

# GET CARE, STAY WELL

A newsletter for  
Participants of  
Keystone First  
Community HealthChoices



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Each year,  
Participants are  
randomly chosen to  
fill out a survey that  
tells us how satisfied  
you are with your  
health care.  
Go to page 2 to  
learn more.



## Your opinion counts!

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Each year, Keystone First Community HealthChoices (CHC) Participants are randomly chosen to fill out a survey that tells us how satisfied you are with your health care. If you receive a survey, please fill it out and return it right away. Your opinion counts!



## We have special programs for you

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Keystone First CHC 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. These programs are interactive, which means we work with you directly.

- Asthma
- Multiple chronic conditions — Complex Care Management
- Chronic obstructive pulmonary disease (COPD)
- Diabetes
- Heart disease
- Hemophilia
- HIV/AIDS
- Sickle cell anemia

Call Keystone First CHC Care Management at **1-855-349-6280 (TTY 711)** or go to **[www.keystonefirstchc.com](http://www.keystonefirstchc.com)** to learn more.

Here you can learn more about:

- Who is eligible
- 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 CHC about care management for you.

To join one of these programs, you, your caregiver, or your primary care provider (PCP) can call us at **1-855-349-6280 (TTY 711)**.

## What to do if you ...

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### **...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 health problem, your PCP may send you to a specialist. A specialist is a doctor, doctor's group, or a certified nurse practitioner, 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. Call your PCP to ask for the name of another Keystone First CHC network provider to get a second opinion. If there are not any other providers in Keystone First CHC's network, you may ask Keystone First CHC for approval to get a second opinion from an out-of-network provider.

### **... Need special services**

Sometimes Participants have special medical conditions. Keystone First CHC can help with dental or eye care; get you in touch with community organizations and behavioral health managed care organizations that can help you; and help you find social service agencies that can work with you.

### **... 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 **1-855-332-0117 (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.keystonefirstchc.com](http://www.keystonefirstchc.com)** or call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** to find a doctor close to your home. If a Keystone First CHC 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 CHC network.

### **... Get a bill from a health care provider**

As a Keystone First CHC Participant, you don't have to pay for medically necessary covered services.\*

### **...Want to voice a dissatisfaction**

If you have questions or concerns about your Keystone First CHC benefits or services, please call Participant Services.

### **... Want to file a complaint or grievance, or request a fair hearing**

We can help you with a complaint, grievance, or fair hearing. Call Participant Services or follow the directions in your Participant Handbook.

Need more information and don't have access to the internet or a Participant Handbook? Call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

\*There may be times when you will have to pay a copayment. Full copayment information can be found in your Participant Handbook or visit **[www.keystonefirstchc.com/participants/benefits](http://www.keystonefirstchc.com/participants/benefits)** for the Participant Copayment Schedule.

## Quality care for our Participants

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At Keystone First CHC, our mission is to help people get care, stay well, and build healthy communities.

This is done by:

1. Staying up to date on the most recent National Quality Assurance Standards and Best Practice Guidelines.
2. Providing education to help you get the care that you need.
3. Conducting Participant surveys to find ways to improve. We take all feedback seriously. Our team looks for ways we can help make sure you get the quality of care and service that meets your needs.
4. Reviewing the care and services given by Keystone First CHC providers. This includes medical, dental, vision, pharmacy, and long-term services and supports.



To view our Quality Improvement (QI) program accomplishments and goals for 2026, please visit [www.keystonefirstchc.com](http://www.keystonefirstchc.com) > **For Participants > Getting care > Quality improvement (QI) program**. 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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## Our commitment to you



At Keystone First CHC, we work with you and your PCP to make sure your benefits are used in the right and most cost-effective way. We make decisions based on the appropriateness of care and services and existence of coverage. We also do not give rewards or financial incentives to our staff who make decisions or to providers or anyone else for denying, limiting, or delaying health care coverage or services. Utilization Management decision makers do not receive financial incentives for decisions that result in underutilization.

Please call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** to learn more. We can provide language assistance if needed at no cost to you.

# 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.keystonefirstchc.com](http://www.keystonefirstchc.com) or call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**) for a copy of the most current Participant Handbook and for information about your health care as a Keystone First CHC Participant. You can find information on:

- Your doctor/PCP
  - How to choose or change a doctor
- 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 Participants
- Questions about your medicines
- How to get help if you have special 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 CHC'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
- The online provider directory ([www.keystonefirstchc.com/providers/find-provider/index.aspx](http://www.keystonefirstchc.com/providers/find-provider/index.aspx))
- 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

To find more information about providers, such as medical school training and where they did their residency training, call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**). If you do not have access to the internet, please call Participant Services for a paper copy of the listing.

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**).

\*If you have met the limit of a covered benefit, please call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**) for information about continuing care and resources available to you.

## Need information in other languages?

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Keystone First CHC is committed to serving all of our Participants. Please call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**) if you need information in a language other than English.

We can help with:

- Information about your Keystone First CHC services and benefits
- Any other Keystone First CHC 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, you can call and request that the materials be translated in the language you read at no cost to you.

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## As our Participant, you have many rights and responsibilities

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Keystone First CHC is committed to treating our Participants with respect and dignity. Our plan and its network of doctors and other providers of services do not discriminate against Participants based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law.

For the full list of Participant rights and responsibilities, please visit [www.keystonefirstchc.com](http://www.keystonefirstchc.com) > **For Participants** > **Participant rights, responsibilities, and privacy**. If you do not have access to the internet, please call Participant Services at **1-855-332-0729** (TTY **1-855-235-4976**).

## 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
- How we let you know about formulary changes
- Limits and exceptions
- Prior authorization
- Generic substitution and step therapy

You can also find information about 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 or other health insurance, that is your primary insurance. If you have Medicare, please refer to your Medicare Part D plan for your formulary medicines.

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**).

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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. For questions  
about transportation services, call  
Participant Services at **1-855-332-0729  
(TTY 1-855-235-4976).**

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/agencies/dhs/resources/  
medicaid/bhc/bhc-mcos](https://www.pa.gov/agencies/dhs/resources/medicaid/bhc/bhc-mcos) for the most  
up-to-date phone numbers.

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## If you receive help with daily living from a caregiver, we can help make their lives easier

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People caring for Keystone First CHC Participants don't have to do it alone. The Carallel app can give caregivers the resources they need to give the best care possible.

### The Carallel Caregiver Support Program gives caregivers access to:

- Caregiving experts for support, guidance, and advice
- 24/7 access to resources
- Online support groups
- Monthly caregiver conversations

To sign up online, go to [app.carallel.com/acpa](http://app.carallel.com/acpa). To sign up by phone, call **1-877- 870-5225**.

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## Living Independence for the Elderly (LIFE) program

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If you are at least 55 years old, you may be able to enroll in the LIFE program instead of Community HealthChoices. The LIFE program covers medical, prescription drug, behavioral health, transportation, and supportive services for persons who are 55 years old and older and meet requirements related to the county where you live, how much care you need, and the kind of financial support you need. For more information on the LIFE program, contact an Enrollment Specialist at **1-877-550-4227**.

# Join our Participant Advisory Committee (PAC)

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

## Everyone's voice counts.

In a PAC meeting, you can:

- Hear introductions and updates from Participants, providers, and Centers for Independent Living.
- Tell us about your experience.
- Let us know what you need.
- Ask questions.
- Share concerns you may have.
- Learn more about different CHC benefits/services.

It is a way for you to meet

- Other Participants
- Providers
- Caregivers
- Direct Care Workers

The PAC meets once every 3 months.

Meetings are typically in:

- March
- June
- September
- December



Meetings are in the communities where Participants live. PAC meetings are held in the Southeast region.

You can attend our meetings:

- In person
- Online
- By phone

## We want to hear from you!

If you are interested in becoming a member of our PAC, please email [advisorykfchc@keystonefirstchc.com](mailto:advisorykfchc@keystonefirstchc.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.





**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, 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 **1-855-332-0729 (TTY 1-855-235-4976)** 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 **1-855-332-0729 (TTY 1-855-235-4976)** 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 **1-855-332-0729 (文本电话 1-855-235-4976)** 或咨询您的服务提供商。

## Nepali

**सावधान:** यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि नि:शुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि नि:शुल्क उपलब्ध छन्।  
**1-855-332-0729 (TTY 1-855-235-4976)** 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 **1-855-332-0729 (TTY 1-855-235-4976)** 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 **1-855-332-0729 (TTY 1-855-235-4976)** 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 aksèsib yo disponib gratis tou. Rele nan **1-855-332-0729 (TTY 1-855-235-4976)** 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 **1-855-332-0729 (Người khuyết tật 1-855-235-4976)** 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 **1-855-332-0729 (TTY 1-855-235-4976)** 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 **1-855-332-0729 (TTY 1-855-235-4976)** 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 **1-855-332-0729 (TTY 1-855-235-4976)** 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। **1-855-332-0729 (TTY 1-855-235-4976)** 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 **1-855-332-0729 (TTY 1-855-235-4976)** ou parlez à votre fournisseur.

## Cambodian

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ **1-855-332-0729 (TTY 1-855-235-4976)** 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. **1-855-332-0729 (TTY 1-855-235-4976)**번으로 전화하거나 서비스 제공업체에 문의하십시오.

## Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓક્ટિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. **1-855-332-0729 (TTY 1-855-235-4976)** પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.





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