

# Get Care, **STAY WELL**

Soon some Enrollees will be getting the 2026 satisfaction survey in the mail. Go to page 3 to learn more.



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



## Make sure your child stays covered

When it comes to your child's health, it is important to make sure your child stays covered.

The Department of Human Services (DHS) verifies your child's eligibility for CHIP each year. You will get a Change Reminder notice from DHS 90 days before the anniversary of your child's enrollment with CHIP. This notice lets you know that DHS will try to review your child's eligibility using data available through federal and state databases.

This includes your:

- Income
- Employment
- Household size
- Marital Status
- Address
- Medical insurance coverage.



If DHS is able to process your child's renewal, nothing else is needed from you. You will get a Re-Enrollment letter from DHS.

If DHS is unable to process your child's renewal, you will get a Renewal form 60 days before your child's enrollment anniversary.

- You can submit your child's renewal notice online at [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS) or on the myCOMPASS PA mobile app.
- Complete your child's renewal form as soon as possible. **If the renewal form and required income documents are not received by the due date, your child's CHIP coverage will be terminated.**

Questions? Contact your local County Assistance Office (CAO). You can also call the Statewide Customer Service center at **1-877-395-8930** or **215-560-7226** (Philadelphia only).

## We have special programs for you

Keystone First - CHIP has special programs to help your child stay healthy. These programs are provided to your child at no cost. Your child does not need a referral from your child's doctor to join. If your child has one of the health care conditions listed here, your child may be able to participate in one of our special programs.



Asthma



Behavioral health



Diabetes



Multiple chronic conditions –  
Complex Care Management



Pregnancy

These programs are interactive, which means we work with you and your child directly. Call Keystone First - CHIP at **1-844-377-2447 (TTY 711)** or go to [www.keystonefirstchip.com](http://www.keystonefirstchip.com) to learn more about:

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

When you call, let us know if your child has multiple health issues. Your child may need complex care management. A health care provider, a discharge planner, or a care manager can also call Keystone First - CHIP about care management for your child.

To join one of these programs, you, your child's caregiver, or your child's Primary Care Provider (PCP) can call us at **1-844-377-2447 (TTY 711)**.



## Keeping you healthy is our top priority

Soon some Enrollees will be getting the 2026 satisfaction survey in the mail. You may also be able to take the survey over the phone. If you get a satisfaction survey, please take a moment to tell Keystone First - CHIP how we are doing. The survey takes less than 20 minutes.



## What to do if you ...

### ... Need health care services

Call your child's PCP for an appointment. Your child's PCP is the first person to call with any questions about your child's health. If your child has a special healthcare need, your child's PCP may send you to a specialist. A specialist is a doctor trained to treat certain health problems.

You have the right to ask for a second opinion if you are not sure about any medical treatment, service, or non-emergency surgery that is suggested for your child. A second opinion may give you more information that can help you make important decisions about your child's treatment. A second opinion is available to you at no cost other than a copay. Call your child's PCP

to ask for the name of another Keystone First - CHIP network provider to get a second opinion. If there are not any other providers in Keystone First - CHIP's network, you may ask Keystone First - CHIP for approval to get a second opinion from an out-of-network provider. Call Enrollee Services at **1-844-472-2447 (TTY 711)** for more information about getting a second opinion.

### ... Need special services

Sometimes Enrollees have special healthcare needs. Keystone First - CHIP can help with dental or eye care; get you in touch with community organizations that can help your child; and help you find social service agencies that can work with your child. If your child needs this kind of help, please call **1-844-377-2447 (TTY 711)**.

### ... Need care after hours or when your child's doctor's office is closed

If your child needs care when your child's doctor is not available and it is not an emergency, call the Nurse Call Line at **1-877-625-2447 (TTY 711)**, visit an urgent care center, or leave a message for your child's 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.keystonefirstchip.com](http://www.keystonefirstchip.com) or call Enrollee Services at **1-844-472-2447 (TTY 711)** to find a doctor close to your home. If a Keystone First - CHIP doctor in our specialist network cannot provide a medically necessary, covered service, we will approve for your child to see a doctor out of the Keystone First - CHIP network.

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

Providers may bill you if:

- You did not pay your child's copayment.
- Your child received services from an out-of-network provider without approval from Keystone First - CHIP, the provider told you before your child received the service that the service would not be covered, and you agreed to pay for the service.
- Your child received services that are not covered by Keystone First - CHIP, the provider told you before your child received the service that the service would not be covered, and you agreed to pay for the service.
- Your child received a service from a provider who is not enrolled with the Commonwealth.
- Your child goes over a benefit limit on a service.
- Your child received a medical service that is not a covered benefit.

Out-of-network providers are not allowed to bill Enrollees for services above and beyond Keystone First - CHIP's agreed upon reimbursement rate. This means that, other than in the above circumstances, you should not receive a bill from an out-of-network provider. If you do receive a bill from an out-of-network provider, call Enrollee Services at **1-844-472-2447 (TTY 711)** immediately so the situation can be resolved as soon as possible.

If you get a bill from a Keystone First - CHIP network provider and you think the provider should not have billed you, you can call Enrollee Services at **1-844-472-2447 (TTY 711)**. If you get a bill from a provider for one of the above reasons that a provider is allowed to bill you, you should pay the bill or call the provider.

### ... Want to voice a dissatisfaction

If you have questions or concerns about your child's Keystone First - CHIP benefits or services, please call Enrollee Services at **1-844-472-2447 (TTY 711)**.

### ... Want to file a complaint or grievance, or request an external review

We can help you with a complaint, grievance, or external review. Call Enrollee Services at **1-844-472-2447 (TTY 711)** or follow the directions in your child's Enrollee Handbook.

Need more information and don't have access to the internet or an Enrollee Handbook? Call Enrollee Services at **1-844-472-2447 (TTY 711)**.



## The information you need is just a click away!

Information on benefits, how to get care, doctors, non-covered services, complaints, grievances, external reviews, and more



Visit [www.keystonefirstchip.com](http://www.keystonefirstchip.com) for a copy of the most current Enrollee Handbook and for information about your child's health care as a Keystone First - CHIP Enrollee. You can find information on:

- Your child's doctor/PCP
  - How to choose or change a doctor
- The online provider directory at [www.keystonefirstchip.com](http://www.keystonefirstchip.com) > **Enrollees > Find a Doctor, Medicine, or Pharmacy.** Here is some information you can find about providers in our network:
  - Name
  - Address
  - Phone number
  - Specialty
  - Board certification status
  - Languages spoken by the doctor
  - Office locations
  - If the doctor is accepting new patients

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

To find more information about providers, such as medical school training and where they did their residency training, call Enrollee Services at **1-844-472-2447 (TTY 711)**.

- Your child's ID card
- Referrals from your child's 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 child's care – our dedication to quality care for our Enrollees
- Questions about your child's medicines
- How to get help if your child has special healthcare needs
- It pays to stay healthy – comparing the cost of health care
- How to get prior authorizations – steps needed to get care or medicine
- View your child's benefits
- Benefit limits, including restrictions for services received outside of Keystone First - CHIP's service area, and services that are not covered\*
- Complaints, grievances, and external review
- Keystone First - CHIP benefits at a glance – benefit and copay information
- Summary notice of privacy practices
- How to get care in an emergency, after normal business hours, or outside the health plan's coverage area
- How the health plan evaluates new technology

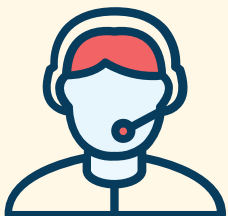
If you would like more information but do not have access to the internet, please call Enrollee Services at **1-844-472-2447 (TTY 711)**.

\*If you have met the limit of a covered benefit, please call Enrollee Services at **1-844-472-2447 (TTY 711)** for information about continuing care and resources available to your child.



## Is your child outgrowing their pediatrician? Help them choose the right PCP.

Your child may be entering adulthood and be responsible for their own health now. An important step to staying healthy is to help your child pick a PCP that is right for them as they become an adult. Most pediatricians will see your child until they reach age 18 and in some cases up to 21. It is important to talk with your child's pediatrician about choosing a new PCP. Ask your child's pediatrician to send your child's medical records to your child's new PCP. This will help your child's new PCP understand your child's health history.



Need help finding a new PCP for your child?  
Call Enrollee Services at **1-844-472-2447 (TTY 711)**.



## Quality care for our Enrollees

At Keystone First – CHIP our mission is to help people get care, stay well, and build healthy communities. Our Quality team supports this mission by monitoring the health care and services your child gets.

Here are some other ways the Quality team helps our Enrollees:

- Studies our in-house medical and service routines to see how we can do better.
- Creates programs to serve our Enrollees who have special healthcare needs
- Surveys Enrollees and providers and uses the answers to improve our services
- Reviews the quality of care and services given by Keystone First – CHIP medical, dental, vision, and pharmacy providers.

To view our Quality Improvement (QI) program accomplishments and goals, please visit [www.keystonefirstchip.com](http://www.keystonefirstchip.com) > [Enrollees](#) > [Getting care](#) > [Quality Improvement \(QI\) Program](#).

If you would like more information but do not have access to the internet, please call Enrollee Services at **1-844-472-2447 (TTY 711)**.



## Find information about your child's prescription benefits online

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

- How your child's prescription benefits work
- Our drug formulary, a list of covered medicines. The formulary can change from time to time, so you should make sure that you and your child's health care providers have the latest information.

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

Talk with your child's doctor or pharmacist if you have questions about your child's medicines. You can also call Keystone First – CHIP Enrollee Services at **1-844-472-2447 (TTY 711)**.

For the most up-to-date formulary list, visit [www.keystonefirstchip.com](http://www.keystonefirstchip.com). You can also call Enrollee Services at **1-844-472-2447 (TTY 711)**.

If you would like more information but do not have access to the internet, please call Enrollee Services at **1-844-472-2447 (TTY 711)**.



## Need information in other languages?

Keystone First – CHIP is committed to serving all of our Enrollees. Please call Enrollee

Services at **1-844-472-2447 (TTY 711)** if you need information in a language other than English.

We can help with:

- Information about your child's Keystone First – CHIP services and benefits
- Any other Keystone First – CHIP information we have sent you

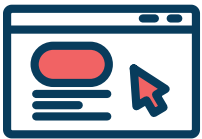
We have associates who speak Spanish available to help you. We also use interpreters for any other language you may need. Our written materials are available in many languages and formats. If you need these materials in a different language or format, you can call and request that the materials be translated in the language you read at no cost to you.

## As our Enrollee, your child has many rights and responsibilities

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

For the full list of Enrollee rights and responsibilities, please visit [www.keystonefirstchip.com](http://www.keystonefirstchip.com). If you do not have access to the internet, please call Enrollee Services at **1-844-472-2447 (TTY 711)**.

## The Enrollee portal is just a click away



### Have you checked our secure Enrollee portal?

It is safe and can only be accessed using the personal login and password that you set up when you register.

To find the secure Enrollee portal, visit [www.keystonefirstchip.com](http://www.keystonefirstchip.com) > [Enrollees > Enrollee Portal](#).

Once you set up a personal login and password that only you know, you can:

- Get a list of your child's recent medicines and when your child got them.
- Get a list of your child's most recent visits to the doctor.
- Get your child's claims and/or billing history.
- See your child's health history.
- Get reminders about important tests your child needs.
- Get information about your child's doctor.
- Change your child's PCP.
- Find a directory of doctors and providers.
- Take a health assessment to help you find possible health risks.

## Behavioral Health Services

Behavioral health services include both mental health services and substance use disorder services. These services are provided through Keystone First - CHIP. Visit [www.keystonefirstchip.com](http://www.keystonefirstchip.com) or contact Keystone First - CHIP at **1-844-524-2447 (TTY 711)** for more information. You can call Keystone First - CHIP 24 hours a day, 7 days a week. Your child does not need a referral from a Primary Care Provider to get behavioral health services; an Enrollee (14 years of age or older) or a parent or guardian may self-refer.

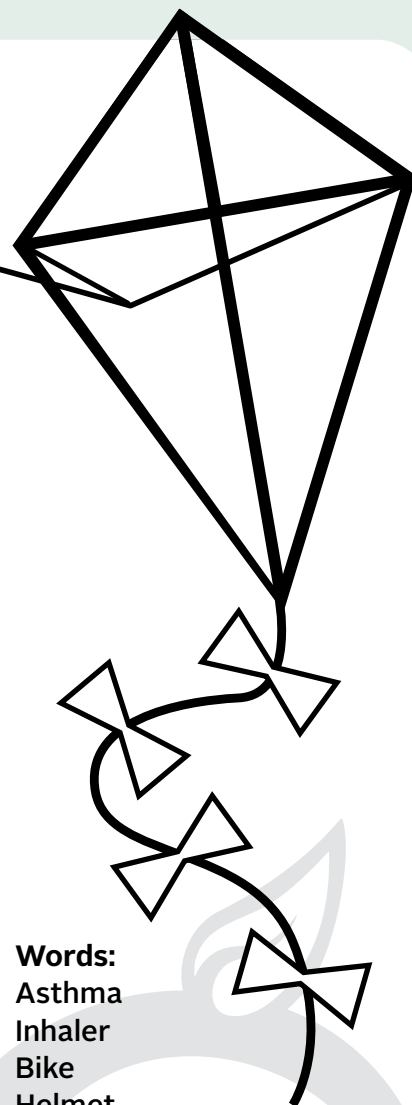


# Word Search

## Instructions:

Circle the words listed below.

Words can be found up and down or across.



E M K N B O P I D J D  
 D D R K K N B M R N J  
 S I C K L E C E L L P  
 H G L G C I O D C V K  
 M M I I O X P I J K H  
 O Z Z N Z R J C U K P  
 A S T H M A K I M E R  
 L K Z A L I V N P Y H  
 E N M L N J P E S I E  
 Y O E E J P U F M T L  
 I P E R Z P Q Y K H M  
 Z S C G C O F B I K E  
 S E A T B E L T B Z T  
 Z O R F D A M N E A C  
 C I O D C V K M B M Q  
 F N C Z O L F D A M Y

## Words:

Asthma  
 Inhaler  
 Bike  
 Helmet  
 Car  
 Seatbelt  
 Sickle Cell  
 Medicine

## Answers:

Y W V D L O Z C N F  
 O W B W A C O I C  
 C O D C V K M B O Z  
 C O F D A M N E A C  
 T Z B Z T B E L T B Z T  
 E K I B I K E B I K E  
 M H K Y Q Z P E R I P E R  
 L L M T F U J P U F M T L  
 E S I E N M L N J P U F M T L  
 H N P Y N I V N P Y H  
 R I M E R K I M E R A S T H M A  
 P K P C U K P J C U K P  
 H K H I O X P I O X P I  
 K C V K D C V K M B M Q  
 P L P E L L P S I C K L E C  
 J M R N J M R N J  
 D I D J D E M K N B O P I

**Keystone First – CHIP** 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 – CHIP** 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 – CHIP** 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 – CHIP** 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 – CHIP** at **1-844-472-2447 (TTY 711)**.

If you believe that **Keystone First – CHIP** 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 – CHIP,  
Enrollee Complaints Department,  
Attention: Enrollee Advocate,  
200 Stevens Drive  
Philadelphia, PA 19113-1570  
Phone: **1-844-472-2447**, TTY **711**,  
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 – CHIP 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 **1-844-472-2447 (TTY 711)** 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 **1-844-472-2447 (TTY 711)** 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 **1-844-472-2447 (文本电话 711)** 或咨询您的服务提供者。

### 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। **1-844-472-2447 (TTY 711)** 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 **1-844-472-2447 (TTY 711)** 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 **1-844-472-2447 (TTY 711)** 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 aksesib yo disponib gratis tou. Rele nan **1-844-472-2447 (TTY 711)** 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 **1-844-472-2447 (Người khuyết tật 711)** hoặc trao đổi với người cung cấp dịch vụ của bạn.

### Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером **1-844-472-2447 (TTY 711)** або зверніться до свого постачальника.

# Nondiscrimination Notice

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## 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 **1-844-472-2447 (TTY 711)** 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 **1-844-472-2447 (TTY 711)** 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। **1-844-472-2447 (TTY 711)** 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 **1-844-472-2447 (TTY 711)** ou parlez à votre fournisseur.

## Cambodian

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ **1-844-472-2447 (TTY 711)** 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. **1-844-472-2447 (TTY 711)**번으로 전화하거나 서비스 제공업체에 문의하십시오.

## Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. **1-844-472-2447 (TTY 711)** પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.



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