www.pa.gov/agencies/health/diseases-conditions/infectious-disease/measles**.

## 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 health 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. An area that was rated high was:

- Rating of Healthcare

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. You can also use **www.compass.dhs.pa.gov** or the **myCOMPASS PA app** to update your information. At Keystone First, we put you first! We want to help our members be healthy and get the care they need.

## Healthy Families, Safe Communities: Gun safety

### Kids will be kids!

- Are your children curious?
- If they know there is a present in the house for them, will they look for it?
- Are your children sometimes forgetful?
- Do you often have to remind them to brush their teeth?

If you answered "yes" to any of these questions, we have some tips for you about gun safety. Yes — gun safety!

How often have you talked about gun safety with your child? You don't need to own a gun to talk about gun safety.

Talk to your child about the importance of gun safety and make sure your child knows that real guns are very dangerous.

Here are 4 simple steps to talk about with your child if they see a gun:

1. **Stop.**
2. **Don't touch.**
3. **Leave the room or place where the gun is.**
4. **Tell an adult about the gun right away.**

For more gun safety tips and information, visit

**www.keystonefirstpa.com > Members > Programs > Healthy Families, Safe Communities**. For more information on youth violence prevention, visit **https://www.cdc.gov/youth-violence/prevention/index.html**.

## 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.

## 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** or the **myCOMPASS PA app** 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.

## Why do you ask my Race, Ethnicity, and Primary Language?

The simple answer is – we ask because we care! We want to know more about you. We are collecting race, ethnicity, and language (REL) information from all our members to help us get to know you better and to provide you with the best care possible. These questions help us:

1. **Know you and our community better**
   Yes, we are all unique individuals. However, studies show that our racial and ethnic backgrounds may place us at differing risks for some diseases. We can work to reduce these risks by making sure that everyone gets high-quality health care. Information about your race and ethnicity helps us make sure we provide you with the highest quality of care. By knowing more about your racial and ethnic background, we can get a better idea of health risks you may have and better meet your health needs.
2. **Understand each other**
   When we know your preferred language, then we know when we need to get an interpreter (including sign language interpreters for Deaf members) to help us speak with you. We can also translate documents into your preferred language. These services are at no cost to you!
3. **Support programs that improve quality of care**
   When we know this information we can offer culturally specific programs, in your preferred language, that can improve your health.

### It's Private!

Your information is kept private and confidential and is protected by law. The only people who will see your information are members of your care team and others who are authorized to see your medical record. We limit access to member information, including race and ethnicity. We only use the information if it is needed to provide care. Your information is always protected.

### Still don't want to share this information?

You do not have to answer these questions. It is your choice. It will not affect your care. It is perfectly alright if you do not want to answer some or all of the questions. However, this information does help us provide better care.

Remember, we ask these questions because we care. We want to make sure that all our members get the best care possible.

## Tips for talking to your Primary Care Provider about your mental health

The health of your mind (your mental health) is a very important part of being healthy. Your Primary Care Provider (PCP) can help you get the care you need both physically and mentally. Next time you have an appointment with your PCP, remember you can bring up your mental health concerns too. Here are some tips that can help you start a conversation with your PCP about your mental health:

1. **Before your appointment, write down what you want to talk about.** This will help you remember the important points. Also write down all of the medicines you take and your family mental health history. This is important information to share with your PCP.
2. **Consider bringing someone to the appointment with you**. Having a close friend or family member at the appointment might make you feel more comfortable. This person can also help take notes.
3. **Be honest with your PCP.** This will help you and your PCP make the best decisions for your health.
4. **If you have questions, ask them.** It is okay to ask your PCP for more information about a diagnosis or treatment plan, for example.

**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** for the most up-to-date phone numbers.

If you do not have a PCP, we can help you find one! Visit **www.keystonefirstpa.com** and click **Find a Doctor, Medicine, or Pharmacy.** You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

## What are dental sealants and varnishes?

Here are a few important ways you and your child's dentist can help prevent tooth decay (cavities).

Be sure your child has regular dental visits at least 2 times a year.

Your child's dentist can:

- Apply fluoride varnish to your child's teeth
- Place dental sealants on permanent pre-molars (bicuspids) and permanent molars (back teeth)

### Fluoride varnish: What is it?

Fluoride varnish is a protective covering painted on the top and sides of teeth to keep teeth strong and help stop tooth decay. Your child's PCP may apply fluoride varnish (up to 6 times a year) for added protection, too!

### Dental sealant: What is it?

Dental sealant is a thin plastic coating that is painted on the grooves of the back teeth (permanent molars and pre-molars). The coating acts like a raincoat and protects the teeth from the food and germs that cause cavities. Once placed on the teeth, it will help "seal out" decay.

Do you need help finding a dentist? We can help. Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

## Be on the lookout for your new Keystone First ID card!

In the coming weeks, we will be sending all members a new member ID card.

### What do I need to do?

Use your current member ID card through December 31, 2026. On January 1, 2027, begin using your new member ID card.

### What is changing?

The Rx Bin and Rx PCN numbers on your member ID card will change. Your pharmacy uses these numbers to get payment from Keystone First for your prescription medicine.

### What if I do not get a new member ID card?

You can order a replacement member ID card on the Keystone First app or the member portal. You can also call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)** to ask for a replacement member ID card.

### Who can I call with questions?

We are here to help. Call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**. We are available 24 hours a day, 7 days a week.

**It is important you begin using your new ID card starting January 1, 2027. Be on the lookout for your new ID card!**

## Changes are coming to Medicaid!

Starting January 1, 2027, some Medicaid recipients in Pennsylvania will need to meet work requirements and will need to have their Medicaid eligibility checked every six months instead of every year. Medicaid is also called Medical Assistance or MA in Pennsylvania.

### Who is affected by the new Medicaid rules?

Medicaid recipients will need to meet these new requirements if they:

- Are 19-64 years old
- Do not have a dependent/child under 14 years old

### How do you meet Medicaid work requirements?

A Medicaid recipient can meet work requirements if they do one or a combination of these activities for at least 80 hours a month:

- Work;
- Volunteer or do community service;
- Participate in a job training program; and/or
- Go to school at least half-time

Medicaid recipients may also meet the requirement based on their monthly income if they make at least $580 each month. They may also meet the requirement depending on their income if they do seasonal work, and a caseworker can help calculate if their income meets this option.

### Is anyone exempt from Medicaid work requirements?

Some people do not have to meet work requirements to get or keep Medicaid. People who have certain health needs or a disability, are pregnant or recently gave birth, take care of a child or disabled family member, or meet other conditions that exempt them from these requirements.

## How do I show I am meeting Medicaid work requirements?

The Pennsylvania Department of Human Services' (PA DHS') goal is to help Pennsylvanians understand these changes and meet the new requirements. Current Medicaid recipients affected by these changes will receive a letter in the mail from PA DHS soon that will include information on whether they need to meet these requirements or provide more information to PA DHS about their income or work, volunteer, school, or training activities.

If you or someone you know are affected by the new Medicaid rules, the work requirements will start at your first renewal in 2027. People applying for Medicaid coverage will have to show that they meet work requirements during their application.

For more information on these changes, visit dhs.pa.gov/MedicaidChanges or call Member Services at **1-800-521-6860 (TTY 1-800-684-5505)**.

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

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# Notices of Availability

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.

# Notices of Availability

**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 do Brasil, 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 দি : দি 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:한국어를 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.