



| 2025 Keystone First Community HealthChoices (CHC) Provider Manual Updates | Page |
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| Important Plan Telephone Numbers: Updated phone and fax numbers where appropriate. | 16-17 and throughout the manual |
| Definitions: Updated definitions where appropriate. | 18-32 |
| Covered Benefits | |
| Covered Home and Community-Based Services: Added Chore Services, Teleservices – Cognitive Rehabilitation, Teleservices – Counseling, Teleservices – Nutritional Consultation. | 34 |
| Participant Copayment Schedule: Deleted Participant Copayment Schedule and added Website address to view the schedule. | 35 |
| Long-Term Services and Supports | |
| Covered Services: Removed Pest eradication, Benefits Counseling, Enhanced employment services. Added Chore Services and Teleservices: Nutritional Counseling, Counseling Services, Cognitive Rehabilitation. | 40 |
| LTSS Covered Services: Updates made to Benefits Counseling, Home adaptations, and Respite. Added benefit details for Chore services and TeleServices. | 55-91 |
| Referral & Authorization Requirements | |
| Resources – DHS offers a Medical Assistance Enrolled Provider Lookup Function: Updated the PROMISe URL. | 102 and throughout the manual |
| Dental Services: Updated the Dental Provider Services phone number. | 114-115 |
| DME/Exceptional DME: Updated to indicate that Select Enteral and Parenteral supplements require authorization. | 115 |
| Home Health Care: Added All Home Health Agencies are required to validate any home health service provided to Participants using Electronic Visit Verification (EVV). | 131 |
| Diabetic supplies: Deleted 150 per 34 days limit for glucose tablets and alcohol swabs. | 133 |
| Nursing Facility: Updated the covered services. | 134 |
| Keystone First CHC’s Drug Formulary: Updated the Pharmacy and Therapeutics Committee address. | 140 |
| Pharmacy Prior Authorization Process: Updated information regarding what happens in the event of a denial. | 141 |
| Bleeding Disorders Management Program Description: Added Bleeding Disorder Program Contact: PerformRXBleedingDisorders@performrx.com . | 146 |
| Non-Covered Medications: Deleted Single entity and multiple vitamin preparations except for those listed above. | 148 |
| Recipient Restriction Program: Updated review criteria. | 155-157 |
| Provider Services | |
| NaviNet Supports Back Office Functions: Added Provider Directory Information Form details. | 181 |
| Primary Care Practitioner (PCP) & Specialist Office Standards & Requirements | |
| PCPs are responsible for: Added Providing updates/changes that occur to their provider directory information. | 190 |



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| Medical Record Standards: Added Practitioners requirements to meet the Plan's standards as well as process when practitioner does not achieve the standard of 90% or greater. | 212-213 |
| Claims | |
| What to Expect as a Result of SIU Activities: Added If you do not agree with SIU findings in the Overpayment Letter, instructions are included describing how you can submit a dispute to the SIU. | 231 |
| Provider Dispute/Appeal Procedures; Participant Complaints, Grievances, and Fair Hearings | |
| Time Frame for Resolution: Added If the informal resolution of the Dispute results in a claim adjustment, the Provider will receive a new explanation of benefits (EOB) for the claim(s) addressed in the dispute. | 238 |
| What is an Appeal: Added Contracting issues, including "not for cause" plan-initiated terminations. | 240 |
| Filing a Request for a First Level Appeal Review: Updated the Provider Appeals Department address. | 240 |
| Second Level Appeal Review: Updated the Provider Appeals Department address. | 241 |
| Quality Assurance Performance Improvement, Credentialing, and Utilization Management | |
| Utilization Management Inpatient Stay Monitoring: Added Participants with Medicare coverage are not required to have admission authorization. The Plan's referral and authorization requirements are applicable if the services are covered by Medicare and the Participant's Medicare benefits have been exhausted. | 283 |
| Regulatory Provisions | |
| Cultural Responsiveness: Updated the top 15 written non-English languages in Pennsylvania Referenced DHS MA Bulletin 99-25-01 and included where it can be found on our website. | 309 |