

# GET CARE, STAY WELL

A newsletter for  
Participants of  
Keystone First  
Community HealthChoices



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**Home and Community-Based Services (HCBS) are part of the Long-Term Services and Supports (LTSS) benefits. Go to page 4 to learn more about 16 of the HCBS waiver services.**



## Are you also eligible for Medicare?

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Keystone First Community HealthChoices (CHC) has a Medicare dual-eligible special needs plan (D-SNP). It is called Keystone First VIP Choice. A Medicare D-SNP is a Medicare Advantage plan for people who get both Medicare and Medicaid benefits and have special needs. Go to [www.keystonefirstvipchoice.com](http://www.keystonefirstvipchoice.com) to learn more.



## Don't lose your benefits!

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In order to have Keystone First CHC 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.

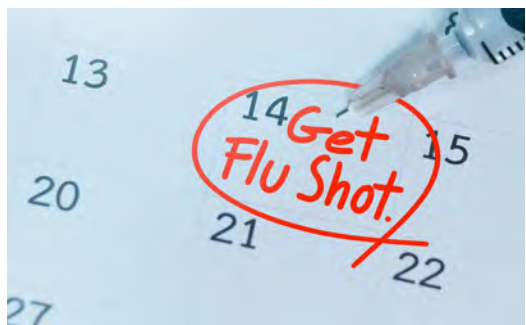
If you have questions about any paperwork you get, call Keystone First CHC Participant Services at **1-855-332-0729**

(TTY **1-855-235-4976**) or contact your County Assistance Office (CAO). A list of CAOs can be found at <https://www.pa.gov/en/agencies/dhs/contact/cao-information.html>.

Don't lose your benefits because your mail went to the wrong address. Make sure your contact information is correct! Use <https://www.compass.dhs.pa.gov> to update your information and sign up for e-communications.

## Winter is coming and so is the flu

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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 CHC covered benefit. Keystone First CHC Participants 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. 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 Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**).

## 3 steps to a healthy mouth when you have special 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 needs. Here are 3 things you can do to help keep your mouth healthy when you have special 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 needs you may have?
- Does the office have accessible entrances?

If you need help finding a dentist, call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**).

### 2. Plan for your visit.

- Let your dentist know about your special 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 Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**).



### 3. Take care of your mouth.

- **Visit your dentist.** You should have a dental checkup at least 2 times a year.



Regular checkups will help spot small problems before they become big ones.

- **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 Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**).



# Home and Community-Based Services (HCBS) spotlight

## What are HCBS ?

HCBS are services and supports provided in your home and community. HCBS help older adults and people with disabilities live independently and stay in their homes. Services include help with activities of daily living, or ADLs. These services give Participants choices. They help Participants make and reach goals.

## Who's eligible for HCBS?

Participants who have LTSS are eligible for HCBS. DHS determines if Participants are eligible for LTSS benefits. Keystone First CHC helps eligible Participants with LTSS get access to HCBS.

HCBS covers 32 services. Keystone First CHC gave an overview of 16 services in the summer edition of the newsletter and lists 16 services<sup>1</sup> in this edition of the newsletter. You can find a complete list of HCBS services in your Participant Handbook. Your Participant Handbook can be found online at [www.keystonefirstchc.com](http://www.keystonefirstchc.com) or call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**) to ask for a copy.

1. **Nursing** – Services of a registered nurse or licensed practical nurse that are ordered by a doctor, which include diagnosing and treating health problems through health teaching, health counseling, and skilled care prescribed by the doctor or a dentist.
2. **Nutritional Consultation** – Services to help the Participant and a paid and unpaid caregiver in planning meals that meet the Participant's nutritional needs and avoid any problem foods.



3. **Occupational Therapy** – Services of an occupational therapist ordered by a doctor, which include evaluating a Participant's skills and helping to change daily activities so that the Participant can perform ADLs.
4. **Participant-Directed Community Supports** – Services and support for Participants who want to direct their services, hire their own workers, and keep a budget for their services under Services My Way, which include helping the Participant with basic living skills such as eating, drinking, toileting; and household chores such as shopping, laundry, and cleaning; and help with participating in community activities.
5. **Participant-Directed Goods and Services** – Services, equipment, or supplies for Participants who want to direct their services and keep a budget for their services under Services My Way, so that they can be safe and independent in their homes and be part of their community.

6. **Personal Assistant Services** – Hands-on help for ADLs such as eating, bathing, dressing, and toileting.
7. **Personal Emergency Response System (PERS)** – An electronic device which is connected to a Participant’s phone and programmed to signal a response center with trained staff when the Participant presses a portable “help” button to get help in an emergency.
8. **Pest Eradication** – Services to remove insects and other pests from a Participant’s home that, if not treated, would prevent the Participant from staying in the community due to a risk of health and safety.
9. **Physical Therapy** – Services of a physical therapist and ordered by a doctor, which include evaluation and treatment of a Participant to limit or prevent disability after an injury or illness.
10. **Residential Habilitation** – Services delivered in a provider-owned or provider-operated setting where the Participant lives, which include community integration, nighttime assistance, personal assistance services to help with ADLs such as bathing, dressing, eating, mobility, and toileting, and instrumental ADLs such as cooking, housework, and shopping, so that the Participant gets the skills needed to be as independent as possible and fully participate in community life.
11. **Respite** – Short-term service to support a Participant when the unpaid caregiver is away or needs relief.
12. **Specialized Medical Equipment and Supplies** – Items that allow a Participant to increase or maintain the ability to perform ADLs.
13. **Speech Therapy** – Services of a licensed American Speech-Language-Hearing associate or Certified Speech-Language Pathologist and ordered by a doctor, which include evaluation, counseling, and rehabilitation of a Participant with speech disabilities.
14. **Structured Day Habilitation** – Day services in a small group setting directed to preparing a Participant to live in the community, which include supervision, training, and support in social skills training.
15. **Telecare** – 3 services that use technology to help a Participant be as independent as possible:
  - Health Status Measuring and Monitoring TeleCare Services – uses wireless technology or a phone line to collect health-related data such as pulse and blood pressure to help a provider know what the Participant’s condition is and providing education and consultation.
  - Activity and Sensor Monitoring TeleCare Service – uses sensor-based technology 24 hours a day, 7 days a week by remotely monitoring and passively tracking Participants’ daily routines.
  - Medication Dispensing and Monitoring TeleCare Service – helps a Participant by dispensing medicine and monitoring whether the Participant is taking the medicine as prescribed.
16. **Vehicle Modifications** – Physical changes to a car or van that is used by a Participant with special needs, even if the car or van is owned by a family member with whom the Participant lives or another person who provides the main support to the Participant, so that the Participant can use the car or van.

<sup>1</sup>Source: Keystone First Community HealthChoices Handbook

## SeniorLAW Center

Legal services for  
renters and homeowners

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SeniorLAW Center has a Help Line for Keystone First CHC Participants who are renters and homeowners over the age of 60.

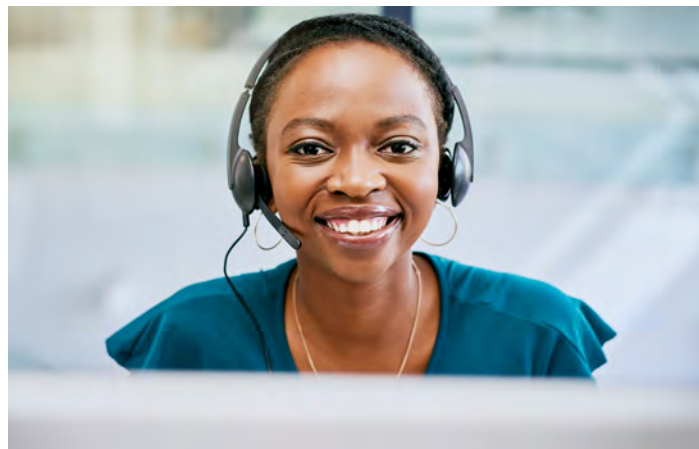
### How can SeniorLAW Center help you?

SeniorLAW Center's trained legal professionals can provide services at no cost to you, including:

- Legal information
- Advice and counsel
- Referrals to other legal agencies
- Limited representation on some civil housing situations

### How can you get help from SeniorLAW Center?

1. Call SeniorLAW Center's Help Line at **1-833-546-3707 (TTY 711)** Monday through Friday from 9 a.m. to 3 p.m.
2. Leave a message with your:
  - Name
  - Phone number
  - The best days and times to reach you
  - More details about your housing situation
3. A trained legal advocate or attorney from SeniorLAW Center will call you. They will ask you a few questions and explain how they may be able to help.
4. All legal services you receive from SeniorLAW Center will take place by phone. The information you share will be kept private.



### For more information about how SeniorLAW Center can help you:

- Visit [seniorlawcenter.org](https://seniorlawcenter.org).
- Call **1-833-546-3707 (TTY 711)**.
- Talk with your Service Coordinator.

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### The expanded Pennsylvania Property Tax/Rent Rebate Program helps eligible Pennsylvanians who are:

- Either homeowners or renters
- Meet certain income requirements
- Age 65 and older
- Widows and widowers age 60 and older
- People with disabilities age 18 and older

The deadline to apply for property tax/rent rebates has been extended to December 31, 2024. To apply:

- Go to <https://mypath.pa.gov>.
- Call **1-888-222-9190**.
- Visit your local Department of Revenue District Office, local Area Agency on Aging, senior center, or state legislator's office.

## Find information about your prescription benefits online

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Visit Keystone First CHC's website at [www.keystonefirstchc.com](http://www.keystonefirstchc.com) for information about:

- How your prescription benefits work
- Keystone First CHC's preferred drug resources, including the Pennsylvania Statewide Preferred Drug List (PDL) and the Keystone First CHC Supplemental Formulary. A drug formulary, also called a PDL, is a list of medicines covered by Keystone First CHC. Some medicines are covered as a part of the Pennsylvania Statewide PDL, and some medicines are covered under the Keystone First CHC Supplemental Formulary. If you have Medicare, please refer to your Medicare Part D plan for your formulary medicines.
- 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 CHC Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

For the most up-to-date formulary list, visit [www.keystonefirstchc.com](http://www.keystonefirstchc.com). You can also call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**. If you have Medicare, please refer to your Medicare Part D plan for your formulary medicines.

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**If you would like more information but do not have access to the internet, please call Participant Services at 1-855-332-0729 (TTY 1-855-235-4976).**

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## Important numbers

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Participant Services: **1-855-332-0729**

Participant Services TTY: **1-855-235-4976**

Nurse Call Line: **1-855-332-0117 (TTY 711)**

Care Management and Personal Care Connection Team: **1-855-349-6280 (TTY 711)**

Bright Start® (pregnancy): **1-800-521-6867 (TTY 711)**

Pennsylvania Tobacco Cessation Information: **1-800-QUIT-NOW (1-800-784-8669)**

Fraud Hotline: **1-866-833-9718 (TTY 711)**

Medical Assistance Transportation Program (MATP): Call your county number for more information. You can find a list of phone numbers for your county on our website at [www.keystonefirstchc.com](http://www.keystonefirstchc.com) > **For Participants > Important numbers**. MATP phone numbers may change. Visit <http://matp.pa.gov> for the most up-to-date phone numbers.

Behavioral health treatment: Call your county number for more information. You can find a list of phone numbers for your county on our website at [www.keystonefirstchc.com](http://www.keystonefirstchc.com) > **For Participants > Important numbers**.

Behavioral health treatment contact numbers may change. Please visit <https://www.pa.gov/en/agencies/dhs/resources/medicaid/bhc/bhc-mcos.html> for the most up-to-date phone numbers.

## We want you to stay warm this winter

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Are you worried about how to keep your home warm as the weather gets colder? There are programs that can help.

- Start by calling your utility company. Your utility company can help explain what programs are available and help you get set up with the one that is right for you.
- Low Income Home Energy Assistance Program (LIHEAP) helps you pay your heating bills. LIHEAP is a grant. You do not have to repay it. LIHEAP offers both cash and crisis grants.

Call: **1-877-395-8930** | Visit: <https://www.pa.gov/en/services/dhs/apply-for-the-low-income-home-energy-assistance-program-liheap.html>

Need more help? Call us at **1-855-332-0729 (TTY 1-855-235-4976)**. We can help connect you to resources. Don't be left in the cold this winter.





## Join our Participant Advisory Committee (PAC)

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The Keystone First CHC PAC is a place where Participants, providers, caregivers, family members, and direct care workers come together to help us make a difference.

### Everyone's voice counts.

The PAC gives you the chance to tell us about your experience and needs, and raise questions or concerns about topics that affect your quality of life. It is a way for you to meet other Participants and the family members, providers, and caregivers who support you. The PAC meets once every 3 months, typically in March, June, September, and December, in the communities where Participants live. You can attend our meetings either in person or virtually via Zoom or by phone.

In a PAC meeting, you can expect to hear:

- Introductions and updates from Participants, providers, Centers for Independent Living, and community-based organizations
- Health education updates from Keystone First CHC



- Important health plan information and reminders
- Spotlight on 1915(c) HCBS waiver services
- Open forum for questions, concerns, and feedback

### We want to hear from you!

If you are interested in becoming a member of our PAC, please email [advisorykfchc@amerihealthcaritas.com](mailto:advisorykfchc@amerihealthcaritas.com) or call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**) to be connected to a member of the Community Outreach team.

You can find more information about this committee, such as meeting minutes, how to become a member, and future meeting dates, at [www.keystonefirstchc.com/pac](http://www.keystonefirstchc.com/pac) or by scanning this QR code:



## Find the updated Notice of Privacy Practices online

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### Your privacy is important to us

The Notice of Privacy Practices has been updated. The notice tells you how we use your information.

You can find the new notice at [www.keystonefirstchc.com](http://www.keystonefirstchc.com) > **For Participants > Participant rights, responsibilities, and privacy > Notice of privacy practices.**

If you do not have access to the internet, please call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**) and we can mail you a copy.

If you have questions about how we keep your information safe, please call **1-855-332-0729** (TTY **1-855-235-4976**).



**Keystone First Community HealthChoices** 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 Community HealthChoices** 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 Community HealthChoices** 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 Community HealthChoices** 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 Community HealthChoices** at **1-855-332-0729 (TTY 1-855-235-4976)**.

If you believe that **Keystone First Community HealthChoices** 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  
Community HealthChoices,  
Participant Complaints Department,  
Attention: Participant Advocate,  
200 Stevens Drive  
Philadelphia, PA 19113-1570  
Phone: **1-855-332-0729**, TTY **1-855-235-4976**,  
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 Community HealthChoices 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: 1-855-332-0729 (TTY 1-855-235-4976).**

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-332-0729 (TTY 1-855-235-4976).**

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-855-332-0729(телетайп: 1-855-235-4976).**

**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 **1-855-332-0729 (TTY 1-855-235-4976)**。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-855-332-0729 (TTY 1-855-235-4976).**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-855-332-0729 (رقم هاتف الصم والبكم: 1-855-235-4976).**

**ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-855-332-0729 (टिडिवाइ: 1-855-235-4976) ।**

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-855-332-0729 (TTY 1-855-235-4976)** 번으로 전화해 주십시오.

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អ្មួល គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ **1-855-332-0729 (TTY 1-855-235-4976) ។**

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-855-332-0729 (ATS 1-855-235-4976).**

**သတိပြုရန် -** အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-855-332-0729 (TTY 1-855-235-4976)** သို့ ခေါ်ဆိုပါ။

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-855-332-0729 (TTY 1-855-235-4976).**

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-855-332-0729 (TTY 1-855-235-4976).**

**লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-855-332-0729 (TTY 1-855-235-4976).**

**KUJDES:** Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-855-332-0729 (TTY 1-855-235-4976).**

**सुचना:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-855-332-0729 (TTY 1-855-235-4976).**



# Keystone First

*Community HealthChoices*

200 Stevens Drive  
Philadelphia, PA 19113-1570



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

[www.keystonefirstchc.com](http://www.keystonefirstchc.com)

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