

## The updated 2024 Keystone First Community HealthChoices (CHC) Provider Manual is now available online.

April 25, 2024

Keystone First CHC announces the availability of the 2024 Provider Manual.

Examples of updates and changes include topics such as:

- Personal Assistance Services: Updated circumstances under which a hard copy timesheet may be used and the required fields to be included.
- Respite: Included information that Providers billing for personal care services (PCS) and respite services must use the Electronic Visit Verification (EVV) system
- Approval of Additional Procedures: If procedure does require authorization, submit via NaviNet Provider Portal Medical Authorizations.
- Prior Authorization Requirements: Updated information for use of NaviNet for Prior Authorization submission
- Durable Medical Equipment (DME): Clarification for DME purchases and DME/Exceptional DME monthly rental prior authorizations requirements.
- Sterilization and Hysterectomies: Added that Sterilization consent form can be submitted electronically via Change Healthcare attachments (275 transactions) or mailed.
- Radiology services: Updated benefits vendor name for outpatient radiology services to Evolent Specialty Services, Inc. (Evolent) from National Imaging Associates (NIA).
- Payment in Full: Addition of language explaining when Medical Assistance participating providers have been “paid in full.”
- National Provider Identification (NPI) Number: Important note added that long-term services and supports (LTSS) Providers are not required to bill with National Provider Identification (NPI) number, enter your Plan Provider (Legacy) ID instead.

**For the complete list of the 2024 manual updates and changes, and to access the manual in its entirety, visit the provider center at: [www.keystonefirstchc.com](http://www.keystonefirstchc.com) → For Providers → Provider manual and forms.**