

January 29, 2026

Dear Keystone First Community HealthChoices (CHC) Personal Assistance Services Provider,

We are pleased to announce the release of the 2026 PerformPlus® Open Arms for Personal Assistance Services Value-Based Program. Please note there are no changes to the program for 2026.

The Quality Performance Component of the PerformPlus Open Arms for Personal Assistance Services program will continue to include the following measures:

- Percentage of shifts missed due to staffing unavailability
- Electronic visit verification (EVV) compliance percentage
- Percentage of services initiated within seven days of authorization

The 2026 Program Manual is available on our website for your review. To access the updated PerformPlus Open Arms for Personal Assistance Services Manual, visit [www.keystonefirstchc.com](http://www.keystonefirstchc.com) > **For Providers > Resources > Value-Based Programs**.

If you have any questions regarding this program, please contact your Provider Account Executive. Thank you for your continued partnership with Keystone First CHC in the service of our Participants, and for your critical role in providing and coordinating care for them.

Sincerely,



Frank Santoro  
Director, LTSS Plan Operations and Administration