

Prior Authorization Lookup Tool Now Available on the Provider Website

Keystone First/Keystone First Community HealthChoices is excited to introduce the new **Prior Authorization Lookup tool**. This new, user-friendly resource allows users to enter a Current Procedural Terminology (CPT) or a Healthcare Common Procedure Coding System (HCPCS) code to verify authorization requirements in real time before delivery of service.

The Prior Authorization Lookup tool was designed to help reduce the administrative burden of calling Provider Services to determine whether prior authorization is required. The tool is easy to use and offers general information for outpatient services performed by a participating provider.

To access the Prior Authorization Lookup tool, visit:

www.keystonefirstpa.com → providers → prior authorization lookup tool or

www.keystonefirstchc.com → providers → prior authorization lookup tool. Confirming authorization requirements is as simple as entering a CPT code or a HCPCS code and clicking “submit.”

As a reminder, the following services always require prior authorization:

- Elective inpatient services.
- Urgent inpatient services.
- Services from a nonparticipating provider.

Prior authorization requests **cannot** be submitted through the tool and should continue to be requested through your current process. We would like to remind you that you **can** submit your requests electronically via NaviNet. Through your single login to NaviNet, you can request prior authorization and view authorization history. If you are not already a NaviNet user, visit <https://navinet.secure.force.com/> to sign up.

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

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Fraud, Waste, and Abuse Tip Hotline: 1-866-833-9718, 24 hours a day, seven days a week. Secure and confidential. You may remain anonymous.