

**To:** Keystone First Community HealthChoices Home- and Community-Based (HCBS) Providers

**Date:** May 6, 2022

**Subject:** 2022 HCBS Provider Claims Filing Instructions available online

Keystone First Community HealthChoices is pleased to announce the availability of the **2022 HCBS Provider Claims Filing Instructions**.

**Some important updates:**

- Added language to introduction regarding claims that are subject to the ordering/referring/prescribing (ORP) requirement will be denied when billed with a National Provider Identifier (NPI) of a network ORP provider that is not enrolled in Medicaid.
- Updated Change Healthcare provider support phone number throughout.
- In Electronic Claims Submission section, added Virtual Credit Card (VCC) information
- Added clarifying language to Ambulance billing section that only miles exceeding the first 20 loaded miles should be billed.

To access the 2022 HCBS Provider Claims Filing Instructions simply navigate to the provider center at [www.keystonefirstchc.com](http://www.keystonefirstchc.com) → Providers → Claims and billing → Claims filing guide for HCBS providers.

If you have questions about this notice, please contact Keystone First Community HealthChoices Provider Services at **1-800-521-6007** or your Provider Account Executive.