

**The updated 2019 Keystone First Provider manual is now available online.**

July 31, 2019

Keystone First announces the availability of the 2019 Provider Manual.

Examples of updates and changes include topics such as:

- Reminder that payments may be adjusted if a member's eligibility changes between an authorization being issued and the service provided.
- Clarification that DME monthly rental items (regardless of cost/charge) require prior authorization.
- Language added regarding Adult Protective Services (APS) and how to report.
- Pharmacy updates, such as: added a dedicated web page and opioid phone and fax number; reminder that there is no copay for naloxone; specialty medication can be filled at any specialty pharmacy in the Keystone First specialty network, and more.
- Members are able to self-refer to two routine eye exams per year.
- Program Integrity – included language further explaining claims accuracy efforts.
- Clarified that Providers will have 10 days from the date of notification from the credentialing department to correct erroneous information and added clarification to the types of information shared with providers.

**For the complete list of the 2019 manual updates and changes, and to access the manual in its entirety, visit the provider center at [www.keystonefirstpa.com](http://www.keystonefirstpa.com) → Provider → Provider manual and forms.**