

To: Keystone First/Keystone First Community HealthChoices (CHC) Providers
Date: April 11, 2023
Subject: Transplant Care Coordination Process Change

Summary: With a goal of prioritizing transplant requests and updates regarding Keystone First/Keystone First CHC transplant prior authorization and care coordination needs, we are implementing process changes to assure that calls requesting transplant authorizations or transplant care coordination are sent to the appropriate contacts for timely attention.

- Effective immediately, providers should call the *Prior Authorization Contact Number* below for **initial transplant authorization** requests or ongoing changes.
- For instances where providers have inquiries related to **transplant care coordination**, please contact the Keystone First/Keystone First CHC *Case Management Department*, as applicable, for triage to the appropriate team for additional support.

Prior Authorization	Keystone First Case Management	Keystone First CHC Case Management
1-800-521-6622	1-800-573-4100	1-855-349-6280

- Please access the prior authorization form for transplant prior authorization at:
 - **Keystone First prior authorization request form:**
<https://www.keystonefirstpa.com/pdf/provider/resources/manual-forms/prior-authorization.pdf>
 - **Keystone First CHC prior authorization request form:**
<https://www.keystonefirstchc.com/pdf/providers/prior-auth/prior-auth-request.pdf>

Questions

Thank you for your participation in our network and your continued commitment to the care of our Members/Participants. If you have questions about this communication, please contact your Provider Account Executive.