



**TO: Keystone First/Keystone First Community HealthChoices (CHC) Providers/Keystone First VIP Choice**  
**Date: June 17, 2021**  
**RE: Member/Participant ID card Primary Care Provider (PCP) information change**

Beginning in June 2021, the PCP information is being removed from the Keystone First, Keystone First CHC and Keystone First VIP Choice (the "Plan") Member/Participant ID cards. Please note that this is a rolling change, meaning that new ID cards will NOT be sent to all Members/Participants at once; there will be versions of the ID card with and without the PCP information in circulation.

Moving forward, PCP information to Members/Participants will be conveyed via a letter. If your Plan patients have any questions regarding this change, please refer them to Member/Participant services at:  
Keystone First – 1-800-521-6860  
Keystone First CHC – 1-855-332-0729  
Keystone First VIP Choice – 1-800-450-1166

**Important reminder: It has always been the responsibility of each network provider to ascertain Member/Participant eligibility with the Plan before providing services. There are a few ways to easily check eligibility:**

**1. Internet:** NaviNet ([www.navinet.net](http://www.navinet.net)). Provides real-time current and past eligibility status and eliminates the need for phone calls.

- For more information or to sign up for access to NaviNet visit [www.navinet.net](http://www.navinet.net)

**2. Automated Eligibility Hotline 1-800-521-6007:** Provides immediate real-time eligibility status with no holding to speak to a representative.

- Verify coverage with the Plan by using the Member/Participant identification number, Social Security Number, name, birth date or Medical Assistance identification number
- Obtain the name and phone number of the PCP

**3. Monthly Panel List – available to all PCPs via NaviNet.**

**For Keystone First and Keystone First CHC plans eligibility can also be verified via:**

**1. PROMISE**

- Visit [www.promise.DHS.state.pa.us](http://www.promise.DHS.state.pa.us) and click on PROMISE Online

**2. Pennsylvania Eligibility Verification System (EVS):**

- 1-800-766-5387, 24 hours/7 days a week.

If you have any further questions regarding this notice, please contact your Provider Account Executive or Provider Services at 1-800-521-6007.