



Keystone First



Keystone First
Community HealthChoices



PHARMACY FAST FACTS
Important Formulary Update for our Providers

To: Keystone First/Keystone First Community HealthChoices (CHC) Providers

Date: October 6, 2025

Re: New Enhancement to Pharmacy Claim Processing

Effective October 1, 2025, pharmacy claims may reject if Keystone First/Keystone First CHC Members/Participants exceed an accumulated 15 days' supply on hand of any given medication over a rolling 180-day period. This update is being made to make sure that medications are being used safely and are not being inadvertently stockpiled.

If a claim does reject at the pharmacy on or after October 1, 2025 based on this update, the processing pharmacy will receive messaging that relays the next available fill date for the medication along with instructions on how to request an override if needed in extenuating circumstances.

If you have any questions regarding this notice, please contact Pharmacy Services:

Plan Name	Telephone Number
Keystone First	1-800-588-6767
Keystone First Community HealthChoices	1-866-907-7088