Keystone First Family of Health Plans
200 Stevens Drive
Philadelphia, PA 19113

Keystone First
Family of Health Plans

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

Date: **November 2, 2026**

Re: **Update to the dispute/appeal/grievance process**

Effective January 1, 2027, we are updating our dispute/appeal/grievance process as follows:

If any dispute regarding a claim remains unresolved following the exhaustion of the applicable provider [dispute/appeal/grievance] process, you must notify the Plan of your intention to commence litigation or arbitration, as appropriate, at least sixty (60) days in advance of filing litigation or arbitration. Such notice is a condition precedent for any litigation or arbitration. ***Failure to exhaust the applicable [dispute/appeal/grievance] process shall be a total and complete defense to claims brought in litigation or arbitration.*** *To the extent that applicable law requires provider claim disputes to proceed exclusively through any applicable State fair hearing or other administrative process, you must use that process and may not pursue litigation or arbitration as a substitute for that process.*

Thank you for your participation in our network and the continued care you provide for our Members/Participants. If you have any questions regarding this notice, please contact your Account Executive or call Provider Services at **1-800-521-6007**.

Coverage by Vista Health Plan, an independent licensee of the Blue Cross and Blue Shield Association.