



The updated 2025 Keystone First Community HealthChoices (CHC) Provider Manual is now available online.

April 17, 2025

Keystone First CHC announces the availability of the 2025 Provider Manual.

Examples of updates and changes include topics such as:

- Covered Home and Community-Based Services: Added Chore Services, Teleservices – Cognitive Rehabilitation, Teleservices – Counseling, Teleservices – Nutritional Consultation.
- Home Health Care: Added All Home Health Agencies are required to validate any home health service provided to Participants using Electronic Visit Verification (EVV).
- Pharmacy Prior Authorization Process: Updated what happens in the event of a denial.
- Recipient Restriction Program: Updated review criteria.
- NaviNet Supports Back Office Functions: Added Provider Directory Information Form details.
- Cultural Responsiveness: Updated the top 15 written non-English languages in Pennsylvania Referenced DHS MA Bulletin 99-25-01 and included where it can be found on our website.

For the complete list of the 2025 manual updates and changes, and to access the manual in its entirety, visit the provider center at: www.keystonefirstchc.com → For Providers → Provider manual and forms.