



Account Executive:	Phone:
Email: Long-term services and supports (LTSS) providers: chcproviders@keystonefirstchc.com Medical providers: provider.communications@keystonefirstchc.com	Keystone First CHC EDI payer ID: 42344

Provider Services

1-800-521-6007

For assistance with:

- Eligibility verification
- Claims status inquiry
- Reporting demographic data changes
- Filing an informal complaint

Participant Services

1-855-332-0729

TTY 1-855-235-4976

24 hours a day, seven days a week

Pharmacy Services (PerformRxSM)

1-866-907-7088

Prior authorization is required for all prescriptions on multi-source branded products, injectables, and non-formulary medications.

- For pharmacy authorization:
 - Fax: **1-855-851-4058**
 - Online Prior Authorization Submission Form: www.keystonefirstchc.com → **Providers** → **Pharmacy Services**
- Eligibility, claims, and prior authorization questions: **1-866-907-7088**
- Pharmacy Peer-to-Peer Line: **1-866-907-7088**

Outpatient Radiology Services

Outpatient radiology services requiring prior authorization by National Imaging Associates Inc. (NIA) at www.radmd.com or **1-800-642-2602**:

- CT/CTA
- MRI/MRA
- PET scan
- CCTA
- Nuclear cardiology/MPI

Dental Services

1-855-434-9241

www.keystonefirstdentists.com

Vision Services

1-800-773-2847

NaviNet

1-888-482-8057

www.navinet.net

Provides access to submit medical prior authorization requests, Participant eligibility, claims status inquiries, referral submission and retrieval, Care Gap and Participant Clinical Summary reports, electronic copies of remittance advice, and panel rosters.

Credentialing

Medical providers

Phone: **1-800-642-3510**, option 1

Fax: **1-877-759-6221**

Email: credapps@keystonefirstpa.com

LTSS providers

Phone: **1-800-642-3510**, option 1

Fax: **1-717-651-1673**

Email: keystonefirstntchc@keystonefirstchc.com

Contracting

1-866-546-7972

Fraud, Waste, and Abuse Reporting

Phone: **1-866-833-9718**

Email: fraudtip@amerihealthcaritas.com

U.S. mail: Special Investigations Unit
Keystone First CHC
3875 West Chester Pike
Newtown Square, PA 19073

Keystone First Community HealthChoices (CHC) Provider Reference Guide

Department	Phone number	Fax number
Service Coordination	1-855-349-6280	1-855-332-0078
Prior Authorization/ Utilization Management	1-800-521-6622	1-855-540-7066
Emergent Admissions** **Notification required within 48 hours or on the first business day after the day services were rendered.	1-800-521-6622	1-855-540-7065
Concurrent Review	1-800-521-6622	1-855-540-7068
Discharge Planning	1-800-521-6622	1-855-540-7068
Bright Start® maternity program	1-800-521-6867	N/A

Claims

Keystone First CHC P.O. Box 7146 London, KY 40742-7146 Electronic Payer ID: 42344	Keystone First VIP Choice/Keystone First CHC (Medicare/Medicaid) P.O. Box 7143 London, KY 40742-7143 Electronic Payer ID: 77741
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Contracting	Informal provider disputes	Claims disputes
Keystone First CHC ATTN: Contracting 200 Stevens Drive Philadelphia, PA 19113	Keystone First CHC Attn: Informal Provider Disputes P.O. Box 7146 London, KY 40742-7146 1-800-521-6007	Keystone First CHC Attn: Claim Disputes P.O. Box 7146 London, KY 40742-7146 1-800-521-6007
	Appeals (inpatient)	Appeals (outpatient)
	Keystone First CHC P.O. Box 80111 London, KY 40742-0111	Keystone First CHC P.O. Box 80113 London, KY 40742-0113

Other resources

Adult Protective Services	1-800-490-8505	
Alzheimer's Association of Greater Pennsylvania	1-800-272-3900	www.alz.org/pa
Behavioral health plans, by county		www.enrollnow.net/program-resources
ConnectCenter/Change Healthcare customer support	1-800-527-8133, option 2	
Critical incident questions		kfchccriticalincident@keystonefirstchc.com
Department of Human Services (DHS) Community HealthChoices	1-800-932-0939	www.healthchoices.pa.gov/info/about/community
ECHO electronic funds transfer (EFT)/ electronic remittance advice (ERA) enrollment	1-888-834-3511	

Other resources (continued)		
EDI technical support	1-866-695-1330	edi.support@amerihealthcaritas.com
Enterprise Incident Management	1-866-444-1264 (help desk)	https://www.hhsapps.state.pa.us/eim/
HHaExchange support	1-718-407-4633	support@hhaexchange.com
Medical Assistance Transportation Program (MATP)		http://matp.pa.gov
PA Department of Aging	1-717-783-1550	www.aging.pa.gov
PA Tobacco Cessation	1-800-784-8669	www.health.pa.gov/topics/programs/tobacco/pages/quitline.aspx