



A Note of Thanks to Our Providers and Their Staff

We at Keystone First and Keystone First Community HealthChoices (CHC) would like to thank you for the care you have provided and continue to provide to our members and Participants throughout the past year. Your dedication to and support of your patients is unmatched during these difficult times. We would like to assure you of our continued commitment to providing your office with the service, support, and partnership you have come to rely on from our Plans now and beyond the COVID-19 pandemic.

In this issue

Medical Assistance Bulletin (MAB) addressing additional CPT codes for the administration of SARS-CoV-2 vaccines and reimbursement changes	2	Pharmacy prior authorization: no phoning or faxing — just a click away!.....	11
Do you know your Account Executive?	3	Did you know your patients are eligible for dentures?	12
Recent provider notices	3	Update: Teledentistry billing for dental providers during COVID-19 emergency	13
Members/Participants rights and responsibilities	3	New: Place of Service (POS) 02 – Telehealth can now be used for teledentistry encounters	13
Member and Participant copayment	4	Electronic Visit Verification (EVV) implementation.....	14
Credentialing reminders.....	4	CHC Provider Services department.....	14
Provider credentialing rights	4	CHC covered benefits and services.....	15
Teach-back: A simple way to improve patient and physician communication.....	5	HCBS providers: Do we have your email address?.....	16
Translation services	6	Demographic changes.....	16
Fraud Tip Hotline.....	7	A note from our Market Chief Medical Officer: Appropriate antibiotic utilization affects every patient and provider	17
Explore our fraud, waste, and abuse websites.....	7	Environmental lead investigation (ELI)	18
Improving HEDIS® measures: Pharmacotherapy Management of Chronic Obstructive Pulmonary Disease (COPD) Exacerbation (PCE).....	8	ELI process	18
Preferred drug list (PDL) updates for 2021	9	Pennsylvania's Telephonic Psychiatric Consultation Service Program (TiPS).....	19
Formulary updates	10	Keystone First behavioral health resources	19

The Pennsylvania Department of Human Services (DHS) has released a Medical Assistance Bulletin (MAB) addressing additional CPT codes for the administration of SARS-CoV-2 vaccines and reimbursement changes

DHS made the decision to increase the Medical Assistance program fee schedule rate to that of Medicare for the administration of the SARS-CoV-2 vaccines. We are following that guidance and updating our systems. This rate increase became effective on December 1, 2020. Providers do not need to resubmit claims; the Plan will reprocess and adjust payment.

The complete MAB outlining the procedure code, national code description, provider type, provider specialty, place of service, pricing, informational modifiers, etc., is available on the Coronavirus page in the Providers section of www.keystonefirstpa.com or www.keystonefirstchc.com.

The following CPT codes have been added to the Keystone First and Keystone First CHC fee schedule:

Vaccine manufacturer	Code	Code description
Pfizer Inc.	0001A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (coronavirus diseases [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 30 mcg/0.3 mL dosage, diluent reconstituted; first dose
	0002A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (coronavirus diseases [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 30 mcg/0.3 mL dosage, diluent reconstituted; second dose
Moderna Inc.	0011A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (coronavirus diseases [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 100 mcg/0.5 mL dosage; first dose
	0012A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (coronavirus diseases [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 100 mcg/0.5 mL dosage; second dose
AstraZeneca	0021A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (coronavirus diseases [COVID-19]) vaccine, DNA, spike protein, chimpanzee adenovirus Oxford 1 (ChAdOx1) vector, preservative free, 5x10 ¹⁰ viral particles/0.5 mL dosage; first dose
	0022A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (coronavirus diseases [COVID-19]) vaccine, DNA, spike protein, chimpanzee adenovirus Oxford 1 (ChAdOx1) vector, preservative free, 5x10 ¹⁰ viral particles/0.5 mL dosage; second dose
Janssen Biotech Inc. (a division of Johnson & Johnson)	0031A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (coronavirus disease [COVID-19]) vaccine, DNA, spike protein, adenovirus type 26 (Ad26) vector, preservative free, 5x10 ¹⁰ viral particles/0.5 mL dosage; single dose

Please continue to visit the dedicated Coronavirus pages in the Providers section of our websites for the most up-to-date information and for links to updates from DHS and the Pennsylvania Department of Health (DOH).

Do you know your Account Executive?

All participating providers are assigned a dedicated Account Executive. Your Account Executive is your liaison with Keystone First and Keystone First CHC. They are responsible for orientation, continuing education, and problem resolution for our network providers.

To find a list of Account Executives, please visit **www.keystonefirstpa.com > Providers > Contact Us** and **www.keystonefirstchc.com > Providers > Quick contact information**.

Call your medical Account Executive:

- To arrange for orientation for a new practice, or on new specific quality programs.
- To resolve an issue that could not be resolved through our standard processes.
- To report any change in your status, such as a phone number, address, Taxpayer Identification Number, or additions/deletions of physicians at your practice.



Call your long-term services and support (LTSS) Account Executive:

- To arrange for orientation or in-service meetings.
- For service calls.
- To respond to any questions or concerns.
- To report any change in your status, such as a phone number, address, Taxpayer Identification Number, or additions/deletions of physicians at your practice.

Recent provider notices

Visit our websites for our most up-to-date notices that may affect you at **www.keystonefirstpa.com > Providers > Resources > Communications > Fast Facts** and **www.keystonefirstchc.com > Providers > Resources > Fast Facts**. Recent notices include:

- CPT II code reimbursement guidelines.
- Updated CPT codes for the administration of SARS-CoV-2 vaccines.
- Prior authorization lookup tool now available.

Members/Participants rights and responsibilities

Keystone First and Keystone First CHC are committed to treating our members and Participants with dignity and respect. Keystone First and Keystone First CHC, its network providers, and other providers of service may not discriminate against members or Participants based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law. Our members/Participants also have specific rights and responsibilities. The complete list is available in the members, Participants, and Providers sections of **www.keystonefirstpa.com** and **www.keystonefirstchc.com**.

Member and Participant copayment

The most current member and Participant copayment schedule is available at www.keystonefirsttpa.com > **Providers > Resources > Member information** and www.keystonefirstchc.com > **Providers > Resources > Participant information**.

Credentialing reminders

Please remember that Keystone First and Keystone First CHC offer and encourage all practitioners to use the free Universal Provider DataSource through the Council for Affordable Quality Healthcare (CAQH)* for simplified and streamlined data collection for credentialing and recredentialing. Through the CAQH, credentialing information is provided to a single repository, via a secure internet site, to fulfill the credentialing requirements of all health plans that participate in the CAQH. The complete list of Keystone First credentialing guidelines and related forms, as well as practitioners' credentialing and recredentialing rights, is available at www.keystonefirsttpa.com > **Providers > Join our network** and www.keystonefirstchc.com > **Providers > Join our network**.

*Note: CAQH credentialing does not apply to home- and community-based services (HCBS) and long-term services and supports (LTSS) providers. HCBS and LTSS providers should complete our paper application process.

Provider credentialing rights

After the submission of the application, health care providers have the following rights:

- To review information submitted to support their credentialing application, with the exception of references, recommendations, and peer-protected information obtained by the Plan.
- To correct erroneous information. When information obtained by the Credentialing department varies substantially from information provided by the provider, the Credentialing department will notify the provider to correct the discrepancy.
- To be informed, upon request, of the status of their credentialing or recredentialing applications.
- To be notified within 60 calendar days of the Credentialing Committee/Medical Director review decision.
- To appeal any credentialing/recredentialing denial within 30 calendar days of receiving written notification of the decision.
- To know that all documentation and other information received for the purpose of credentialing and recredentialing is considered confidential and is stored in a secure location that is only accessed by authorized plan associates.
- To receive notification of these rights.

To request any of the above, the provider should contact the Keystone First Credentialing department at:

Keystone First/Keystone First CHC
Attn: Credentialing Department
200 Stevens Drive
Philadelphia, PA 19113

Teach-back: A simple way to improve patient and physician communication

Health literacy is defined as the ability to communicate with patients in a way that is easy for them to understand and act upon.

Patient understanding is key to better health. Research shows that patients remember and understand less than half of what clinicians explain to them. It is estimated that only 11% of the entire population is proficient in health literacy. Patients may try to hide their lack of understanding of health information due to fear of being embarrassed, misunderstood, or disrespected.

The teach-back method is used to ensure that patients understand health information, as well as the risk and benefits trade-offs associated with treatments, procedures, and tests. Here are some tips for using the teach-back method:

- Use a caring tone of voice and attitude.
- Display comfortable body language and make eye contact.
- Use plain language. Avoid using medical jargon and vague directions.
- Ask the patients to use their own words.
- Ask open-ended questions that start with “what” or “how.”
- Avoid questions that result in “yes” or “no” answers.
- Ask your patients to show you how to do something, such as using their inhaler.
- Say, “To make sure I covered everything, can you tell me how you will explain (new medicine, next appointment, lab tests, etc.) to your spouse or caretaker?” The goal is to check how well you explained the health information — not to test the patient. At times, teach-back may reveal that patients do not understand what they need to know or need to do. When that happens, say, “I must not have done a good job explaining. Let me try again.”

These methods can help you:

- Improve patient understanding and adherence.
- Decrease callbacks and canceled appointments.
- Improve patient satisfaction and outcomes.

If you need help, go to www.cdc.gov/healthliteracy or www.ahrq.gov/health-literacy for resources.





Translation services

To help ensure our members and Participants continue to have access to the best possible health care and services in their preferred language, we are extending to our network providers the opportunity to contract with Language Services Associates (LSA) at our low, corporate telephonic rates.

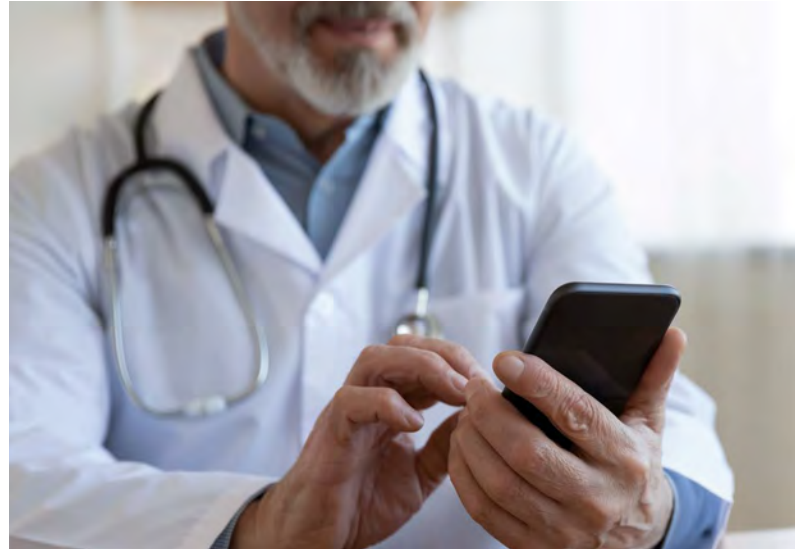
Visit **www.keystonefirstpa.com > Providers > Resources > Initiatives > Cultural competency** and **www.keystonefirstchc.com > Providers > Training** to review a description of services and a letter of commitment for complete details and contact information. You may address any questions you have directly to LSA, since this relationship will be between your office and LSA. Feel free to call them at **1-800-305-9673, ext. 55321**.

For a Keystone First CHC Participant: If they need an interpreter, please ask the Participant to call us at **1-855-332-0729** to be connected with an interpreter that meets their needs. For TTY services, please call **1-855-235-4976**.

Fraud Tip Hotline

If you or any entity with which you contract to provide health care services on behalf of Keystone First and Keystone First CHC become concerned about or identify potential fraud or abuse, please contact us by:

- Calling the toll-free Fraud, Waste, and Abuse hotline at **1-866-833-9718**.
- Emailing **fraudtip@amerihealthcaritas.com**
- Mailing a written statement to: Special Investigations Unit, Keystone First/Keystone First Community HealthChoices, 200 Stevens Drive, Philadelphia, PA 19113



For more information about Medical Assistance fraud and abuse, please visit the DHS website at **<https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/MA-Fraud-and-Abuse---General-Information.aspx>**.

Explore our fraud, waste, and abuse websites

Keystone First and Keystone First CHC are committed to detecting and preventing acts of fraud, waste, and abuse, and we have webpages dedicated to addressing these issues and mandatory screening information. Visit **www.keystonefirstpa.com** > **Providers** > **Resources** > **Manuals, guides and training** > **Fraud, Waste, Abuse and Mandatory Screening Information** and **www.keystonefirstchc.com** > **Providers** > **Training** > **Fraud, Waste, Abuse and Mandatory Screening Information**.

Topics on the sites include:

- Information on screening employees for federal exclusion.
- How to report fraud to us.
- How to return improper payments or overpayments to us.
- Information on provider mandatory fraud, waste, and abuse training.

Note: After you have completed the training, please complete the attestation.

- Keystone First and Keystone First CHC medical providers, go to **www.surveymonkey.com/r/9MQ7S8F**.
- Keystone First CHC LTSS providers, go to **www.surveymonkey.com/r/577CX62**.



Improving HEDIS® measures: Pharmacotherapy Management of Chronic Obstructive Pulmonary Disease (COPD) Exacerbation (PCE)

Keystone First and Keystone First CHC want to help you improve your quality ratings. The information below discusses key aspects of this specific HEDIS measure, provides useful administrative aid, and offers guidance.

HEDIS definition of Pharmacotherapy Management of COPD Exacerbation (PCE): Members 40 years of age and older who had an acute inpatient discharge or ED visit on or between January 1 and November 30 of the measurement year and who have evidence of and active prescription for COPD or were dispensed the appropriate medications:

- A systemic corticosteroid within 14 days of the event. (No longer includes betamethasone.)
- A bronchodilator within 30 days of the event. (No longer includes methylxanthines.)

Use spirometry testing (SPR) in the assessment and diagnosis of COPD. If COPD is present, check for evidence of PCE.

How to improve your HEDIS score

Evidence shows that most patients with COPD who have had a recent inpatient hospitalization or ER visit can benefit from taking both a systemic corticosteroid and a bronchodilator.

Discuss with your patients the importance of filling their prescriptions and taking these medications, and how they can prevent further exacerbations of their disease.

Ask your patients if they are filling their prescriptions and taking their COPD medications as prescribed, and address barriers to taking their medication if patients are not compliant.

We understand this is based on your clinical expertise and the circumstances of the patient. This measure uses administrative claims information to identify adults age 40 and older who were seen in the ER or hospitalized with COPD as their primary diagnosis. It then checks pharmacy claims to look for evidence of current fills of a systemic corticosteroid and a bronchodilator. You will receive the highest scores if your patient has an active prescription for a systemic corticosteroid within 14 days after discharge and a bronchodilator within 30 days of the event.



Preferred drug list (PDL) updates for 2021

DHS implemented changes to the statewide PDL that went into effect on January 5, 2021.

As a reminder, DHS required all Medical Assistance managed care organizations (MCOs) in the physical health HealthChoices and Community HealthChoices plans to move to the mandated statewide PDL in 2020 and to adhere to any subsequent statewide PDL updates.

- Keystone First and Keystone First CHC continue to adhere to all updates to the preferred and non-preferred status and list of drugs included in the statewide PDL.
- Keystone First and Keystone First CHC continue to use the prior authorization guidelines as required by DHS for drugs included in the statewide PDL.
- The process for obtaining prior authorization process remains the same. For more information about prior authorization, please visit **www.keystonefirstpa.com > Pharmacy** or **www.keystonefirstchc.com > Providers > Pharmacy Services**.

Prior authorization request by:

Keystone First

Phone: **1-800-588-6767**

Fax: **1-215-937-5018**

www.keystonefirstpa.com

Keystone First CHC

Phone: **1-866-907-7088**

Fax: **1-855-851-4058**

www.keystonefirstchc.com

Where can I see the changes?

The 2021 PDL is available on DHS' Pharmacy website and at **<https://papdl.com/>**. Additional resources including our supplemental formularies are available on the Formulary page at **www.keystonefirstpa.com > Pharmacy** or **www.keystonefirstchc.com > Providers > Pharmacy Services**.



Formulary updates

Additions	Update
Cyclopentolate 1% eye drops	October 15, 2020
Tivicay PD tablet	January 5, 2021
Prazosin	January 5, 2021
Estrogens (various; see PDL for full listing)	January 5, 2021
Virt-Gard	January 5, 2021
Droxia	January 5, 2021
Hydroxyurea	January 5, 2021
Benzoyl peroxide 6% cleanser (OTC)	January 5, 2021
Nayzilam spray	January 5, 2021
Valtoco spray	January 5, 2021
Compro suppository	January 5, 2021
Calcipotriene ointment	January 5, 2021
Taclonex ointment, Taclonex suspension	January 5, 2021
Betaxolol	January 5, 2021
Nadolol	January 5, 2021
Oral contraceptives (various; see PDL for full listing)	January 5, 2021
Insulins (Humulin R vial U-100, Novolin R vial, Humulin N vial, Novolin N vial)	January 5, 2021
Rapamune tablet	January 5, 2021
Gatifloxacin	January 5, 2021
Polycin ointment	January 5, 2021
Alphagan P	January 5, 2021
Pretab	January 5, 2021
Fluphenazine elixir ^{AR}	January 5, 2021
Fluphenazine oral concentrate solution ^{AR}	January 5, 2021
Lorazepam vial ^{AR}	January 5, 2021
Pregabalin solution ^{QL}	January 5, 2021
Sertraline concentrate solution ^{QL}	January 5, 2021
Bonjesta tablet ^{QL}	January 5, 2021
Fyavolv tablet ^{QL}	January 5, 2021
Jinteli tablet ^{QL}	January 5, 2021
Ozempic ^{QL}	January 5, 2021
Nurtec ODT ^{QL}	January 5, 2021
Glatopa ^{QL}	January 5, 2021
Naproxen sodium 275 mg tablet (generic Anaprox tablet) ^{QL}	January 5, 2021
Naproxen sodium DS 550 mg tablet (generic Anaprox DS tablet) ^{QL}	January 5, 2021
Calcium acetate tablet ^{QL}	January 5, 2021
Benzhydrocodone-acetaminophen ^{QL}	January 5, 2021
Lorcet HD ^{QL}	January 5, 2021
Tramadol-acetaminophen tablet ^{QL, AR}	January 5, 2021

Additions	Update
Promethazine suppository ^{QL, AR}	January 5, 2021

Removals	Update
Propantheline 15 mg oral tablet	December 12, 2020
Dicyclomine 10 mg/5 mL oral solution	December 12, 2020
Chlorpheniramine 2 mg/5 mL syrup	December 12, 2020
Zostavax	December 12, 2020
Pretomanid	December 12, 2020

Updates	Update
Triamcinolone (Nasacort allergy 24-hour spray OTC): QL 16.9 mL per 30 days	October 5, 2020
Hydroxychloroquine: QL and durations of therapy have been removed	October 7, 2020
Glucagon emergency kits: QL two kits per 30 days	December 12, 2020
Methergine (methylergonavine tablet): QL 28 tablets per seven days	December 12, 2020

AR = age restriction. QL = quantity limit.

Pharmacy prior authorization: no phoning or faxing — just a click away!

Use our online prior authorization request form to submit pharmacy prior authorization requests instantly. To get started, go to **www.keystonefirstpa.com > Providers > Pharmacy Services > Pharmacy Prior Authorization > Online Prior Authorization Request Form** or **www.keystonefirstchc.com > Providers > Pharmacy Services > Pharmacy Prior Authorization > Online Prior Authorization Request Form.**

Please note the following are available on our Keystone First and Keystone First CHC websites:

- A list of pharmaceuticals, including restrictions and preferences.
- How to use the pharmaceutical management procedures.
- An explanation of limits or quotas.
- Drug recalls.
- How to use pharmaceutical management procedures.
- Prior authorization criteria and procedures for submitting prior authorization requests.
- Changes approved by the Pharmacy and Therapeutics (P&T) Committee.



Did you know your patients are eligible for dentures?

Keystone First and Keystone First CHC dental benefits include complete dentures, partial dentures, relines, repairs, and adjustments. There are different authorization requirements, benefit limit exception (BLE) criteria (Keystone First only), and limitations based on the member's/Participant's age and specific plan.



The full benefit of dentures is realized in a full, happy smile and healthy gums. Dentures can help improve speech, mastication, self-confidence, and appearance. Unfortunately, three to seven appointments later, the outcome may not necessarily be a happy one.

To achieve successful treatment, it is vital to consider a number of issues throughout the denture process. Before treatment even begins, the patient's motivation for denture treatment and emotional attitude toward dentures must be evaluated. Setting realistic expectations of what can and cannot be achieved is key, so the dentist can understand what the patient really wants. The patient should be informed and reminded that there will be a period of time required for adapting to the new prosthesis. Afterward, the dentist must work with the patient to help achieve success in difficult areas such as neuromuscular control, mastication, and speech. Even the best dentures will require some getting used to.

Keystone First

- One denture (full or partial upper/lower) per lifetime.
- Prior authorization required.
- Clinical criteria must be met to receive an approval.
- BLE rules:
 - Provider can submit a request for an exception if the member received a denture after April 27, 2015.
 - Appropriate documentation must be included to support the exception request.
 - BLE criteria must be met before clinical criteria is reviewed.

Keystone First CHC

- Dentures limited to one per arch every five years.
- Prior authorization required.
- BLE is not applicable.

Please refer to the relevant provider supplement for more information, including clinical guidelines.

Our members and Participants are encouraged to return to the dental office, share their concerns, and continue to work collaboratively toward a favorable, realistic outcome.

For our Keystone First providers, we suggest submitting the Dental Let Us Know form to advise us when a member has not returned to your office for follow-up care and adjustments or to pick up their dentures. Your dental Account Executive can answer any questions about the completion and submission of the Let Us Know form, which is available at www.keystonefirstpa.com > **Providers > Resources > Dental/index.aspx**.

Update: Teledentistry billing for dental providers during COVID-19 emergency

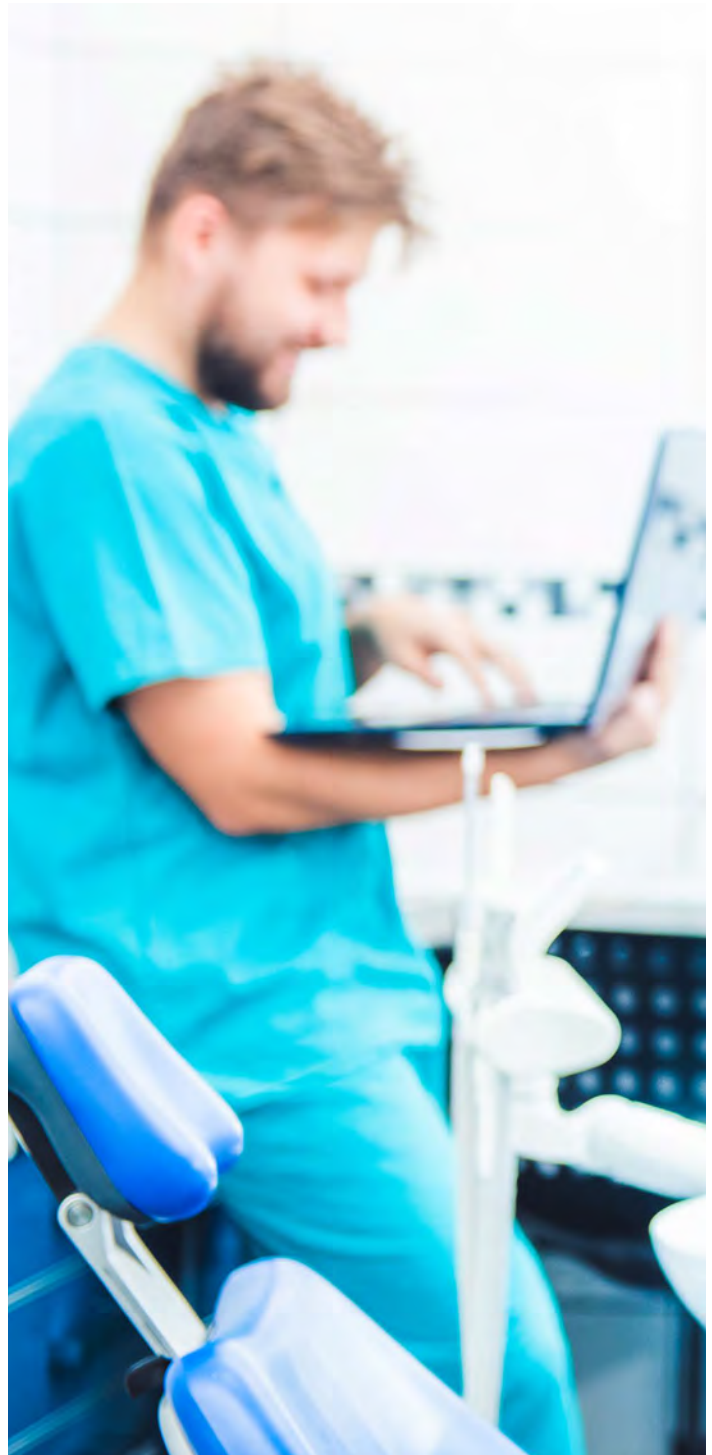
As you know, in March 2020, Governor Wolf issued an emergency disaster declaration in response to the presence of the COVID-19 in Pennsylvania. The guidance encouraged the use of teledentistry when available. Keystone First and Keystone First CHC would like to provide you with a billing update as well as reminders of the current guidelines.

New: Place of Service (POS) 02 – Telehealth can now be used for teledentistry encounters

The following guidelines still remain in effect:

- Procedure code D9995, defined as "Teledentistry - synchronous" has been added to the Plan's dental fee schedule payable at \$5. One per member/Participant per 14 days per provider.
- Procedure code D0140, defined as "Limited oral evaluation - problem focused" has been added to the Plan's dental fee schedule payable at \$30 or your currently contracted rate. One per member/Participant per 14 days per provider.
- Place of Service (POS) 02 is to be used in conjunction with the codes above and it should be documented in the patient's record that the service was rendered via teledentistry.
- Federally qualified health centers (FQHCs) and rural health clinics (RHCs) will be paid their prospective payment system (PPS) rate and are to bill procedure code T1015 to indicate dental visits/encounters rendered via teledentistry.

The codes listed above are applicable to patients who are experiencing true emergencies related to pain, infection, excessive bleeding, and trauma. Additionally, the codes are applicable to inbound calls only generated by a member/Participant or a return call to evaluate for urgent or emergent status. Outreach calls are not eligible for reimbursement. If you have any questions, please contact your dental Account Executive.



Electronic Visit Verification (EVV) implementation

We want to remind our home-and community-based services (HCBS) providers that Keystone First CHC fully implemented EVV requirements on January 1, 2021, in compliance with federal and state requirements.

Claims billed by HCBS providers with codes W1793 (PAS) and T1005 (respite) for dates of service on or after January 1, 2021, without matching EVV transaction information will be denied.

- HCBS providers can select their own vendor or use HHAeXchange.
- If providers choose to use an alternate vendor, the vendor must send all EVV data to HHAeXchange.
- All alternate vendor data files must be compliant with the Office of Long-Term Living (OLTL) requirements.
- Providers can access additional EVV information at <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx> and on our website at <https://www.keystonefirstchc.com/providers/training/index.aspx>.

Questions?

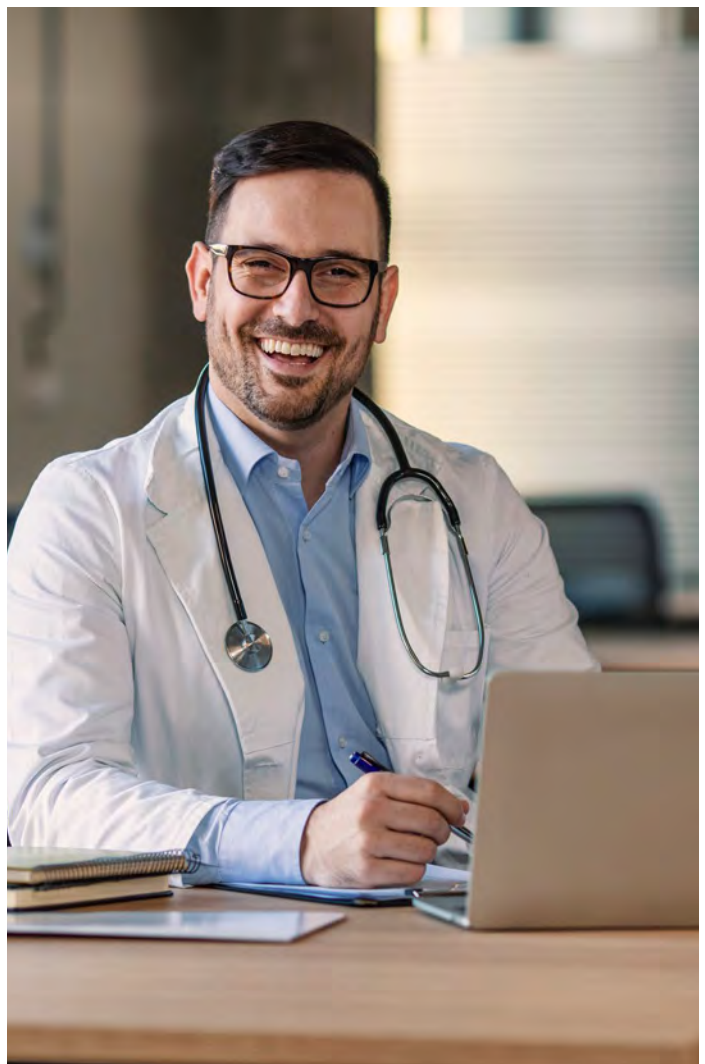
Please contact your provider network Account Executive.

Provider Services department

The Keystone First CHC Provider Services department operates in conjunction with the Provider Network Management department, addressing provider concerns and offering assistance. Both departments make every attempt to ensure all providers receive the highest level of service available.

Keystone First CHC Provider Services can be reached 24 hours a day, seven days a week. Call them at **1-800-521-6007** to:

- Verify Participant eligibility/benefits.
- Request forms or literature.
- Ask policy and procedure questions.
- Report Participant noncompliance.
- Obtain the name of your provider Account Executive.
- Request access to centralized services such as:
 - Outpatient laboratory services.
 - Behavioral health services.
 - Dental services.
 - Vision.



Community HealthChoices (CHC) covered benefits and services

All Participants are entitled to the physical health benefits and services provided under the Pennsylvania Community HealthChoices program. Additionally, Participants who qualify as nursing facility eligible (NFE) through DHS are eligible to receive LTSS HCBS benefits and services.

The listing below outlines covered services for Keystone First CHC Participants. A full list of services and benefits is available at www.keystonefirstchc.com > **Providers** > **Resources** > **Participant information**.

CHC covered physical health services

- **Inpatient hospital services**
 - Inpatient acute hospital
 - Inpatient rehab hospital
- **Outpatient hospital clinic**
 - Outpatient hospital clinic
 - Outpatient hospital short procedure unit
 - FQHC/RHC
- **Other laboratory and X-ray services**
 - Laboratory
 - Radiology (X-rays, MRIs, CTs, etc.)
- **Nursing facility services**
- **Family planning clinic services and supplies**
- **Physician services**
 - Primary care provider
 - Physician services and medical and surgical services provided by a dentist
- **Medical care and any other type of remedial care**
 - Podiatrist services
 - Optometrist services
 - Chiropractor services
- **Home health services**
 - Home health care including nursing, aide, and therapy
 - Medical supplies
 - Durable medical equipment (DME)
 - Therapy (physical, occupational, speech)
- **Clinic services**
 - Independent clinic
 - Maternity-physicians, certified nurse midwives, birth centers
 - Renal dialysis services
 - Ambulatory surgical center (ASC) services
- **Dental services**
- **Physical therapy, occupational therapy, and services for individuals with speech, hearing, and language disorders**
- **Prescribed drugs, dentures, and prosthetic devices; eyeglasses prescribed by a physician skilled in diseases of the eye or by an optometrist**
 - Prescribed drugs
 - Dentures
 - Prosthetic devices
 - Eyeglasses
- **Diagnostic, screening, preventive, and rehabilitative services**
 - Tobacco cessation
 - Therapy (physical, occupational, speech) — rehabilitative
- **Certified Registered Nurse Practitioner services**
- **Any other medical care and any other type of remedial care recognized under state law, specified by the Secretary**
 - Ambulance transportation
 - Non-emergency medical transport
 - Emergency room
- **Hospice care**
- **Limited abortions***

Definitions for physical health services are available at the Pennsylvania Medicaid State Plan at www.dhs.state.pa.us/publications/medicaidstateplan/.

CHC LTSS benefits

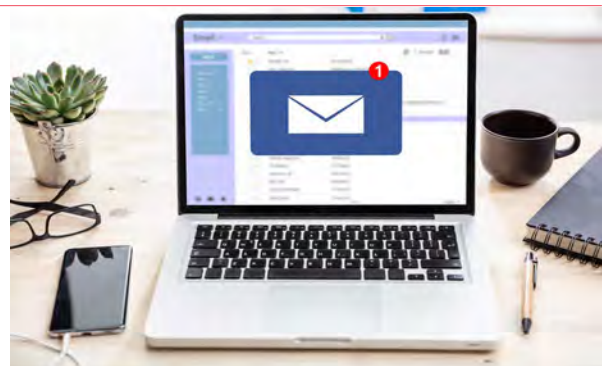
- Nursing facility services
 - Exceptional DME for CHC Participants residing in nursing facilities

HCBS

- Adult daily living
- Assistive technology
- Behavior therapy
- Benefits counseling
- Career assessment
- Cognitive rehabilitation
- Community integration
- Community transition services
- Counseling
- Employment skills development
- Financial management services
- Home adaptations
- Home-delivered meals
- Home health aide
- Job coaching
- Job finding
- Nursing
- Non-medical transportation
- Nutritional consultation
- Occupational therapy
- Participant-directed community supports
- Participant-directed goods and services
- Personal assistance services
- Personal Emergency Response System
- Pest eradication
- Physical therapy
- Residential habilitation
- Respite
- Specialized medical equipment and supplies
- Speech and language therapy
- Structured day habilitation
- TeleCare
- Vehicle modifications

Attention HCBS providers: Do we have your email address?

We need your current email address to get provider updates to you more quickly and efficiently. If you are not already receiving provider update emails, be sure to give your provider Account Executive an email address for your practice. This will keep you in the know about Keystone First CHC!



Demographic changes

If you have recently moved your office, changed your phone number, or changed any other demographic information, please let your provider Account Executive know by completing and sending them the Provider Change Form, available at <https://www.keystonefirstchc.com/pdf/providers/manual-forms/ltss-provider-change-form.pdf>. Please include your W-9 if you are making any primary or tax address changes.

A note from our Market Chief Medical Officer: Appropriate antibiotic utilization affects every patient and provider

As the cold and flu season progresses, you may be pressured by your patients to prescribe antibiotics. As clinicians, we must ensure the continued effectiveness of antibiotics that save lives from bacterial infections through appropriate prescribing. We have a dedicated site addressing appropriate antibiotic use that has a wealth of physician resources, materials to use with patients, and links to the CDC's Get Smart: Know When Antibiotics Work site.

Please visit the Appropriate Antibiotic Use page at **www.keystonefirstpa.com** > **Providers > Initiatives > Appropriate Antibiotic Use.**

Consider the following when treating these common afflictions:

Pharyngitis in children (2 – 18 years old)

- The vast majority of pharyngitis is viral.
- Clinical signs and symptoms do not always point to a viral or bacterial cause.
- Quick strep tests are billable in addition to E&M coding.
- Wait to see if a strep culture or quick strep test is positive before treating.
- Penicillin is still the drug of choice in Group A strep or erythromycin if penicillin allergic.

Upper respiratory infection (URI) in children (3 months to 18 years old)

- Clinicians know URIs are viral, but patients often pressure for a prescription.
- Antibiotics need to be reserved for bacterial infections to reduce emerging bacterial antibiotic resistance.
- Pediatric antibiotic tips from the CDC are available on our Appropriate Antibiotic Use page at **www.keystonefirstpa.com** > **Providers > Initiatives > Appropriate Antibiotic Use.**

Acute bronchitis in adults (18 – 64 years old)

- Just like pharyngitis and URIs, acute bronchitis is mostly caused by viruses.
- Patients can have respiratory symptoms including cough with or without sputum usually for three weeks.
- Consider chest X-ray if pulse is >100, respiratory rate >24, temperature >100.4 degrees, or suggestive lung exam.
- Antibiotics are not needed if there is no evidence of pneumonia.
- Purulent sputum is not always predictive of bacterial infection.
- Avoid antibiotics, but treat symptomatically.

A free archived CME presentation from the November 2013 CDC Grand Rounds, titled Combating Resistance: Getting Smart About Antibiotics, is available at **<https://www.cdc.gov/grand-rounds/pp/2013/20131119-antibiotic-resistance.html>**.



Lily Higgins, MS., M.D., M.B.A.

Market Chief Medical Officer
Keystone First



Environmental lead investigation (ELI)

Keystone First members with a venous lead draw showing an elevated blood level of ≥ 5 $\mu\text{g}/\text{dL}$ are eligible for an ELI. Note: This service is only covered when the CMS/DHS guidelines are followed. If you have questions about this issue, its screening details, its diagnosis, or its follow-up, call the EPSDT Outreach program at **1-888-765-9569**.

ELI process

Keystone First has contracted with Accredited Environmental Technologies (AET) and the Philadelphia Department of Public Health's Lead and Healthy Homes Program (LHHP) to provide ELI services to our members.

Note: LHHP is available only to Philadelphia residents. For more information, contact Eric Sutherland at Accredited Environmental Technologies (AET) at **1-800-9696-AET**.

Contact information for LHHP is: Lead and Healthy Homes Program (LHHP) 2100 W. Girard Avenue, Building #3, Philadelphia, PA 19130-1400. Phone **1-215-685-2788**, fax **1-215-685-2978**.

Referral forms for AET and LHHP are available at **www.keystonefirstpa.com > Providers > Resources > EPSDT > EPSDT forms and administration**.

For more information and resources about ELI, visit **www.keystonefirstpa.com > Providers > Resources > Blood Lead Level Resources**.

Pennsylvania's Telephonic Psychiatric Consultation Service Program (TiPS)

TiPS is the Pennsylvania HealthChoices program designed to increase the availability of child psychiatry consultation teams regionally and telephonically to primary care practitioners (PCPs) and other prescribers of psychotropic medications, for children insured by Pennsylvania's Medical Assistance (Medicaid) program. The program provides real-time peer-to-peer resources to the PCP who desires immediate consultative advice for children (up to age 21) with behavioral health concerns. TiPS core services include:

- Telephonic and face-to-face consultation.
- Care coordination.
- Training and education.

To get started, contact the TiPS team by calling **1-267-426-1776**. There is no fee to enroll. Once your practice enrolls in TiPS, your regional team will come to your office or provide education over the phone for you and your staff. They will explain the program, instruct on how to access services, answer your questions, and discuss your expectations.

Keystone First behavioral health resources

Visit **www.keystonefirstpa.com** > **Providers** > **Resources** > **Behavioral health** to access:

- Depression e-learning. This online training module gives you an overview of depression and how to incorporate evidence-based screenings and appropriate follow-up treatment into your care for our members.
- Behavioral Health Provider Toolkit.
- In-person, onsite behavioral health training from a clinical educator. Contact your provider Account Executive if you are interested.





Connections Editorial Board

Lily Higgins, M.S., M.D., M.B.A.

Market Chief Medical Officer
Keystone First

Susan Coutinho McAllister, M.D.

Market Chief Medical Officer
Keystone First Community
HealthChoices

Joanne McFall

Market President
Keystone First

John Koehn

Vice President
Keystone First Community HealthChoices

Kristen Young

Director
Provider Communications

Marianne Gravina

Manager
Provider Communications

Molly Kearney

Editor
Provider Communications

Contact us:

**provider.communications@
keystonefirstpa.com
and
provider.communications@
keystonefirstchc.com**

KF_211136592-1

Coverage by Vista Health Plan,
an independent licensee of the
Blue Cross and Blue Shield Association.

All images are used under license for illustrative
purposes only. Any individual depicted is a model.

www.keystonefirstpa.com
www.keystonefirstchc.com
www.keystonefirstvipchoice.com



Keystone First
Family of Health Plans