

The updated 2023 Keystone First Community HealthChoices (CHC) Provider manual is now available online.

May 2, 2023

Keystone First CHC announces the availability of the 2023 Provider Manual.

Examples of updates and changes include topics such as:

- CHC Covered Physical Health Service: Added Personal Protective Equipment (PPE).
- Added language reminding Providers that the Health Plan is required to perform Nursing Facility audits.
- Personal Assistance Services: Added Electronic Visit Verification Compliance Requirements information.
- Hearing Aids for Participants Residing in a Nursing Facility: Added covered benefit language for Participants residing in a Nursing Facility.
- Prior Authorization Lookup tool: Added additional payment may also be adjusted if the Participant's eligibility changes between the time authorization was issued and the time the service was provided.
- Updated the Medically Necessary section to reflect updated definition.
- Added clarification to the definition and coverage of Home Accessibility DME.
- Non-Covered Medications: Removed drugs and other items prescribed for any of the following: obesity, anorexia, weight loss, weight gain, or appetite control unless the drug or item is prescribed for any medically accepted indication other than obesity, anorexia, weight loss, weight gain or appetite control.

For the complete list of the 2023 manual updates and changes, and to access the manual in its entirety, visit the provider center at:

www.keystonefirstchc.com → For Providers → Provider manual and forms.