

February 6, 2025

Dear Keystone First Community HealthChoices (CHC) Personal Assistance Services Provider,

Keystone First CHC is making the following changes to the CHC Open Arms for Personal Assistance Services value-based program for the 2025 Program.

**New Program Component:**

**Health Equity Component** – Personal Assistance Services providers who meet or exceed the 65th percentile when compared to their peers will be awarded an additional increase in their total earned incentive with regard to the following measures for their African American and Hispanic/Latino populations: Percentage of services initiated within seven days of authorization.

**Existing Program Components:**

**The Quality Performance Component of the Open Arms for Personal Assistance Services will continue to consist of the following measures:**

- Percentage of shifts missed due to staffing unavailability
- Electronic visit verification (EVV) compliance percentage
- Percentage of services initiated within seven days of authorization

**To access the updated Open Arms for Nursing Facility Provider Manual, visit [www.keystonefirstchc.com](http://www.keystonefirstchc.com) > For Providers > Resources > Value-Based Programs.**

If you have any questions regarding this program, please contact your Provider Account Executive. Thank you for your continued partnership with Keystone First CHC in the service of our Participants, and for your critical role in providing and coordinating care for them.

Sincerely,



Frank Santoro  
Director, LTSS Plan Operations and Administration