



**To: Keystone First/Keystone First VIP Choice Providers**

**Date: October 2, 2025**

**Re: Introducing a new solution, Clinical Insights (CI), as part our Care Optimization program**

Effective December 1, 2025, Keystone First/Keystone First VIP Choice (hereinafter known as “the Plans”) has contracted with Edifecs to enable a pre-adjudication claims completeness examination solution called “CI.”

CI validates gaps within the existing claims submission process utilized today without any new software installed or additional portal logins. As part of the Plans’ Care Optimization programs, the Plans are placing more focus on the upfront claims submission process to drive more complete and accurate clinical documentation and coding of chronic conditions. This is within the Provider’s existing billing workflow and channel of submission.

**This upfront focus will help to deliver:**

- Complete view of a Member’s historical chronic health conditions
- Less provider office disruption through traditional chase list inquiries
- More timely claims processing
- Improved quality of care for our Members

More detailed information about this new solution can be found in the FAQs on our website at:

[www.keystonefirsttpa.com](http://www.keystonefirsttpa.com) → Providers → Claims and Billing → Additional billing information

[www.keystonefirstvipchoice.com](http://www.keystonefirstvipchoice.com) → Providers → Resources

The Plans will be conducting trainings on this new process. Information regarding available training is forthcoming.

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at **1-800-521-6007**. Thank you for your continued support and commitment to the care of our Members.