

**The updated 2022 Keystone First Community HealthChoices (CHC) Provider manual is now available online.**

April 26, 2022

Keystone First CHC announces the availability of the 2022 Provider Manual.

Examples of updates and changes include topics such as:

- Access to Long-Term Services and Supports (LTSS) Care: added language requiring providers to attend an annual provider education training session conducted by the Plan.
- Added information about Provider Reporting Requirements for Missed Visits.
- Updated the per month request for diapers/pull-ups in excess of \$300 to 300.
- Medical Record Standards: updated Plan medical review time from annual to every two years. Added the following to the list of standards:
  - Staff receive training in Participant information confidentiality.
  - All services provided by a PCP or allied health professional under the supervision of a PCP.
  - Ancillary and diagnostic tests ordered, and reports from therapeutic services for which a Participant was referred by a practitioner.
- The Federal False Claims Act: updated civil penalties amount from \$11,665 to \$11,803 and \$23,331 to \$23,607 per false claim.
- Added Home Accessibility DME to the DME list of Covered Services.
- Provision of and Payment for Service or Item Following Decision: added information about when a Participant requests both an external appeal/review and a Fair Hearing.

**For the complete list of the 2022 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.**