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Although National Influenza Vaccination Week is observed December 6 – 12, peak flu season (winter to early spring) is not too late to vaccinate.

2022 – 2023 flu vaccinations

Your strong recommendation is a critical factor in whether your patients get vaccinated. During the 2022 – 2023 flu season, while still facing COVID-19, we are asking you to encourage your Keystone First and Keystone First Community HealthChoices (CHC) patients to get their flu shot.

***Important reminder:** Our members and Participants (now age 3 and older) can also be referred to their local participating pharmacy for flu vaccination.

Participating providers will be reimbursed for the administration of the seasonal flu vaccine to children and adults for the following procedure codes:

- 90662 - Influenza, split virus, 65 years and older, enhanced immunogenicity via increased antigen content, intramuscular use, preservative free
- 90672 - Influenza, quadrivalent, live, intranasal, 2-49 years
- 90674 – Influenza, quadrivalent (ccIIV4), derived from cell cultures, subunit, preservative, and antibiotic free, intramuscular use
- 90686 - Influenza, quadrivalent, split virus, preservative free, 3 years and older, intramuscular
- 90687 - Influenza virus vaccine, quadrivalent, split virus, 6-35 months of age, intramuscular
- 90688 - Influenza virus vaccine, quadrivalent, split virus, 3 years and older, intramuscular
- 90756 - Influenza virus vaccine, quadrivalent (ccIIV4), derived from cell cultures, subunit, antibiotic free, 0.5 ml dosage, for intramuscular use

- ✓ Reimbursement for administration of seasonal flu vaccine to members or Participants older than age 18 includes the cost of the vaccine.
- ✓ Providers administering seasonal flu vaccine to members or Participants older than age 18 should obtain the vaccine and supplies from their regular vaccine supplier.
- ✓ Reimbursement for administration of seasonal flu vaccine to members younger than age 18 is an administration fee only.
- ✓ Seasonal flu vaccines for children (up to age 18) are provided free through the Pennsylvania Department of Health's Vaccines for Children Program (VFC).
- ✓ Philadelphia County PCPs should contact the Philadelphia VFC Program. The program is administered by the Philadelphia Department of Public Health Division of Disease Control Immunization Program **(215-685-6728)**.
- ✓ Providers in all other Pennsylvania counties should contact the Pennsylvania Department of Health **(1-888-646-6864)**.

Reminder: Take the Medical Provider Satisfaction Survey — your opinion is critical!

Take the survey today!

We count on your feedback to let us know how we are doing and how we can improve.

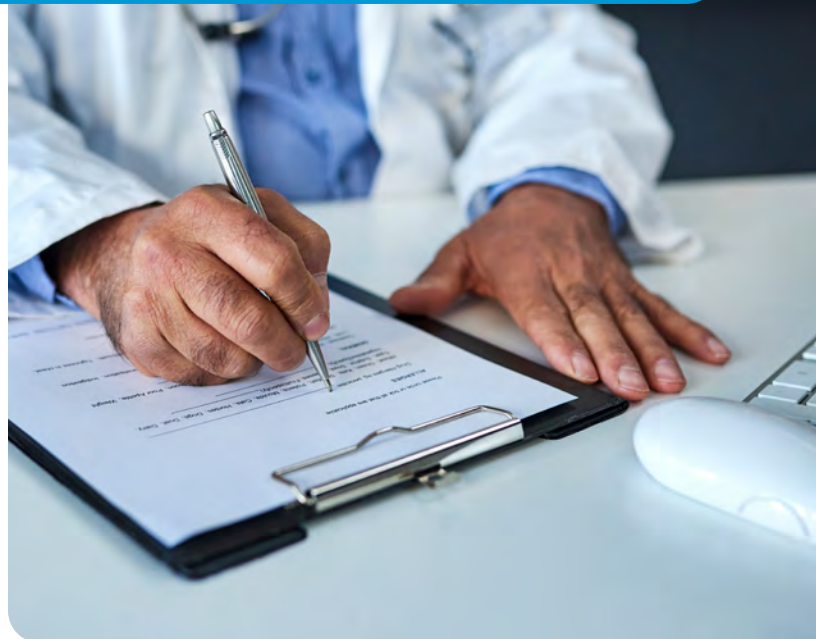
What's involved?

- The survey takes about five to seven minutes to complete.

Who should take the survey?

- **One*** person from the practice or facility, such as:
 - Provider
 - Office Manager
 - Staff member who works closely with Keystone First/Keystone First CHC and/or Keystone First VIP Choice

*Please note: Submit only one survey per location.



Please take the survey today and be entered to win a \$25 Visa gift card. Use the following link to get started: <https://www.surveymonkey.com/r/P55NP38>

Thank you in advance for taking the time to share your opinion and, as always, we appreciate your participation in our network and the care you provide to our members and Participants.

Evusheld COVID-19 treatment for high-risk groups

The Pennsylvania Department of Human Services (DHS) released Medical Assistance Bulletin (MAB) 01-21-59, approving the administration of tixagevimab/cilgavimab (Evusheld) to aid in COVID-19 prevention.

Evusheld is to be administered every six months for pre-exposure prophylaxis to supplement vaccine protection. Patients may start receiving Evusheld two weeks after their most recent COVID-19 vaccine or booster.

Eligibility requirements for Evusheld include:

- Moderately or severely immunocompromised individuals
- Certain adults and pediatric individuals 12 years of age and older weighing at least 40 kilograms with no known SARS-CoV-2 exposure
- Individuals in which vaccination with any available COVID-19 vaccine is not recommended due to a history of severe adverse reaction to a COVID-19 vaccine(s)

To review the complete MAB 01-21-59, visit www.keystonefirstpa.com → **Providers** → **Resources** → **MA bulletins** or www.keystonefirstchc.com → **For Providers** → **Resources** → **Department of Human Services (DHS) bulletins and news**.



New solution available on NaviNet for online prior authorization

Keystone First, Keystone First CHC, and Keystone First VIP Choice have worked with NantHealth/NaviNet to implement a new system for providers to submit prior authorization requests for medical and behavioral health services. **Medical Authorizations** is a streamlined, robust, and intuitive online authorization workflow.

In addition to submitting and inquiring about existing authorizations, medical providers can also:

- ✓ Verify if **No Authorization is Required**
- ✓ Receive **Auto Approvals**, in some circumstances
- ✓ Submit **Amended Authorization**
- ✓ **Attach supplemental documentation**
- ✓ Sign up for **in-app status change notifications** directly from the health plan
- ✓ Access a **multi-payer Authorization log**
- ✓ **Submit inpatient concurrent reviews** online if you have Health Information Exchange (HIE) capabilities (fax is no longer required)
- ✓ Review **inpatient admission notifications** and provide supporting clinical documentation

Want to learn more about Medical Authorizations?

Video tutorials and **step-by-step** instructions will be available via the NaviNet Plan Central page and the NantHealth Help Center.

Will training be offered? Contact your Provider Network Management Account Executives for training at **1-800-521-6007**.

Notice of privacy practices

Keystone First and Keystone First CHC are committed to protecting the privacy of our member and Participant health information, and to complying with applicable federal and state laws that protect the privacy and security of this information. Consistent with this commitment, we have established basic requirements for the use or disclosure of member and Participant protected health information (PHI). For a complete and detailed description of our routine uses and disclosures of PHI, as well as the organization's internal protection of oral, written, and electronic PHI, please visit www.keystonefirstpa.com → **Providers** → **Resources** → **Communications** → **HIPAA** and www.keystonefirstchc.com → **For Participants** → **Privacy Protections**.



Medical record documentation

Complete and consistent documentation in patient medical records is an essential component of quality patient care. Keystone First and Keystone First CHC adhere to medical record requirements that are consistent with national standards on documentation and applicable laws and regulations. We perform an annual medical record review on a random selection of practitioners. The medical records are audited using these standards.

A list of our medical record standards is available at:

www.keystonefirstpa.com → **Providers** → **Resources** → **Clinical Resources** → **Medical Record Standards**
www.keystonefirstchc.com → **For Providers** → **Resources** → **Medical Record Standards**

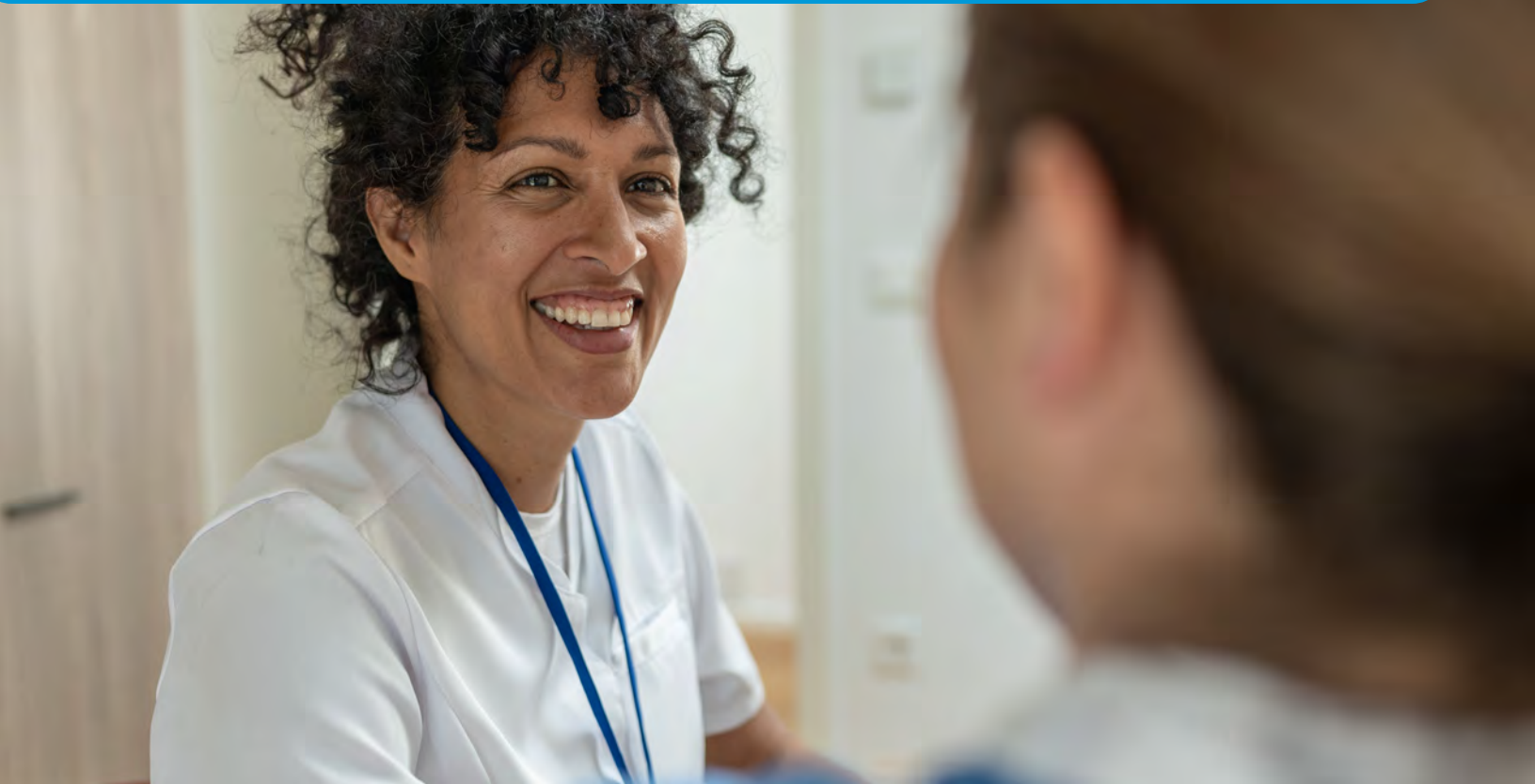
Language and translation services



To help ensure our members and Participants continue to have access to the best possible health care and services in their preferred language, we are extending to our network providers the opportunity to contract with Language Services Associates (LSA) at our low, corporate telephonic rates.

Visit www.keystonefirstpa.com → **Providers** → **Resources** → **Initiatives** → **Cultural competency** and www.keystonefirstchc.com → **For Providers** → **Resources** → **Culturally competent care** to review a

description of services and a letter of commitment for complete details and contact information. You may address any questions you have directly to LSA, since this relationship will be between your office and LSA. Feel free to call them at **1-800-305-9673, ext. 55321**.



HEDIS data collection and reporting

As we look forward to our next cycle of HEDIS data collection and reporting, we wanted to first thank you for your continued participation in this important quality initiative. We are also taking this opportunity to highlight some of the lessons we have learned through this process, and to remind you of your key role in helping us measure and report on the quality of care delivered to our members and Participants — your patients.

Every provider in our network is required by contract to cooperate with and participate in our Quality Management (QM) program and Quality Assessment and Performance Improvement (QAPI) program. We rely on your cooperation and participation to meet our own state and federal obligations as a Medicaid managed care organization.

Our access to the medical records maintained by our providers is a critical component of our data collection as we seek to ensure appropriate and continued access to care for our members and Participants. Our plans or our designees must receive medical records from you in a timely manner for purposes of HEDIS data collection, NCQA accreditation, medical records documentation audits, and other quality-related activities that our QAPI program comprises. We will reach out from time to time to request records for these purposes; it is essential that you provide requested records within the time frames set forth in those notices.

Our clinical reviewers fully investigate potential quality of care (QOC) concerns, in accordance with our policy. Providers are expected to comply with QOC review processes, beginning with the timely submission of records in response to requests from us. Your support of and participation in this critical review process help to ensure the provision of high-quality care and service to our members and Participants.

Fraud, waste, and abuse

If you or any entity with which you contract to provide health care services on behalf of Keystone First or Keystone First CHC becomes concerned about or identifies potential fraud or abuse, please contact us by:

- Calling the toll-free Fraud, Waste, and Abuse hotline at **1-866-833-9718**
- Emailing **fraudtip@amerihealthcaritas.com**
- Mailing a written statement to:
Special Investigations Unit, Keystone First/
Keystone First Community HealthChoices,
200 Stevens Drive, Philadelphia, PA 19113

For more information about Medical Assistance fraud and abuse, please visit the DHS website at <https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/MA-Fraud-and-Abuse---General-Information.aspx>.

We are committed to detecting and preventing acts of fraud, waste, and abuse and have a webpage dedicated to addressing these issues and mandatory screening information. Visit:

www.keystonefirstpa.com → Providers → Resources → Manuals, guides and training → Fraud, Waste, Abuse and Mandatory Screening Information

www.keystonefirstchc.com → For Providers → Training → Fraud, Waste, Abuse and Mandatory Screening Information

Topics include:

- Information on screening employees for federal exclusion
- How to report fraud to Keystone First and Keystone First CHC
- How to return improper payments or overpayments to us
- Information on provider mandatory fraud, waste, and abuse training
- **Note:** After you have completed the training, please complete the attestation.
- Keystone First and Keystone First CHC **medical providers**, go to <https://www.surveymonkey.com/r/9MQ7S8F>
- Keystone First CHC **long-term services and supports (LTSS) providers**, go to www.surveymonkey.com/r/577CX62



Access to Care Management

Keystone First has multiple programs and resources available for providers caring for our members who may require complex care management services.

These include:

- Integrated Health Care Management (complex care management)
- Let Us Know program
- Special Needs Unit
- Bright Start® program for pregnant members

For more information and contacts for these programs, please visit www.keystonefirsttpa.com → **Providers → Resources.**



Third-party liability and coordination of benefits reminder

Third-party liability (TPL) is when the financial responsibility for all or part of a member's health care expenses rests with an individual entity or program (e.g., Medicare, commercial insurance) other than Keystone First.

Coordination of benefits (COB) is a process that establishes the order of payment when an individual is covered by more than one insurance carrier. Keystone First is always the payer of last resort. This means that all other insurance carriers (the "primary insurers") must consider the health care provider's charges before a claim is submitted to Keystone First. Therefore, before billing Keystone First when there is a primary insurer, providers are required to bill the primary insurer first and obtain an explanation of benefits (EOB) statement from the primary insurer. Health care providers then may bill Keystone First for the claim by submitting the claim along with a copy of the primary insurer's EOB.

Important note – Upon discovery of new TPL, or revisions to existing TPL information, providers should supply that information to Keystone First. If you have specific questions regarding TPL and COB billing, please contact your Provider Account Executive or Provider Services at **1-800-521-6007**.

For more information regarding TPL or COB, visit the dedicated TPL webpage at www.keystonefirsttpa.com → **Providers → Claims and billing → Third-party liability.**



Covered benefits and services

What is covered and what is not covered by Keystone First?

Our members are entitled to all the benefits provided under the Pennsylvania Medical Assistance program.

Benefits include, but are not necessarily limited to, the following:

- Ambulance
- Behavioral health services*
- Chemotherapy and radiation therapy
- Dental care
- Durable medical equipment (DME) and medical supplies
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services
- Family planning
- Home health care
- Hospitalization
- Laboratory services
- Nursing facility services

- Obstetrical/gynecological services
- Other specialty care services**
- Pharmacy services
- Primary care services
- Physical, occupational, and speech therapy
- Rehabilitation services
- Renal dialysis
- Vision care

* Please note! Under the HealthChoices program, behavioral health services are coordinated through and provided by the member's county behavioral health managed care organization (BH-MCO). These services are not part of Keystone First's benefit package but are available to all Keystone First members through the BH-MCOs.

For members with a life-threatening, degenerative, or disabling disease or condition, or members with other special needs, a standing referral may be available. For more information on obtaining standing referrals, please contact the Provider Services department at **1-800-521-6007.



Be involved — join our Participant Advisory Committee

Keystone First CHC hosts a quarterly Participant Advisory Committee meeting, and we are asking for your help.

The Participant Advisory Committee is a forum where Participants, providers, caregivers, family members, and direct care workers come together to help us make a difference.

The purpose of the committee is to provide our Participants with an effective means to consult with each other and, when appropriate, coordinate efforts and resources for the benefit of the entire CHC population in the zone, including people with LTSS needs.

2023 Participant Advisory Committee meeting schedule

Date	Time	Location
March 16	10:30 a.m. – noon	Zoom (until further notice)
June 15	10:30 a.m. – noon	Zoom (until further notice)
September 14	10:30 a.m. – noon	Zoom (until further notice)
December 14	10:30 a.m. – noon	Zoom (until further notice)

We are excited to share that we are actively recruiting a diverse group of Participants and providers based on geographic and plan diversity!

- Do you know a Participant who likes to be involved in community meetings or organizations?
- Do you know a formal or informal caregiver who has expressed interest in advocating for others?

If so, we want to hear from them!

Please reach out to Community Relations Manager Nicole Ragab at nragab@amerihealthcaritas.com with the contact information of the potential committee member, and we will do the rest!

Access to Care Management

Keystone First CHC has multiple programs and resources available for providers caring for our Participants who may require complex care management services, such as:

- Disease management and education
- Discharge planner referral

- Participant or caregiver referral
- Practitioner referral

For more information about Keystone First CHC Care Management, go to our website at www.keystonefirstchc.com → **For Participants → Programs.**

The Pennsylvania Department of Human Services (DHS) will implement changes to the statewide preferred drug list (PDL) on January 9, 2023*

As a reminder, DHS requires all Medical Assistance managed care organizations (MCOs) in the physical health HealthChoices and CHC plans to adhere to any statewide PDL updates. As such:

- Keystone First and Keystone First CHC continue to adhere to all updates to the preferred and non-preferred status and list of drugs included in the statewide PDL.
 - **Please see Appendix A for a list of drugs that will be changing formulary status for Keystone First and Keystone First CHC effective January 9, 2023.**
- Keystone First and Keystone First CHC will continue to use the prior authorization guidelines as required by DHS for drugs included in the statewide PDL.

***Important note: Please keep in mind that up until January 9, 2023, the current version of the statewide PDL is still in effect.**

Reminder:

- Keystone First and Keystone First CHC will maintain a list of preferred and non-preferred drugs in classes that are not included in the statewide PDL. This is called the Supplemental Formulary.
- Medication classes that are not included in the statewide PDL are reviewed and approved by the Keystone First and Keystone First CHC Pharmacy and Therapeutics Committee.
- The process for obtaining prior authorization remains the same. For more information about prior authorization, go to **www.keystonefirstpa.com → Pharmacy** or **www.keystonefirstchc.com → For Providers → Pharmacy Services**.

Prior Authorization Request by:	Keystone First	Keystone First CHC
Phone	1-800-588-6767	1-866-907-7088
Fax	1-866-497-1387	1-855-851-4058
Online	www.keystonefirstpa.com	www.keystonefirstchc.com

Where can I see the changes?

The current PDL and 2023 PDL are available on DHS' Pharmacy website and at: **https://papdl.com/**. Additional resources, including our plan supplemental formularies, are available on the Formulary page via **www.keystonefirstpa.com → Pharmacy** or **www.keystonefirstchc.com → For Providers → Pharmacy Services**.

If you have any questions regarding this change, please contact Keystone First Pharmacy Services at **1-800-588-6767** or Keystone First CHC Pharmacy Services at **1-866-907-7088**.

Appendix A: Statewide PDL drugs changing from preferred to non-preferred effective January 9, 2023*

Drug	Preferred alternative options*
ANTIHEMOPHILIA	
Esperoct (Recombinant FVIII, Glycopegylated)	Adynovate (FVIII, pegylated), Jivi (FVIII, pegylated)
ANTIPSYCHOTICS	
Fluphenazine Elixir	Fluphenazine Oral Concentrate Solution, Haloperidol Lactate Oral Concentrate Solution, Risperidone Solution
GROWTH HORMONES	
Omnitrope Cartridge, Vial	Genotropin Cartridge, Genotropin Miniquick Syringe, Norditropin Flexpro
IMMUNOMODULATORS, ATOPIC DERMATITIS	
Eucrisa Ointment	Elidel Cream, Protopic Ointment, Tacrolimus Ointment
IMMUNOSUPPRESSIVES, ORAL	
Azathioprine 75 mg, 100 mg Tablet	Azathioprine 50 mg Tablet
INTRA-ARTICULAR HYALURONATES	
Trivisc Syringe	Durolane, Euflexxa, Visco-3 Syringe
MIGRAINE ACUTE TREATMENT AGENTS	
Zolmitriptan Nasal Spray	Sumatriptan Nasal Spray, Zolmitriptan ODT, Zolmitriptan Tablet
PITUITARY SUPPRESSIVE AGENTS	
Oriaahn Capsule	Myfembree Tablet
Synarel Nasal Spray	Leuprolide Acetate Kit, Lupron Depot Kit, Orilissa Tablet

***Not an all-inclusive list, and some drugs may be subject to additional limits and/or specifications.**

For a complete list of preferred and non-preferred drugs to be included in the 2023 Statewide PDL, as well as any limits associated with these drugs, please visit <https://papdl.com>.

Pharmacy prior authorization

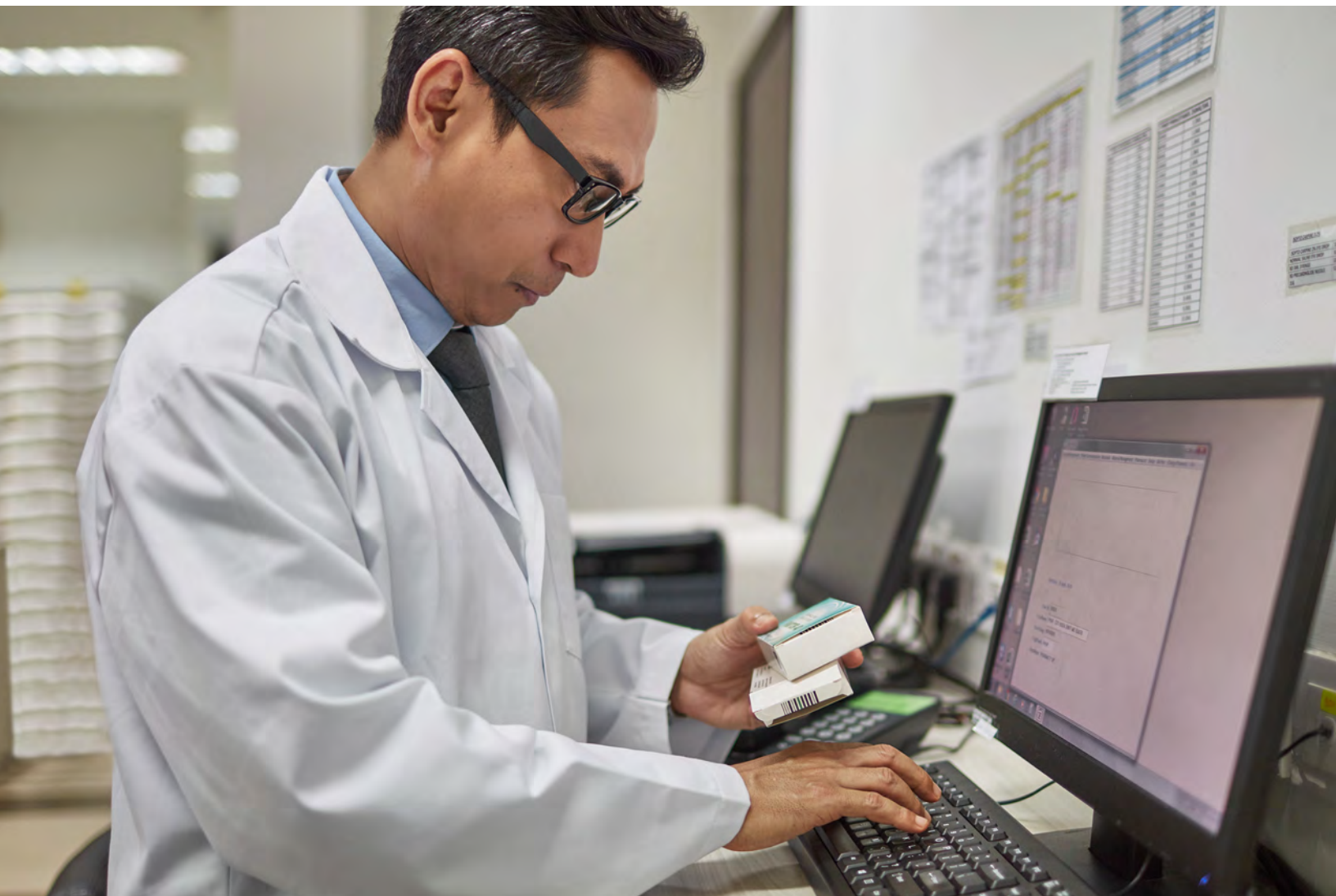
Pharmacy prior authorization — just a click away!

Use our online prior authorization request form to submit pharmacy prior authorization requests instantly.

To get started, go to www.keystonefirstpa.com → Pharmacy → Prior authorization → Online prior authorization request form or www.keystonefirstchc.com → For Providers → Pharmacy services → Pharmacy prior authorizations → Online prior authorization request form.

Please note the following are available on our Keystone First and Keystone First CHC websites:

- A list of pharmaceuticals, including restrictions and preferences
- How to use the pharmaceutical management procedures
- An explanation of limits or quotas
- Drug recalls
- Prior authorization criteria and procedures for submitting prior authorization requests
- Changes approved by the Pharmacy and Therapeutics Committee



Formulary updates

Addition	Effective date
Paxlovid oral tablet therapy pack 10 x 150 mg & 10 x 100mg (t3)	7/11/2022
Fluad quad 2022-2023 (65yr up)(PF) 60 mcg (15 mcg x 4)/0.5ml IM syringe (AR - 65 years of age and older)	8/1/2022 – 3/31/2023
Fluzone high-dose quad 2022-2023 (PF) 240 mcg/0.7 ml IM syringe (AR - 65 years of age and older)	8/1/2022 – 3/31/2023
Flucelvax quad 2022-2023 60 mcg (15 mcg x 4)/0.5 ml IM suspension (AR - 6 months of age and older)	8/1/2022 – 3/31/2023
Flucelvax quad 2022-2023 60 mcg (15 mcg x 4)/0.5 ml IM suspension (AR - 6 months of age and older)	8/1/2022 – 3/31/2023
Afluria quad 2022-23 (3yr up) (pf) 60 mcg (15 mcg X 4)/0.5 ml IM syringe (AR - 3 years of age and older)	8/1/2022 – 3/31/2023
Flulaval quad 2022-2023 (PF) 60 mcg (15 mcg x 4)/0.5 ml IM syringe (AR - 6 months of age and older)	8/1/2022 – 3/31/2023
Fluarix quad 2022-2023 (PF) 60 mcg (15 mcg x 4)/0.5 ml IM syringe (AR - 6 months of age and older)	8/1/2022 – 3/31/2023
Fluzone quad 2022-2023 (PF) 60 mcg (15 mcg x 4)/0.5 ml IM syringe and suspension (AR - 6 months of age and older)	8/1/2022 – 3/31/2023
Afluria quad 2022-2023 (6mo up) 60 mcg (15 mcg x 4)/0.5 ml IM susp (AR - 6 months of age and older)	8/1/2022 – 3/31/2023
Flumist quad 2022-2023 10 exp 6.5-7.5 FF unit/0.2 ml nasal spray syringe (AR - 2 years of age and older)	8/1/2022 – 3/31/2023
Removals	Effective date
Various non-rebatable OTC products to include vitamins/multivitamins, glucose tablets, nasal sprays, alcohol wipes. These products have Medicaid rebatable alternatives available.	9/12/2022
Aquadeks 100 mcg-700 mcg-10 mg capsule	9/19/2022
Aquadeks 100 mcg-350 mcg-5 mg chewable tablet	9/19/2022
Aquadeks pediatric 400 mcg/ml oral drops	9/19/2022
Cytra-2 oral solution 500-334 mg/5ml	9/19/2022
Guaifenesin DAC oral solution 30-10-100 mg/5ml	9/19/2022
Quantity limit updates	Effective date
Farydak 10 mg, 15 mg, 20 mg capsule (remove QL)	8/29/2022
Mayzent 0.25 mg tablet (decrease QL)	8/29/2022
Talzenna 0.25 mg capsule (decrease QL)	8/29/2022

Quantity limit updates	Effective date
Ukoniq 200 mg tablet (remove QL)	8/29/2022
Uptravi 200 mcg-800 mcg titration pack (remove QL)	8/29/2022
Beovu 6 mg/0.05 ml syringe (add new QL)	8/29/2022
Camcevi 42 mg syringe (add new QL)	8/29/2022
Conjupri 5 mg tablet (add new QL)	8/29/2022
Descovy 120-15 mg tablet (add new QL)	8/29/2022
Enjaymo 1,100 mg/22 ml vial (add new QL)	8/29/2022
Ibsrela 50 mg tablet (add new QL)	8/29/2022
Lyvispah 5 mg, 10 mg and 20 mg granule packet (add new QL)	8/29/2022
Loreev XR 1.5 mg capsule (add new QL)	8/29/2022
Mayzent 0.25 mg start-1 mg maint and 1 mg tablet (add new QL)	8/29/2022
Mounjaro pen (various strengths) (add new QL)	8/29/2022
Norliqva 1 mg/ml solution (add new QL)	8/29/2022
Ozempic 2 mg/dose (8 mg/3 ml) (add new QL)	8/29/2022
Radicava ORS 105 mg/5 mL susp and starter kit susp (add new QL)	8/29/2022
Triumeq PD 60-5-30 mg tab susp (add new QL)	8/29/2022
Valcyte 450 mg tablet and 50 mg/ml solution (add new QL)	8/29/2022
Vonjo 100 mg capsule (add new QL)	8/29/2022
Pneumovax-23	12/5/2022

For a complete list of all formulary statuses and quantity limits within our searchable formularies, please visit a link below.

Keystone First	https://www.keystonefirstpa.com/pharmacy/formulary.aspx
Keystone First CHC	https://www.keystonefirstchc.com/providers/pharmacy/index.aspx



Tobacco cessation counseling — Pennsylvania certification required for reimbursement

Effective January 1, 2023, Keystone First and Keystone First CHC will not reimburse a dental provider for tobacco counseling services (D1320) unless their name appears on the Pennsylvania registry of certified counselors. This certification allows Keystone First and Keystone First CHC to provide reimbursement for this service.

Please refer to our tobacco cessation flyer for instructions on how to become a Pennsylvania certified tobacco counselor. The flyer can be found at www.keystonefirsttpa.com or www.keystonefirstchc.com → **Providers** → **Resources** → **Dental Program**.

If your name does not appear on the Pennsylvania registry of certified counselors and you and/or your staff do possess Pennsylvania tobacco counselor certification, please fax or e-mail the documentation to:

Fax: 267-298-2325

Email: Sydney Parker-Williams:
sparker-williams@amerihealthcaritas.com or
Katherine Truesdale:
ktruesdale@keystonefirsttpa.com

Thank you for your participation in our network and the continued dental care you provide to our members and Participants. If you have any questions about this important topic, please contact your Dental Provider Account Executive or Provider Services at **1-877-408-0878**.



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