Keystone First
Community HealthChoices
200 Stevens Drive
Philadelphia, PA 19113

Keystone First
Community HealthChoices

To: **Keystone First Community HealthChoices (CHC) Adult Day Care Providers**

Date: **March 26, 2026**

Re: **Primary Diagnosis Code Requirement for Adult Day Care Claims**

Effective April 1, 2026, all adult day care (ADC) providers must include a primary diagnosis code on all submitted claims. The diagnosis code can be obtained from the Participant's physician's orders.

Failure to submit claims without a specified diagnosis code may result in claim(s) denials.
Beginning April 1, 2026, unspecified diagnosis codes, such as R69, will no longer be accepted.

For those providers utilizing HHAeXchange, the diagnosis functionality in the HHAeXchange Non-Home Care (NHC) portal allows ADC providers to submit claims with Participant specific diagnosis codes.

Providers should continue to follow their standard billing workflow as outlined on the HHAeXchange website. The system enhancement will allow ADC providers to edit and add the Participant specific diagnosis codes when submitting claims.

Below please find steps to assist ADC providers in the selection of specific diagnosis codes.
- *"**Add Service(s)" pop up*** – logged in users will be able to see the default diagnosis code value.
- **"Edit service** "– logged in users must update the diagnosis code value when editing the service prior to invoicing by clicking the pencil icon.

Diagnosis codes submitted on claims must:
- Be consistent with the ICD-10-M coding classifications.
- Be submitted without the decimal point.
- Not include unspecified or non-specific diagnosis codes (for example, F0391, unspecified mood disorder).

Claims submitted with unspecified or invalid diagnosis codes will deny and not be paid.

For additional HHAeXchange support:
- Visit **https://www.hhaexchange.com/info-hub/pennsylvania-community-healthchoices** to create a NHC portal profile
- Call customer support at **1-855-400-4429** or submit a ticket here **https://hhaexchange.my.site.com/s/login/**
- If your agency uses a third-party vendor other than HHAeXchange and would like to interface through the HHAeXchange NHC portal, please visit **https://www.hhaexchange.com/knowledge-base**

Questions:

If you have any questions about this notice, please call your Account Executive. Additional billing information is available on our website at **www.keystonefirstchc.com -> For Providers -> Claims and billing**.