



To: Keystone First Community HealthChoices (CHC) Home- and Community-Based (HCBS) Providers

Date: April 28, 2026

Subject: 2026 HCBS Provider Claims Filing Instructions available online

Keystone First CHC is pleased to announce that the **2026 HCBS Provider Claims Filing Instructions** are now available online.

Some important updates:

- Updated Optum/Change Healthcare contact info: 1-800-527-8133
- Added NaviNet customer service line: 1-888-482-8057
- Changed "Incontinence Supplies" to "Specialized Medical Equipment and Supplies"
- Updated the Clinical Provider Appeals address

To access the 2026 HCBS Provider Claims Filing Instructions simply navigate to the provider center at: www.keystonefirstchc.com → For Providers → Claims and billing → Claims filing instructions for HCBS providers.

If you have questions about this notice, please contact Keystone First CHC Provider Services at **1-800-521-6007** or your Provider Account Executive.