



Dear Keystone First Family of Health Plans Providers and Office Staff,

I am writing on behalf of the Keystone Family of Health Plans Provider Network team. We would like to ensure you that our commitment to providing your office with the service, support and partnership in the care of our Members/Participants will continue during the Novel Coronavirus (COVID-19) pandemic.

Given the current concerns related to COVID-19, for the health and well-being of our associates, as well as for the safety for your staff, effective immediately and until further notice your Provider Account Executive will be following our company safety guidelines and not be coming to your office for face-to-face visits.

We will continue to support you through the following sources:

- Our front-line Provider Services staff (1-800-521-6007) will be available and conducting business as usual to answer your questions.
- Our Provider websites have a wealth of plan information and resources. Additionally, we have created a dedicated COVID-19 section that has links to such resources as the CDC information and alerts, LabCorp testing information and instructions, and more.
- NaviNet Plan sites for eligibility, claims status, etc.
- Your Account Executive will of course be available via phone and e-mail to assist you when the sources listed above are not an option.

It is important to note that our claims submission, receipt and payment processing has not changed. We will continue to process and pay claims throughout this situation. Remember to check our websites often for updates:

www.keystonefirstspa.com

www.keystonefirstchc.com

www.keystonefirstvipchoice.com

We value each of you and thank you for the tireless work and commitment you have to providing care to our Members/Participants as we continue to work together through this challenging health situation.

Sincerely,

Denise Ameye
Director, Provider Network Management