

November 3, 2020

Dear Keystone First/Keystone First Community HealthChoices Provider,

Re: Update to Performant’s “Retrospective Outpatient Services Audit”

As announced in the notification dated September 28, 2020, from Keystone First and Keystone First Community HealthChoices (CHC) (the “Plan”), Performant Recovery Inc. (“Performant”) has been engaged to perform retrospective claim payment audits on outpatient surgical claims beginning November 1, 2020.

What is changing?

Beginning December 3, 2020, Performant will identify additional outpatient claims types potentially paid in error, request medical records, and conduct a clinical audit on the selected claims in accordance with recovery lookback timeframes as set forth in the provider contract that exists between you and the Plan, as well as pursuant to the Plan’s obligation to the Department of Human Services (DHS) contracting partners. The purpose of these audits is to help determine the accuracy of both the information submitted for reimbursement and the amount paid based on the claim. Performant’s audit work has been customized in accordance with the Plan’s provider contracts and payment policies.

In this role, Performant acts as the Plan’s business associate, as defined by the implementing regulations of the Health Insurance Portability and Accountability Act of 1996, whereby the business associate is held to the same standards related to the use and disclosure of protected health information as the Plan. Pursuant to Performant’s agreement with the Plan, they are authorized to request, receive, document and discuss protected health information of the Plan’s Members and Participants in connection with conducting the activities described in this notice.

You may receive a letter from Performant requesting you provide information as part of the audit process. The Plan will require that you submit complete information upon request to them. It is important that you read and respond in a timely manner to the instructions provided in Performant’s audit request.

If you have any questions, please contact Performant directly at 1-844-308-3781.

Thank you for your cooperation in this effort, as well as your participation in the Keystone First and Keystone First CHC provider network and your continued commitment to the care of our Members and Participants.

Denise Ameye
Director Provider Network Management

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