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| Account Executive: | Phone: |
| Email: Long-term services and supports (LTSS) providers: chcproviders@keystonefirstchc.com Medical providers: provider.communications@keystonefirstchc.com | Keystone First CHC EDI payer ID: 42344 |

Provider Services

1-800-521-6007

For assistance with:

- Eligibility verification
- Claims status inquiry
- Reporting demographic data changes
- Filing an informal complaint

Participant Services

1-855-332-0729

TTY 1-855-235-4976

24 hours a day, seven days a week

Pharmacy Services (PerformRxSM)

1-866-907-7088

Prior authorization is required for all prescriptions on multi-source branded products, injectables, and non-formulary medications.

- For pharmacy authorization:
 - Fax: **1-855-851-4058**
 - Online Prior Authorization Submission Form: www.keystonefirstchc.com → **Providers** → **Pharmacy Services**
- Eligibility, claims, and prior authorization questions: **1-866-907-7088**
- Pharmacy Peer-to-Peer Line: **1-866-907-7088**

Outpatient Radiology Services

Outpatient radiology services requiring prior authorization by Evolent Specialty Services, Inc. (Evolent) at <https://www1.radmd.com/> or **1-800-642-2602**:

- CT/CTA
- MRI/MRA
- PET scan
- CCTA
- Nuclear cardiology/MPI

Dental Services

1-855-343-7401

<https://www.dentaquest.com/en/providers/pennsylvania>

Vision Services

1-800-773-2847

NaviNet

1-888-482-8057

www.navinet.net

Provides access to member eligibility, claims status inquiry, submission of prior authorization requests, Care Gap and Member Clinical Summary reports, and electronic copies of remittance advices and panel rosters.

Credentialing

Medical providers

Phone: **1-800-642-3510**, option **1**

Fax: **1-877-759-6221**

Email: credapps@keystonefirstpa.com

LTSS providers

Phone: **1-800-642-3510**, option **1**

Fax: **1-717-651-1673**

Email: keystonefirstntchc@keystonefirstchc.com

Contracting

1-866-546-7972

Fraud, waste, and abuse reporting

Phone: **1-866-833-9718**

Email: fraudtip@amerihealthcaritas.com

U.S. mail: Special Investigations Unit
Keystone First CHC
P.O. Box 7317
London, KY 40742

Keystone First Community HealthChoices (CHC) Provider Reference Guide

| Department | Phone number | Fax number |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|
| Service Coordination | 1-855-349-6280 | 1-855-332-0078 |
| Prior Authorization/ Utilization Management | 1-800-521-6622 | 1-855-540-7066 |
| Emergent Admissions** **Notification required within 48 hours or on the first business day after the day services were rendered. | 1-800-521-6622 | 1-855-540-7065 |
| Concurrent Review | 1-800-521-6622 | 1-855-540-7068 |
| Discharge Planning | 1-800-521-6622 | 1-855-540-7068 |
| Bright Start® maternity program | 1-800-521-6867 | N/A |

Claims

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|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Keystone First CHC P.O. Box 7146 London, KY 40742-7146 Electronic Payer ID: 42344 | Keystone First VIP Choice/Keystone First CHC (Medicare/Medicaid) P.O. Box 7143 London, KY 40742-7143 Electronic Payer ID: 77741 |
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| Contracting | Informal provider disputes | Claims disputes |
|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| Keystone First CHC ATTN: Contracting 200 Stevens Drive Philadelphia, PA 19113 | Keystone First CHC Attn: Informal Provider Disputes P.O. Box 7146 London, KY 40742-7146 1-800-521-6007 | Keystone First CHC Attn: Claim Disputes P.O. Box 7146 London, KY 40742-7146 1-800-521-6007 |
| | Appeals (inpatient) | Appeals (outpatient) |
| | Keystone First CHC P.O. Box 80111 London, KY 40742-0111 | Keystone First CHC P.O. Box 80113 London, KY 40742-0113 |

Other resources

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|-------------------------------------------------------------------------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------|
| Adult Protective Services | 1-800-490-8505 | |
| Alzheimer's Association of Greater Pennsylvania | 1-800-272-3900 | www.alz.org/pa |
| Behavioral health plans, by county | | www.enrollnow.net/program-resources |
| ConnectCenter/Change Healthcare customer support | 1-800-527-8133, option 2 | |
| Critical incident questions | | kfchccriticalincident@keystonefirstchc.com |
| Department of Human Services (DHS) Community HealthChoices | 1-800-932-0939 | www.healthchoices.pa.gov/info/about/community |
| ECHO electronic funds transfer (EFT)/ electronic remittance advice (ERA) enrollment | 1-888-834-3511 | |

| Other resources (continued) | | |
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| EDI technical support | 1-866-695-1330 | edi.support@amerihealthcaritas.com |
| Enterprise Incident Management | 1-866-444-1264 (help desk) | https://www.hhsapps.state.pa.us/eim/ |
| HHaExchange support | 1-718-407-4633 | support@hhaexchange.com |
| Medical Assistance Transportation Program (MATP) | | http://matp.pa.gov |
| PA Department of Aging | 1-717-783-1550 | www.aging.pa.gov |
| PA Tobacco Cessation | 1-800-784-8669 | www.health.pa.gov/topics/programs/tobacco/pages/quitline.aspx |