Keystone First
Community HealthChoices
200 Stevens Drive
Philadelphia, PA 19113

Keystone First
Community HealthChoices

To: **Keystone First Community HealthChoices (CHC) Personal Assistance Services (PAS) Providers**

Date: **October 5, 2026**

Re: **Program Integrity Requirements for Services Subject to Electronic Visit Verification**

Keystone First CHC is implementing an enhancement to strengthen program integrity and caregiver oversight for services subject to Electronic Visit Verification (EVV) requirements.

Required Provider Action

Participating network providers that deliver EVV-required services must accurately enter each caregiver's full Social Security number (SSN) and date of birth (DOB) in the HHAeXchange portal. This requirement applies to all caregivers serving Keystone First CHC Participants.

Please review and update all applicable caregiver profiles in HHAeXchange no later than **November 6, 2026**. In addition to confirming that the SSN and DOB fields are complete, verify that the following caregiver information is current and accurate:

- Demographic Details
- Employment Information
- Contact Information

Services Subject to This Requirement

This requirement applies to providers subject to the 21st Century Cures Act EVV mandate, including providers delivering:

Home and Community-Based Services (HCBS)	Home Health and Nursing Services
HCBS Personal Assistance Services (PAS)	Acute Home Health Services
HCBS Licensed Practical Nurse (LPN) Services	Pediatric Private Duty Nursing (LPN/RN)
HCBS Registered Nurse (RN) Services	Home Health Aide (HHA) Services
HCBS Occupational Therapy (OT)	
HCBS Physical Therapy (PT)	
HCBS Speech Therapy (ST)	

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Purpose of the Data Collection

This data collection effort will strengthen program integrity by improving caregiver conflict-review capabilities. The additional data elements will support the identification of potentially overlapping caregiver shifts across providers, payers, and service lines.

HHAeXchange Training Resource

HHAeXchange offers the following resource for manually updating caregiver profiles:

- Caregiver Profile Management in HHA: View Caregiver Information

We appreciate your partnership and prompt attention to this requirement. If you have questions or need assistance, please contact your assigned Keystone First CHC Provider Network Management Account Executive.

Sincerely,

Keystone First CHC

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