

To: Keystone First Community HealthChoices (CHC) Home- and Community-Based Services (HCBS) Providers
Date: February 20, 2019
Subject: **Frequently Asked Questions – Service Authorizations, HHA eXchange, Reporting Critical Incidents, Billing**

Q. Why are my authorization units showing up as “99999” in HHA eXchange (HHA)?

A. For the six month continuation of care (COC) period (1/1/2019 – 6/30/2019), HHA placed a default value of 9999 to prevent providers from running into problems with billing. Please continue to complete services at the authorized unit amount from the Office of Long Term Living (OLTL) authorization you were given prior to the 1/1/2019 CHC implementation.

Q. Why do I see multiple authorizations for the same service in HHA?

A. You may see multiple authorizations as Service Coordinators update the service plans based on the Participant needs. The Service Coordinator should be communicating these changes verbally to providers in addition to seeing the authorizations in HHA for these updates.

Q. What authorization details are viewable in HHA?

A. The only details viewable in HHA are service(s) authorized, units authorized and duration of authorized services. The Participant’s care plan will have additional detail.

Q. I’m a Service Coordination Entity. Why am I unable to see authorized services for all of my Participants in HHA?

A. You must be sure the service authorizations were entered in the eLTSS system in order to see them in HHA.

Q. I’m a Service Coordination Entity with a Participant who wants to change service providers. How do I go about making the change?

A. As the Service Coordinator, you are expected to coordinate the Participant’s care with other health and service providers and create the necessary authorizations in the Keystone First CHC system. Please refer to your training documentation.

Q. How are Critical Incidents reported?

A. All Critical Incidents can be reported to our Service Coordination team but also must be entered into the Enterprise Incident Management (EIM) System.

- Service Coordination Entities who are waiting to be approved for EIM access and cannot file

incidents in EIM must complete and submit the Critical Incident form to:

CHCCriticalIncident@amerihealthcaritas.com

- The Keystone First CHC Critical Incident Form can be found on our website at: <http://keystonefirstchc.com/pdf/providers/manual-forms/critical-incident-report.pdf>
- Training materials for EIM may be found at: <http://www.dhs.pa.gov/provider/longtermcarecasemixinformation/eim>

Q. Who do I contact with contract questions?

A. For contract questions, please email us at CHCProviders@keystonefirstchc.com or reach out to your Account Executive listed below.

Q. What other billing options do you offer besides HHA?

A. In addition to HHA, providers have other billing options such as electronic clearinghouses and Provider WebConnect, a direct claim entry function through Keystone First CHC's clearinghouse, Change Healthcare. For more information go to: <http://keystonefirstchc.com/providers/claims-billing/index.aspx>

Q. Who do I contact with billing questions?

A. For billing questions, please contact us in any of the ways listed below:

Email: CHCProviders@keystonefirstchc.com.

Provider Services: **1-800-521-6007**

Account Executive: see below

Delaware and Chester Counties

Donna R. Fisher

1-215-937-8709 (office)

1-215-936-1690 (cell)

dfisher@keystonefirstchc.com

Montgomery and Bucks Counties

Shenae Christian

1-215-937-7230 (office)

1-215-606-7756 (cell)

schristian@keystonefirstchc.com

Philadelphia County

Alexander Crist

1-215-937-8214 (office)

1-267-768-1812 (cell)

acrist@keystonefirstchc.com

Statewide

Lisa McLain-Monroe

1-267-432-8947 (cell)

lmclainmonroe@keystonefirstchc.com