



The updated 2025 Keystone First Provider manual is now available online.

June 26, 2025

Keystone First is pleased to announce the availability of the 2025 Provider Manual.

Examples of updates and changes include topics such as:

- **Dental Services:** Updated the Dental Provider Services phone number and Benefit Limit Exception Process criteria.
- **Home Health Care:** Added All Home Health Agencies are required to validate any home health service provided to Participants using Electronic Visit Verification (EVV).
- **Recipient Restriction Program:** Updated review criteria.
- **NaviNet Supports Back Office Functions:** Added Provider Directory Information Form details.
- **Filing a Dispute:** Updated dispute address to P.O. Box 7316, London, KY 40742.
- **Cultural Responsiveness:** Updated the list of the top 15 written non-English languages in Pennsylvania, referencing the DHS MA Bulletin 99-25-01 and noting where it can be found on our website.

For the complete list of the 2025 manual updates and changes, and to access the manual in its entirety, visit the provider center at: www.keystonefirstpa.com → Providers → Provider manual and forms.