

**The updated 2021 Keystone First Community HealthChoices (CHC) Provider manual is now available online.**

October 27, 2021

Keystone First CHC announces the availability of the 2021 Provider Manual.

Examples of updates and changes include topics such as:

- Updated Services requiring Prior Authorization and added information about the Prior Authorization look-up tool on the Provider website.
- Clarified Durable Medical Equipment (DME) prior authorization requirements.
- Long-Term Services and Supports (LTSS): Added language regarding the responsibility of entities, agencies and facilities that provide LTSS to have policies in place for their paid LTSS providers to have access to supports that enable them to safely complete assigned tasks.
- Medical Record Standards: added Plan evaluation of medical record standards and preventive health guidelines timeframes, and provider notification methods when changes to the standards.
- Program Integrity: revised language for clarity around the Plan's Program Integrity department and processes.
- Definitions of Fraud, Waste, Abuse: added examples of Recipient Fraud and Provider Fraud.
- Added information about cultural competency trainings and resources available on our website, including LGBTQIA resources.

**For the complete list of the 2021 manual updates and changes, and to access the manual in its entirety, visit the provider center at:**

**[www.keystonefirstchc.com](http://www.keystonefirstchc.com) → Provider → Provider manual and forms.**