



Keystone First



Keystone First
Community HealthChoices



To: Keystone First/Keystone First Community HealthChoices Providers

Date: April 5, 2022

Subject: Prior Authorization Submission Tip Sheet

Summary: Use the tips below to help ensure timely and accurate processing of your prior authorization requests.

Keystone First/Keystone First Community HealthChoices (CHC) is introducing automation in our faxed prior authorization process through Optimal Character Recognition technology.

Keystone First/Keystone First CHC encourages all providers to submit prior authorization requests via Jiva for optimal processing. You can access Jiva through our NaviNet Plan Central page.

For those times when you need to submit a prior authorization request via fax, please follow the tips below. Adopting these practices will help ensure your requests are processed quickly and accurately.

- **Be sure you are using the most recent version of the Keystone First/Keystone First CHC prior authorization form.** The prior authorization form has been updated for use with the new OCR technology. The updated form can be found online at www.keystonefirstpa.com > **Providers > Provider Manuals and Forms** and www.keystonefirstchc.com > **Providers > Provider Manuals and Forms**
- **Please type and do not hand write the information.** Handwriting requests can lead to unnecessary delays in processing.
- If you must fill out the form by hand, please print neatly with adequate spacing between letters. **Do not use cursive.**
- **Keep information within the assigned borders of the form.** Don't overlap values into multiple fields, or extend values beyond the end-border of a field as this could result in delayed processing.
- **Submit only one member prior authorization request per fax.** If more than one member is submitted in a single fax request, the request will be returned unprocessed.

Questions:

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at **1-800-521-6007**.