



To: Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice Primary Care Practitioners (PCPs)

Date: September 30, 2024

Re: Are you using the daily fax or email notice of your patients' hospitalization status?

As a reminder, we send your practice a daily report via fax or email that lists your Keystone First/Keystone First CHC/Keystone First VIP Choice (hereinafter known as "the Plan") patients who have either visited the emergency room or have, been admitted, or discharged.

Each confidential notice has the:

- Patient name, Plan ID number and birth date
- Patient contact information, including address and phone number
- Facility name
- Date and time of visit
- Case Management program High Risk indicator, if applicable

What action can you take?

- Emergency room visit – contact the Member or Participant to schedule a follow-up appointment.
- Admission/discharge – contact the Member or Participant to schedule a follow-up appointment after discharge, ideally within 7 to 14 days.
- Encourage the Member or Participant to join our Care Management program when indicated.

As their trusted clinician, your role is invaluable to preventing avoidable visits to the emergency room and hospital readmissions by answering questions, providing advice, and making sure clinical conditions remain stable.

How we can help you

If you need assistance in contacting or scheduling a follow-up appointment with the Member or Participant, please call our Rapid Response Outreach Teams at **1-800-573-4100**.

Thank you for your participation in our network and for your continued commitment to the care of our Members and Participants. If you have any questions or would prefer to receive your daily report via email, please contact your Provider Account Executive.

Sincerely,

Lily Higgins, MD, MBA, MS
Market Chief Medical Officer