



To: Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First – CHIP/Keystone First VIP Choice Providers

Date: July 7, 2026

Re: Pennsylvania (PA) Provider Network Management (PNM) Team *Renovations under way*

We are in the process of implementing a new PA PNM internal operating model that will be structured to further support our provider network through the streamlining of resources. During the next 60 days, you may experience a change in your Account Executive. We will continue to address any questions or concerns related to our standard credentialing, claims, or issues referred to us from provider services.

There have been no changes to the leadership team, so if you cannot get in touch with your Account Executive, please reach out to one of the Managers or Directors using the contact information available on the provider portal. Once our restructuring is completed, we will send a communication that outlines our new structure.

Thank you, as always, for your continued partnership and collaboration with the care of our communities.