

Get Care, **STAY WELL**

We are happy to
have your child as
a Keystone First -
CHIP Enrollee!

Vol. 1, Issue 1, Winter 2025

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Keystone First

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



Welcome, Keystone First - CHIP Enrollees!

Thank you for choosing Keystone First - CHIP for your child. We are happy to have your child as a Keystone First - CHIP Enrollee! We've included important information in this newsletter like:

- Important numbers
- Renewal reminders
- Information available on our website
- How to join Care Management
- And, more.

We are here for you 24 hours a day, 7 days a week. If you have questions, please call Enrollee Services at **1-844-472-2447 (TTY 711)**.

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).



Important numbers

Enrollee Services: **1-844-472-2447**

Enrollee Services TTY: **711**

Nurse Call Line: **1-877-625-2447**

Care Management: **1-844-377-2447**

Bright Start®: **1-800-521-6867**

Behavioral Health: **1-844-524-2447 (TTY 711)**

We have special programs for you

Keystone First – CHIP has created special care programs to help your child stay healthy. Your child does not need a referral to join. Keystone First – CHIP has care management programs for the conditions listed below:



Asthma



Behavioral health



Diabetes



Multiple chronic conditions



Pregnancy

To learn more about our care management programs, please call **1-844-377-2447 (TTY 711)**.

Don't forget to choose a Primary Care Provider (PCP)

As a Keystone First – CHIP Enrollee, you must choose a PCP for your child. Need to find a PCP? We can help!

How do I find a PCP for my child?

- Visit www.keystonefirstchip.com.
- You can call Enrollee Services at **1-844-472-2447 (TTY 711)**. We can help you find a PCP for your child over the phone. We can also send you a provider directory. You can call us 24 hours a day, 7 days a week.



Has your child had their checkups?

Annual preventive care is an important tool in helping keep your child healthy.

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

Need help finding a doctor or dentist?

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



Have you checked out our website?

Visit www.keystonefirstchip.com to find more information about Keystone First – CHIP. On our website, you can find:

- Enrollee Handbook
- A link to the Enrollee Portal
- Information on benefits and services
- Information about pharmacy benefits, including our drug formulary
- How to find participating providers
- Notice of Privacy Practices
- Information on Enrollee rights and responsibilities

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)**.



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.





Get a flu shot and other vaccines your child needs to stay healthy



Winter is coming, and so is the flu!

It's important to get a flu shot each year. A flu shot helps protect your child 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 - CHIP covered benefit. Keystone First - CHIP Enrollees may also be able to get a no-needle nasal flu vaccine. Talk with your child's doctor about this option.

Your child's PCP can give your child their flu shot or nasal flu vaccine. Most pharmacies can, too.* Talk with your child's pharmacist to see if you need a prescription from your child's doctor to get the flu shot or nasal flu vaccine. If you need help finding a PCP or pharmacy where your child can get the flu shot or nasal flu vaccine, please call Enrollee Services at **1-844-472-2447 (TTY 711)**.

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

Is your child up to date on all other vaccines? Vaccines (shots) help protect adults and children from many serious diseases. Making sure your child gets the shots they need is an important step to stay healthy. Talk with your child's doctor about what shots your child needs.

For more information, visit the CDC vaccine website at <http://www.cdc.gov/vaccines/index.html>.

Premium payments

If your child has premium payments, paying them is as easy as 1, 2, 3.

1. Visit the [Keystone First - CHIP Enrollee Portal](http://www.keystonefirstchip.com) at www.keystonefirstchip.com.
2. Sign up for the portal.
3. Once in the portal, you can find information on billing and payments, 24 hours a day, 7 days a week.

Have questions or need help?

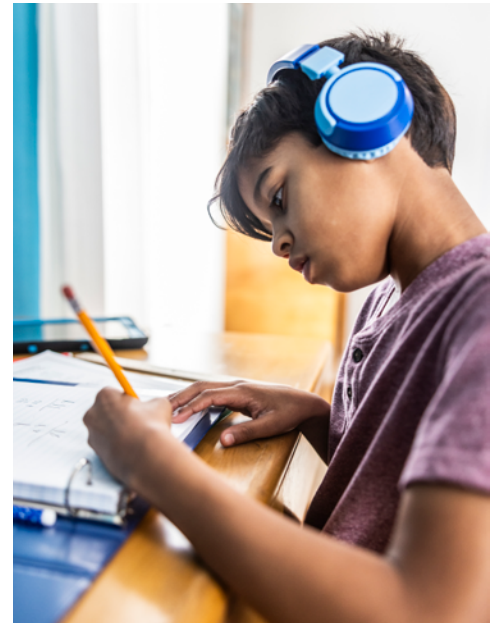
Call Enrollee Services at **1-844-472-2447 (TTY 711)**.

Please note: If your child is 18 years of age or older, your child will need to sign up for their own portal account.

How to help your child deal with ADHD

Attention deficit/hyperactivity disorder (ADHD) is a common disorder seen in children. It affects each child differently. For some, it may make it hard to focus or pay attention. For others, the disorder can make behaving at home or school extra tough.

It can be hard to care for a child with ADHD. But, when armed with the right information, you can work together with your child to better support them.



Here are 3 ways to help your child:

1. Catch symptoms early

Most kids with ADHD will show at least 6 symptoms before they turn 6 years old and last at least 6 months:

- Getting distracted easily
- Forgetting things often
- Jumping between activities too quickly
- Having trouble following directions
- Losing toys or other items too often
- Fidgeting or squirming a lot
- Talking nonstop or interrupting people
- Having trouble controlling emotions

If your child shows some of these signs, don't wait for things to get worse. Talk with your child's doctor about your child's issues.



2. Treatment can help children get better

ADHD is not curable. But, with the right treatment symptoms can be managed. Your child's doctor may offer your child 1 of 3 basic treatment types:

1. Medicine: Medicine can help your child focus, learn, and stay calm. Work with your child's doctor to find the medicine that works best for your child.



2. Therapy: Doctors can talk to your child. They can help teach your child tools and skills to help them control their behaviors.

3. Medicine and therapy together: Your child's doctor might suggest trying medicine along with therapy.

If your child has ADHD, talk with your child's doctor about which treatment may work best. Don't be afraid to ask questions.

3. Offering more help from home

There are ways for you to help your children outside of the doctor's office, too.

- **Be supportive.** Setting clear rules and routines can help your child better understand expectations in your home.
- **Be understanding.** Offer guidance for your child and reinforce positive choices.
- **Talk to your child's teachers.** Sometimes, additional support services are available for children with ADHD.

Still have questions?

Talk with your child's doctor if you suspect your child may have ADHD. If you need help finding the right doctor for your child, you can call Keystone First - CHIP Enrollee Services at **1-844-472-2447 (TTY 711)**. If you have questions about your child's behavioral health benefits, please call **1-844-524-2447 (TTY 711)**.



Crossword



Instructions:

For each clue, fill in the correct answers. Only use 1 letter per square.
Then, use the red blocks to unscramble and spell out the hidden phrase.

ACROSS

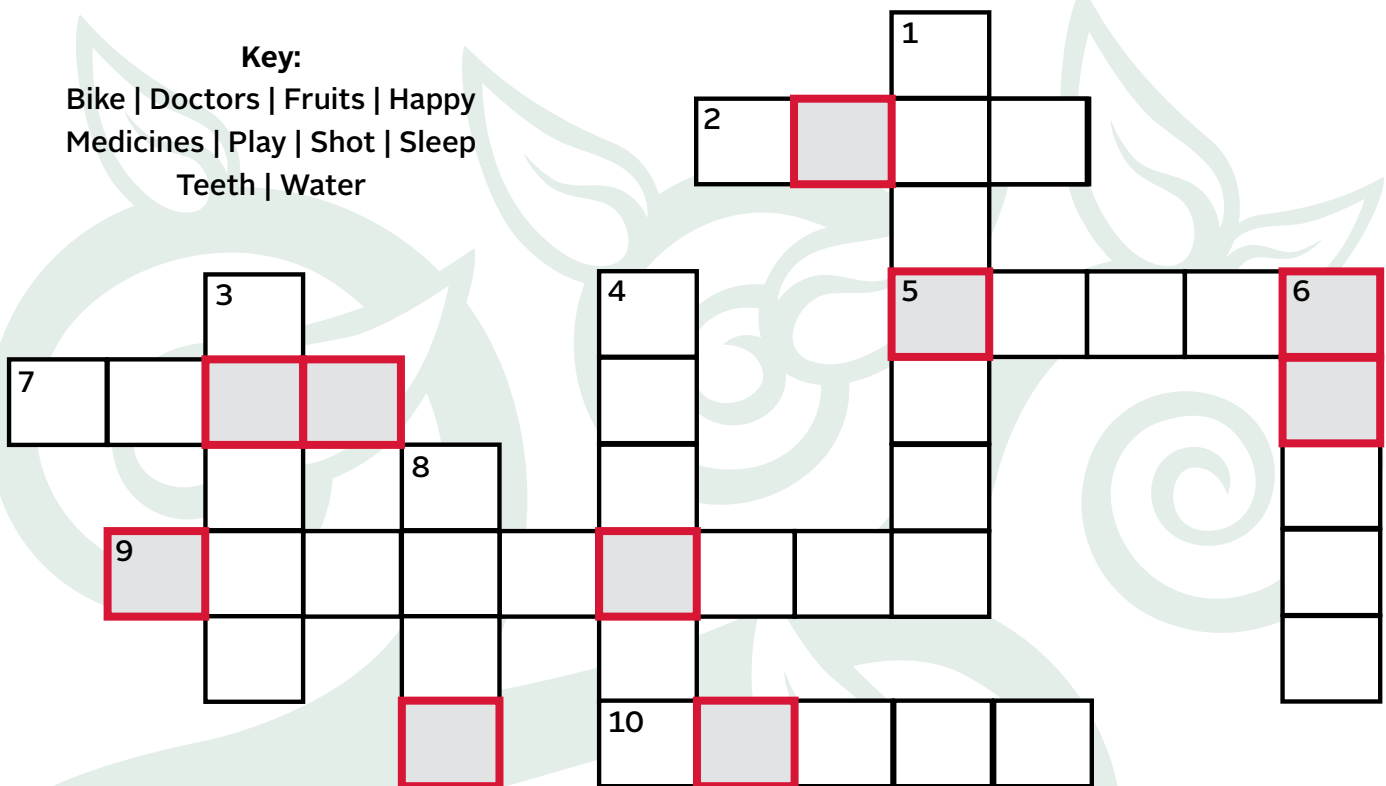
2. Get a flu ____ to help you not get the flu.
5. Brush your ____ twice a day.
7. Kids should ____ to keep active.
9. Only take ____ given to you by your doctor.
10. It is good to get 8 hours of ____ each night.

DOWN

1. I know my doctors and my ____ know me.
3. Drink plenty of ____.
4. Eat lots of ____ and vegetables.
6. I smile when I am ____.
8. Always wear a helmet when riding a ____.

Key:

Bike | Doctors | Fruits | Happy
Medicines | Play | Shot | Sleep
Teeth | Water



Use the red blocks to unscramble and spell out the hidden phrase.

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Answers: 1. Doctors 2. Shot 3. Water 4. Fruits 5. Teeth 6. Happy 7. Play 8. Bike 9. Medicines 10. Sleep
Hidden Phrase: I AM HEALTHY

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

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

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 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.



Keystone First

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

www.keystonefirstchip.com

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.

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