



Reminder: Providers may not charge Keystone First and Keystone First CHC members and Participants for Medicaid-covered service

This notice is to serve as a reminder that providers may not charge Keystone First and Keystone First CHC members and Participants for the delivery of a Medicaid-covered service. This includes personal protective equipment (PPE). PPE is used, consistent with guidance by the Centers for Disease Control and Prevention, as part of efforts to mitigate the spread of COVID-19.

PPE is a supply and is part of the provider's overhead and cost of doing business. As such, providers may not charge MA beneficiaries for any PPE that is used in connection with a dental service.

The MA fee for the service plus any required copayment is considered to be payment in full. Providers are prohibited from seeking or receiving any additional payment. Any provider who may have charged Keystone First members or Keystone First CHC Participants for PPE must refund or credit the payment to them.

Thank you for your partnership and care of our Members/Participants as we work together through this challenging health situation. If you have any questions, please contact your Dental Account Executive.

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Fraud, Waste, and Abuse Tip Hotline: 1-866-833-9718, 24 hours a day, seven days a week. Secure and confidential. You may remain anonymous.

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