

**To:** Keystone First Community HealthChoices (CHC) Home- and Community-Based Services (HCBS) Providers  
**Date:** January 31, 2019  
**Subject:** Important Reminders: **Service Authorizations; Critical Incidents; Billing**

**\*\*\*Keystone First CHC is aware of the large number of notes in HHAExchange. We appreciate your patience as we actively work to respond to each.\*\*\***

## Service Authorizations

We would like to remind HCBS providers to continue to provide services to our Keystone First Community HealthChoices (CHC) Participants that were approved prior to January 1, 2019.

- During the 6-month continuity of care (COC) period, Keystone First CHC is honoring all existing services that were authorized prior to the January 1, 2019 CHC implementation.
- Keystone First CHC will **not** issue new service authorizations during the COC period for services authorized prior to the January 1, 2019 CHC implementation.
- Keystone First CHC will pay for prior authorized services and our Participants should not experience any disruption in services.

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## Critical Incidents

Please remember that all Critical Incidents can be reported to our Service Coordination team but also **must be entered** into the Enterprise Incident Management (EIM) System.

- Service Coordination Entities who are waiting to be approved for EIM access and cannot file incidents in EIM must complete and submit the Critical Incident form to:  
[CHCCriticalIncident@amerihealthcaritas.com](mailto:CHCCriticalIncident@amerihealthcaritas.com)
- The Keystone First CHC Critical Incident Form can be found on our website at:  
<http://keystonefirstchc.com/pdf/providers/manual-forms/critical-incident-report.pdf>
- Training materials for EIM may be found at:  
<http://www.dhs.pa.gov/provider/longtermcarecasemixinformation/eim>

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## Billing

For any billing questions or billing issues, please contact your Keystone First CHC Account Executive listed below or email us at: [CHCProviders@keystonefirstchc.com](mailto:CHCProviders@keystonefirstchc.com).

**Delaware and Chester Counties**  
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