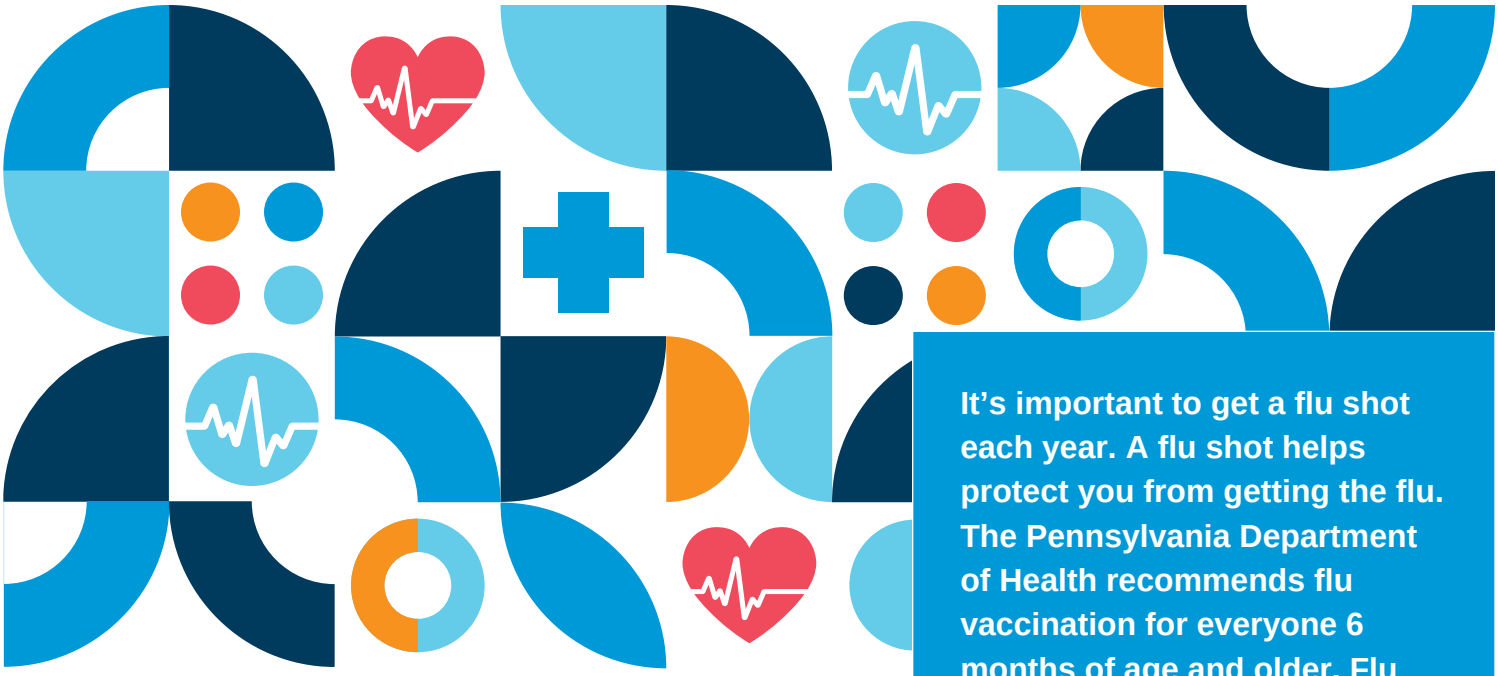
GET CARE, STAY WELL

A newsletter for Participants of Keystone First Community HealthChoices



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 Community HealthChoices (CHC) covered benefit. Go to page 1 of this newsletter to read more.

Are you also eligible for Medicare 1
Winter is coming and so is the flu.....1
Join our PAC or LTSS Subcommittee.....2
Important Numbers.....3
Don't Lose Your Benefits.....4
New Home and Community-Based Services (HCBS) waiver services.....4
Be on the lookout for your new Keystone First CHC ID card!.....5
Find information about your prescription benefits online.....6
Eating the right foods can help you have a healthy smile for life.....7
We want you to stay warm this winter.....8
Measles: What You Need to Know.....8

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

Vol.8, Issue 3, Winter 2026

Keystone First
Community HealthChoices

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

MCO-PA_265852351-1

Are you also eligible for Medicare?

Keystone First 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 to learn more.

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 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 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).**

Are you up to date on all other vaccines? Vaccines (shots) help protect from many serious diseases. Making sure you get the shots you need is an important step to stay healthy. Talk with your doctor about what shots you need.

For more information, visit the official Pennsylvania Department of Health vaccine For more information, visit the official Pennsylvania Department of Health vaccine website at **https://www.pa.gov/agencies/health/programs/immunizations/general-immunization-guidance.**

* Age restrictions may apply. Talk with your doctor or pharmacy to learn more.

Join our PAC or LTSS Subcommittee

Participant Advisory Committee (PAC)

The Keystone First CHC PAC is a place where Participants, providers, family members, caregivers, 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

If you are interested in becoming a member of our PAC, please email **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 the upcoming meeting dates, at **www.keystonefirstchc.com/pac or by scanning this QR code:**

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

Long-Term Services and Supports (LTSS) Subcommittee

Participants are encouraged to participate in the Office of Long-Term Living (OLTL)'s monthly **LTSS Subcommittee**. This is a subcommittee of the **Medical Assistance Advisory Committee** (MAAC). The purpose of the LTSS Subcommittee is to advise the MAAC on policy development and program administration for Pennsylvania's long-term care programs. This includes services available to older adults and those with disabilities.

For more information on these committees, including meeting schedules visit:

- **LTSS Subcommittee** - **https://www.pa.gov/agencies/dhs/about/councils-committees/long-term-services-subcommittee**
- **MAAC** - **https://www.pa.gov/agencies/dhs/about/councils-committees/maac**

Important Numbers

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 > 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 > For Participants > Important numbers** or contact Participant Services at **1-855-332-0729 (TTY 1-855-235-4976).**

Behavioral health treatment contact numbers may change. Please visit

https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/BehavioralHealth-MCOs.aspx for the most up-to-date phone numbers or contact Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**.

Don't lose your benefits!

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) or your County Assistance Office 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 mail went to the wrong address. Make sure your contact information is correct! Use **www.compass.dhs.pa.gov** or the **myCOMPASS PA app** or call your County Assistance Office to update your information and sign up for e-communications.

New Home and Community-Based Services (HCBS) waiver services

Updates to approved Teleservices

What are HCBS?
HCBS are services and supports provided in your home and community. HCBS help older adults and persons 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 Long-Term Services and Supports (LTSS) are eligible for HCBS services. The Pennsylvania (PA) Department of Human Services (DHS) determines if Participants are eligible for LTSS benefits. Keystone First CHC helps eligible Participants with LTSS get access to HCBS.

What's New?
Keystone First CHC has recently added 2 new teleservices to the list of approved services. These services are Behavioral

Therapy Services and Benefits Counseling.*

What are Teleservices?
Teleservices are the delivery of direct services using remote technology. The following direct services may be rendered via teleservices: Cognitive Rehabilitation Therapy Services, Counseling Services, Nutritional Consultation, Behavioral Therapy Services, and Benefits Counseling. Contact your Service Coordinator to learn more about any changes to covered waiver services.

Who can I call with questions?
We are here to help. Call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**. We are available 24 hours a day, 7 days a week.

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

In the coming weeks, we will be sending all Participants a new Participant ID card.

What do I need to do?
Use your current Participant ID card through December 31, 2026. On January 1, 2027, begin using your new Participant ID card.

What is changing?
The Rx Bin and Rx PCN numbers on your Participant ID card will change. Your pharmacy uses these numbers to get payment from Keystone First CHC for your prescription medicine.

What if I do not get a new Participant ID card?
You can order a replacement Participant ID card on the Keystone First CHC app or the Participant portal. You can also call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)** to ask for a replacement Participant ID card.

Who can I call with questions?
We are here to help. Call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976)**. We are available 24 hours a day, 7 days a week.

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

Find information about your prescription benefits online

Visit Keystone First CHC's website at **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**. You can also call Participant Services at **1-855-332-0729 (TTY 1-855-235-4976).**

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).**

Eating the right foods can help you have a healthy smile for life

Did you know what you eat can affect the health of your teeth? Choosing the right food can help keep your teeth healthy.

Foods that are good for your teeth:

- Fresh fruits.
- Vegetables.
- Low-fat dairy like cheese and yogurt.
- Unsalted nuts and seeds.
- Lean protein like chicken, beans, and fish.
- Water.

Foods to avoid:

- Drinks with a lot of sugar like soda, juice, sport and energy drinks, and sweet tea.
- Sticky foods like caramels, raisins, and gummy bears.
- Lollipops and other hard candies.
- Desserts like cookies, cakes, and brownies.
- Sugar. This includes brown sugar, honey, and even molasses.

Tooth decay is a hole (cavity) in the tooth and is caused by bacteria in the mouth. Foods with too much sugar, like candy or soda, are the main cause of cavities. The bacteria use sugar as food, then create acids to attack teeth! This is why it is important to avoid foods and drinks with too much sugar.

This might seem like a lot, but reading food labels when you are shopping can help. It is important to stay away from foods that have a lot of sugar in them. Sometimes it is hard to tell when food has sugar in it because it isn't always called sugar. Look for ingredients like fructose and corn syrup on the label.

Strong and healthy teeth help you to chew food, speak, and have a nice smile. Eating and drinking the right things help, but it is also important to brush, floss, and see a dentist at least 1 time every 6 months. Need help making an appointment with your dentist? Call us at **1-855-349-6280 (TTY 711).**

If you have questions about your teeth, talk with your dentist. If you have questions and your dentist is not available, you can call the Keystone First CHC Nurse Call Line, 24 hours a day, 7 days a week, at **1-855-332-0117 (TTY 711).**

We want you to stay warm this winter

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 for those who qualify.
  Call: **1-877-395-8930**

  Visit: **https://www.pa.gov/services/dhs/apply-for-the-low-income-home-energy-assistance-program-liheap** or **https://www.pa.gov/agencies/dhs/contact/cao-information** for your county assistance office phone number.

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.

Measles: What You Need to Know

What is measles?

Measles is a virus that easily spreads through the air when a person with measles breathes, coughs, or sneezes. The virus can stay in the air or on surfaces for up to 2 hours after an infected person leaves the area.

Who's at risk for measles?

Measles can be serious for anyone. Some people are at higher risk for health problems caused by measles. You may be at higher risk if you

- Have a weakened immune system
- Have a chronic health condition
- Did not get the measles, mumps, and rubella (MMR) vaccine

Symptoms to watch for

- High fever
- Cough
- Runny nose
- Red, watery eyes
- Small white spots inside the mouth
- A rash that usually starts on the face and spreads downward to the neck, body, arms, legs, and feet

Symptoms usually appear 7 to 14 days after you are exposed to measles, but they can appear up to 21 days later.

How to protect yourself

Check your vaccine record to make sure you got the MMR vaccine.

- Talk with your doctor or pharmacist if you are not sure if you got the MMR

vaccine. They can help you decide if the MMR vaccine is right for you.
- Avoid close contact with anyone who may have measles.
- Wash your hands often.
- Avoid touching your eyes, nose, and mouth.

What to do if you think you were exposed or feel sick

- Stay away from others as much as possible.
- Call your doctor, urgent care, or emergency room before you go in. Tell them you may have been exposed to measles or may have symptoms.
- Do not go to a medical office, clinic, or hospital without calling first unless it is an emergency.

Who can I talk to with questions?

Talk with your doctor if you have questions about measles. Need an answer to a question about your health, but your doctor is not available? Call the Keystone First Community HealthChoices Nurse Call Line at **1-855-332-0117 (TTY 711).**

Sources

- Centers for Disease Control and Prevention. *Measles Symptoms and Complications*. **https://www.cdc.gov/measles/signs-symptoms/index.html**
- Centers for Disease Control and Prevention. *Measles Vaccination*. **https://www.cdc.gov/measles/vaccines/index.html**
- Centers for Disease Control and Prevention. *Measles Vaccine Recommendations*. **https://www.cdc.gov/measles/hcp/vaccine-considerations/index.html**
- Pennsylvania Department of Health. *Measles*. **https://www.pa.gov/agencies/health/diseases-conditions/infectious-disease/measles**
- Pennsylvania Department of Health. *Measles Fact Sheet*. **https://www.pa.gov/content/dam/copapwp-pagov/en/health/documents/topics/documents/diseases-and-conditions/Measles.pdf**

Keystone First
Community HealthChoices

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

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 1-855-332-0729 (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 निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क 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 fòma aksesib 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.

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 1-855-332-0729（TTY: 1-855-235-4976）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 1-855-332-0729 (TTY: 1-855-235-4976) 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। 1-855-332-0729 (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:한국어를 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 ઑક્ઝિલરી સહાય અને ઍક્સેસિબલ ફૉર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-855-332-0729 (TTY: 1-855-235-4976) પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.