



June 5, 2025

Dear Keystone First/Keystone First Community HealthChoices (CHC) Provider,

There has been an important change for Keystone First/Keystone First CHC Members/Participants. Effective immediately, the following provider is no longer available to them due to closure or imminent closure:

Rite Aid Pharmacy

This will impact all Medical Assistance (MA) patients receiving services at any Rite Aid location regardless of their chosen MA managed care (MCO) health plan. All Rite Aid Pharmacy locations are in the process of closing their stores.

- Prescription records have been or will be transferred to either another Rite Aid or a pharmacy in the vicinity of the Member's/Participant's current store.
- Signage has been or will be posted on the windows and doors of the closed Rite Aid locations advising customers where their prescription records have been or will be transferred and how to fill their prescriptions moving forward at the receiving pharmacy.
- The Rite Aid pharmacy phone line of the closed location automatically forwards to the location receiving the prescription records to support any additional questions customers may have.
- For closed stores that prescription records have been or will be transferred to a nearby Rite Aid; Rite Aid will send a letter to their customers informing them of the change.

You can refer Members/Participants who have questions or would like a list of participating Pharmacies to Keystone First Member Services at 1-888-991-7200 (TTY 1-888-987-5704) or Keystone First CHC Participant Services at 1-855-332-0729 (TTY 1-855-235-4976). Additionally, a full list of Pharmacy providers can be found by visiting our website at www.keystonefirstpa.com or www.keystonefirstchc.com.

If you have any questions regarding this change, please contact Keystone First Pharmacy Services at 1-800-588-6767 or Keystone First CHC Pharmacy Services at 1-866-907-7088.

Sincerely,

Kim Beatty
Director, Provider Network Management