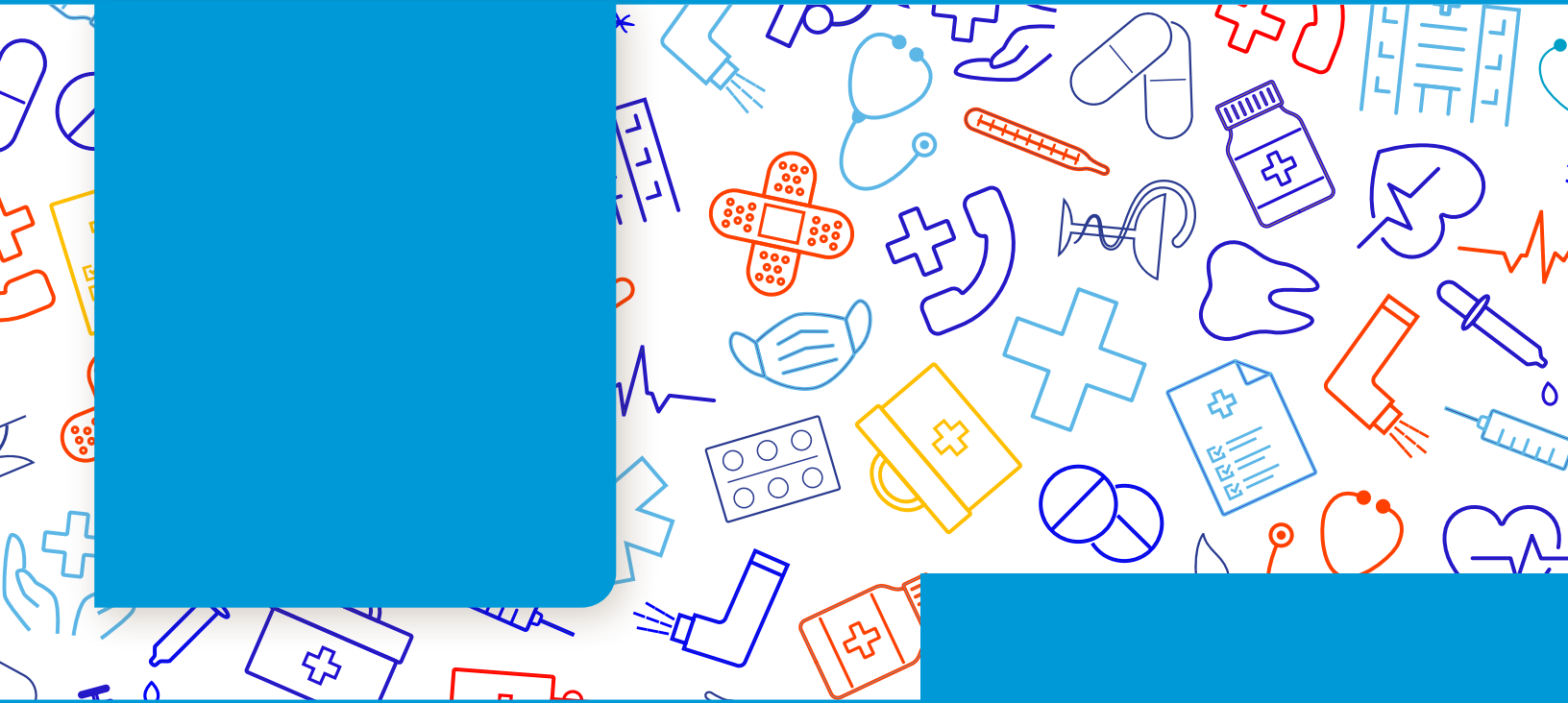


Get Care, **STAY WELL**

A newsletter for Enrollees
of Keystone First – CHIP



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



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.



Keystone First

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** 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).

Formulary

A drug formulary is 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. For the most up-to-date formulary listings, visit **www.keystonefirstchip.com**. You can also call Enrollee Services at **1-844-472-2447 (TTY 711)**.

We need your help!

You can help Keystone First – CHIP uncover provider fraud, waste, and abuse. You should keep track of the following things:

- Who provided your child's health care
- What services your child received during the visit and any additional tests or visits the doctor ordered
- When your child got a health care service
- Where the service took place

Call the Fraud Tip Hotline at **1-866-833-9718 (TTY 711)** if you think the provider may have billed incorrectly or offered a service you didn't think your child needed.

Please remember, do not:

- Give your child's ID card or numbers to anyone other than your child's doctor, clinic, hospital, or other health care provider.
- Ask your child's doctor or any other health care provider for medical services or supplies that your child doesn't need.
- Sign your name to a blank form.
- Share your child's medical records with anyone other than your child's doctor, clinic, hospital, or other health care professional.

Keystone First – CHIP has a team that works hard to identify and prevent fraud, waste, and abuse. But we still need you to report possible fraud, waste, and abuse. Call the Fraud Tip Hotline at **1-866-833-9718 (TTY 711)**. You can remain anonymous at all times.

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** 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.

Be ready in case of an asthma emergency

An asthma emergency can be scary. Your child may be out of breath, wheezing, and coughing. It is important to be prepared in case of an emergency. It is also important that everyone around your child knows what to do.

Have an asthma action plan.

Work with your child's doctor to develop an asthma action plan. An asthma action plan explains the stages of asthma and what steps to take when asthma worsens. The plan should:

- Tell your child when and how to take each medicine.
- Have instructions on when to seek help or call your doctor.
- Help your child manage their asthma from day to day.

Let other people know your child's plan.

Make sure the people around your child know your child's asthma action plan. Parents of school-aged children with asthma may want to have a meeting with their children's

teachers, school principals, and school nurses. If everyone knows what to do when your child's asthma symptoms flare up, it may help you avoid a serious emergency.

Know when to take medicines.

Your child should use their controller inhaler every day or as your child's doctor tells them. This can help your child avoid an asthma emergency. Be sure to have your child's rescue inhaler with you for when symptoms get worse.

Have questions about your child's asthma? Talk with your child's doctor.

Keystone First – CHIP has special care programs for people with conditions like asthma. Please call **1-844-377-2447 (TTY 711)** for more information about our care management programs. We also have nurses available 24 hours a day, 7 days a week to answer questions about your child's medical condition when your child's doctor is not available. You can read the 24/7 Nurse Call Line at **1-877-625-2447 (TTY 711)**.

Community corner

Have you checked out the Community page of the Keystone First – CHIP website? There you can find information like our Community Events Calendar to see when we are coming to a neighborhood near you. To find the Community page, visit **www.keystonefirstchip.com** > **Community**.

Benefits highlight — Dental care

Your child's dentist will give them regular checkups and take care of your child's dental care. Enrollees can get a routine dental exam and cleaning once every 6 months. Here is some quick information to know about dental care services available to Keystone First – CHIP Enrollees.

What dental services are included?

Dental services include:

- Diagnostic
- Preventive
- Restorative
- Endodontics
- Periodontics
- Prosthodontic
- Oral and maxillary surgery
- Orthodontic
- Adjunctive dental services necessary to prevent disease and promote oral health, restore oral structures to health and function, and treat emergency conditions as mandated by law.

Has your child had their dental checkup?

Call the dentist to schedule a dental checkup. Your child should have a checkup every 6 months (2 times a year).

Cosmetic related services are not covered. Please review the Keystone First – CHIP Benefits at a Glance for covered services. You can find the Keystone First – CHIP Benefits at a Glance on our website at **www.keystonefirstchip.com > Enrollees > Benefits**.

Who can I see for dental care?

You may make an appointment with any participating dental providers. You'll find a list of dental providers by visiting our website at **www.keystonefirstchip.com** or by calling **1-844-472-2447 (TTY 711)**.

Are there any costs for dental care?

Except in the case of an emergency, in order for a dental benefit to be covered by Keystone First – CHIP, dental care must be provided by a dentist who is an in-network Keystone First – CHIP provider. Covered dental benefits provided by a network provider and approved by Keystone First – CHIP will have no out of pocket costs.

Orthodontic treatment must be provided by an in-network Keystone First – CHIP orthodontist and be prior authorized. If you go to an out-of-network dentist for services other than orthodontic

Keystone First – CHIP Enrollee Newsletter

treatment, you will be responsible for paying the difference between the out-of-network dentist's charges and the Keystone First – CHIP allowance for covered services.

For more information on dental costs for in-network and out-of-network providers, please see the Enrollee handbook.

Have questions?

If you have questions about your child's dental health, talk with your child's dentist. If you have questions about your child's dental care services, please call Enrollee Services at **1-844-472-2447 (TTY 711)**.

Appointment standards

Keystone First – CHIP's providers must meet the following appointment standards:

- Your PCP should see you within ten (10) business days of when you call for a routine appointment.
- You should not have to wait in the waiting room longer than thirty (30) minutes unless the doctor has an emergency.
- If you have an urgent medical condition, your provider should see you within 24 hours of when you call for an appointment.
- If you have an emergency, the provider must see you immediately or refer you to an emergency room.
- If you are pregnant and
 - In your first trimester, your provider must see you within ten (10) business days of Keystone First – CHIP learning you are pregnant.
 - In your second trimester, your provider must see you within five (5) business days of Keystone First – CHIP learning you are pregnant.
 - In your third trimester, your provider must see you within four (4) business days of Keystone First – CHIP learning you are pregnant.
 - Have a high-risk pregnancy, your provider must see you within 24 hours of Keystone First – CHIP learning you are pregnant.

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 > 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.

Find the updated Notice of Privacy Practices online

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.keystonefirstchip.com > Enrollee rights, responsibilities, and privacy > Notice of Privacy Practices**.

If you do not have access to the internet, please call Enrollee Services at **1-844-472-2447 (TTY 711)** and we can mail you a copy.

If you have questions about how we keep your information safe, please call **1-844-472-2447 (TTY 711)**.

Summer safety

Have fun and stay safe outdoors this summer

Summer is the perfect time of year to spend time outdoors with your family. Before you head outside, remember these important tips:

Sun and heat

- Wear a sunscreen of at least SPF 15 that protects against UVA and UVB rays.
- Wear a hat and stay in the shade.
- Protect your eyes by wearing sunglasses.
- Stay indoors during the hottest part of the day (between 10 a.m. and 4 p.m.).
- Drink lots of water!

Bikes, boards, skates, scooters, including electric bikes and scooters

- Wear a helmet that fits right.
- Wear wrist, knee, and elbow guards.
- Make sure your bike is the right size. Adjust the seats to the right height for your children.
- If riding at night, wear bright clothing and make sure you have reflectors on your bike, board, skates or scooter.

Water

- Teach your children to swim. If you can't teach them, enroll your children in swimming classes.

- If you have a home pool, put a fence around it with a locking gate.
- Watch your children at all times when they are in or near water (including bathtubs).

Bugs

- Serious reactions to bee and wasp stings are shown by hives, dizziness or shortness of breath. Call **911** right away if you or your children have these symptoms.
- Mosquitoes can carry the West Nile virus. This can be fatal. To stay safe:
 - Put on an insect repellent (bug spray) that has no more than 30% DEET.
- Ticks can cause Lyme disease and other infections. To protect yourself and your kids:
 - Wear pants and long-sleeved shirts when walking in the woods or tall grass.
 - Check hair and skin for ticks after spending a lot of time outdoors.

Don't forget this important visit!

Keystone First – CHIP wants your child to grow up healthy and get the care they need. Annual preventive care is an important tool in helping keep your child healthy.

A well-child checkup is an annual visit with your child's doctor or Primary Care Provider (PCP). Your child's PCP will check your child for medical problems early. These checkups are important as children grow.

What will my child be checked for?

Here are some things that may be checked at your child's well-child checkup:

- Height, weight, growth, and development
- Healthy eyesight and hearing
- Healthy blood pressure
- Any needed lab tests, like a lead test
- Any needed immunizations, or shots
- Dental health
- Nutrition
- Healthy lifestyle

Why does my child need immunizations (shots)?

Immunizations are shots that help the body fight diseases. Each shot helps fight a different disease. Children must have their shots before starting school.

Has your child had their well-child checkup?

Call your child's PCP to schedule an annual well-child checkup. Regular well-child checkups are an important part of keeping your child healthy and up to date on immunizations (shots).

Need help finding a doctor?

Visit www.keystonefirstchip.com or call Enrollee Services at 1-844-472-2447 (TTY 711).

Recipe: Fruit kabobs with yogurt dip

Fruit kabobs make a colorful and fun snack that kids can help prepare.

Makes 8 servings.

Ingredients

1 cup watermelon (chunks)
1 cup pineapple (chunks)
1 cup grapes, red seedless
1 cup strawberries (stemmed)
2 kiwi (peeled and cut in quarters)
bamboo skewers (6 inches long)
1 cup yogurt, light strawberry

Directions

1. Place fruit chunks on bamboo skewers. Place fruit kabobs on platter.
2. Place light strawberry yogurt in bowl. Serve kabobs with yogurt on the side.

Source: <https://snaped.fns.usda.gov/resources/recipes-and-menus/snap-ed-recipes>

Maze

Instructions:

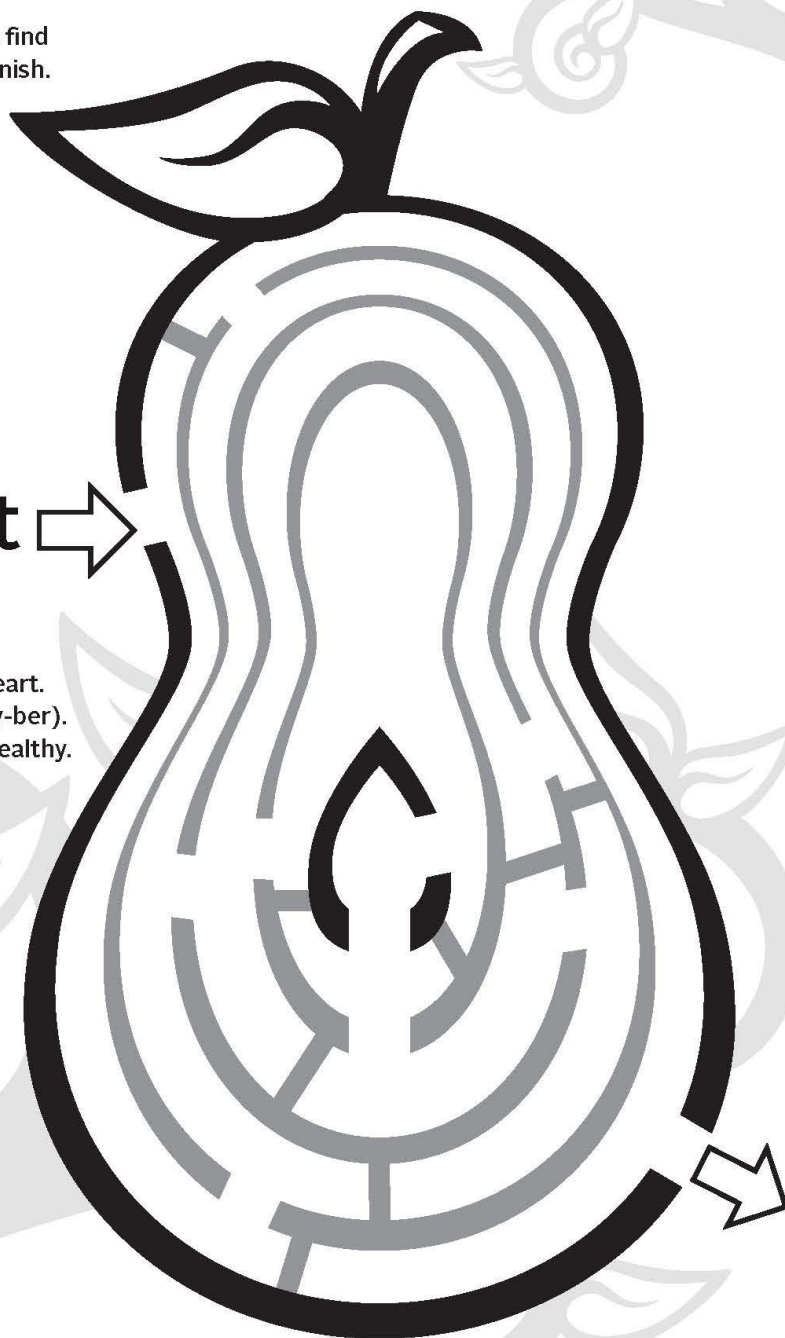
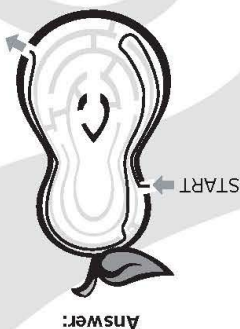
Use a crayon or pencil to find your way from start to finish. Be careful of the traps!

Start →

Did you know?

Pears:

- Are good for your heart.
- Have lots of fiber (fy-ber).
- Can help keep you healthy.



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। 1-844-472-2447 (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 akse sib 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 українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-844-472-2447 (TTY: 711) 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 1-844-472-2447 (TTY: 711) 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 1-844-472-2447 (TTY: 711) 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। 1-844-472-2447 (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:한국어를 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 ઓફિસિયલ 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.