



Keystone First

Community HealthChoices

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

Community HealthChoices Frequently Asked Questions

What is Community HealthChoices?

Community HealthChoices (CHC) is the Pennsylvania Department of Human Services (DHS) mandatory managed care for dual-eligible (Medicaid and Medicare) individuals and individuals with physical disabilities, including long-term services and supports (LTSS) for adults over age 21 in the Office of Long Term Living (OLTL) waivers.

Who is Keystone First Community HealthChoices?

Keystone First Community HealthChoices (CHC) is one of the three Pennsylvania CHC Managed Care organizations that will coordinate physical health care and long-term services and supports (LTSS) for older persons, persons with physical disabilities, and Pennsylvanians who are dually eligible for Medicare and Medicaid (Community Well Duals).

Is this the same as Medicaid/Keystone First?

No. This will be administered as a separate program from both our current Medical Assistance product, Keystone First, and our Medicare program, Keystone First VIP Choice.

Who is eligible for participation?

Participants in CHC are 21 and older who are:

- Dually eligible for Medicare and Medicaid;
- Receiving Long Term Services and Supports (LTSS) in the Attendant Care, Independence, COMMCARE, or Aging waivers;
- Receiving care in the OBRA waiver AND determined nursing facility clinically eligible; or receiving care in a nursing home paid for by Medicaid;
- An Act 150 participant who is dually eligible for Medicare and Medicaid

What is the timeline for implementing Keystone First Community HealthChoices?

Enrollment started in October and coverage starts January 1, 2019.

What benefits will the participants have?

Keystone First CHC participants receive the same physical health benefits that are part of the Medicaid Adult Benefit Package. All individuals that are Nursing Facility Clinically Eligible (NFCE) will be eligible for the complete CHC LTSS benefit package.



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Are participants covered for behavioral health and substance abuse services?

Participants will still access behavioral health services directly through their Behavioral Health Managed Care Organization (BH MCO). Keystone First CHC will work with the BH MCO to make sure the participant has comprehensive care.

Will the participants have co-pays?

Participants have a \$2.00 copay for brand name prescription drugs. There are no other copays.

How will we verify participant eligibility?

Participant eligibility can be verified through several options.

1. Internet: NaviNet (www.navinet.net)

- Free, web-based application provides real-time current and past eligibility status and eliminates the need for phone calls to the Plan.
- For more information or to sign up for access to NaviNet, go to www.navinet.net or call NaviNet Customer Service at **1-888-482-8057**.

2. Keystone First CHC Automated Eligibility Hotline: 1-800-521-6007

- Provides immediate real-time eligibility status with no holding to speak to a representative.
- Call the Automated Eligibility Hotline 24 hours/7 days a week.

3. PROMISe

- Go to www.promise.DHS.state.pa.us and click on PROMISe Online.
- HIPAA compliant PROMISe software (Provider Electronic Solutions Software) is available free-of-charge
- Download from the OMAP PROMISe website at:
www.promise.DHS.state.pa.us/ePROM/providersoftware/softwaredownloadform.asp

4. Pennsylvania Eligibility Verification System (EVS): 1-800-766-5387, 24 hours/7 days a week.

- If a Participant presents to a Provider's office and states he/she is a Medicaid recipient, but does not have a PA ACCESS card, eligibility can still be obtained by using the Participant's date of birth (DOB) and Social Security number (SSN) when the call is placed to EVS.



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What is my plan provider ID number?

Your current Keystone First provider ID will remain the same within Keystone First CHC. Keystone First CHC providers that currently perform LTSS services will receive an additional provider ID.

Will I have an assigned account executive?

Yes. If you are currently a participating provider with Keystone First, your current account executive will continue to support your practice.

What is the Keystone First Community HealthChoices payor ID number?

Keystone First CHC's payor ID number is 42344.