



Keystone First



Keystone First
Community HealthChoices



PHARMACY FAST FACTS
Important Formulary Update for our Providers

To: Keystone First and Keystone First Community HealthChoices (CHC) Durable Medical Equipment Providers

Date: September 3, 2026

Re: Diabetic Supplies and Continuous Glucose Monitor Coverage Update

The Pennsylvania Department of Human Services (DHS) has included certain diabetic supplies, including continuous glucose monitors (CGMs), on the statewide Preferred Drug List (PDL). These supplies may be obtained through a participating pharmacy or durable medical equipment (DME) provider.

Beginning November 2, 2026, providers dispensing continuous glucose monitors must adhere to the statewide PDL, available at www.PAPDL.com. Prior authorization is required for any non-preferred devices or supplies, or for items identified on the PDL as requiring prior authorization.

As a reminder, providers must include the appropriate National Drug Code (NDC) on claims for supplies added to the statewide PDL.

Members and Participants may continue to receive their diabetic supplies through participating DME providers or network pharmacies. Effective, November 2, 2026, prior authorization requests for CGM diabetic supplies added to the PDL must be submitted to the Keystone First/Keystone First CHC Pharmacy Services Department.

How to submit a pharmacy prior authorization request

Online

Save time by submitting all your pharmacy prior authorization requests online. Submit electronic prior authorization (EPA) through your electronic health record (EHR) tool software or through one of the following online portals:

- CoverMyMeds: <https://www.covermymeds.health/our-solutions/prior-authorization>
- Surescripts: <https://providerportal.surescripts.net/ProviderPortal/login>

By phone

Call the Pharmacy Services department:

- Keystone First: **1-800-588-6767**
- Keystone First CHC: **1-866-907-7088**



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Outside of normal business hours, call:

- Keystone First Member Services: **1-800-521-6860**
- Keystone First CHC Participant Services: **1-855-332-0729**

By fax

Prior authorization request forms are available on our websites and may be submitted by fax using the instructions provided on each form. To access the forms, visit:

www.keystonefirstpa.com > Pharmacy > Prior authorization

www.keystonefirstchc.com > For Providers > Pharmacy services > Pharmacy prior authorization

There will be no change in claim submission processes at this time.