

To: Keystone First Dental Providers

Date: December 23, 2025

Re: Updated Benefit Limit Exception (BLE) Policy and Request Form

Keystone First has made updates to policy 152.101 Dental Benefit Limit Exceptions (BLE)* to comply with recent communications from the Pennsylvania Department of Human Services (DHS) regarding their previously issued Medical Assistance Bulletin (MAB) 08-21-01, Dental Benefit Limit Exception Update**. **Included in the DHS MAB is a requirement to adopt a revised BLE Request Form*****

To comply with DHS's directive, effective February 1, 2026, dental providers will be required to submit requests for BLEs on the revised BLE request form. Please familiarize yourself with the policy and incorporate the BLE form into your process for BLE requests. Failure to do so may result in delays with final determination notifications.

Important note when submitting BLE request forms: If you do not feel the member meets BLE criteria for a service requiring BLE approval, but do intend to provide the service:

1. Submit the BLE form with the box "Other" checked under the heading "Does the beneficiary have any of the following conditions?" (Check all that apply);
2. Write the word "None" in the explanation section;
3. Leave the box blank in front of "This Benefit Limit Exception request meets one or more of the following criteria:" and
4. Wait for a final determination prior to entering into any financial arrangement with a Keystone First member.

*To view BLE Policy 152.101, go to our website at www.keystonefirstpa.com → Providers → Resources → Dental Program → Dental Policies.

**To view the entire MA bulletin, go to our website at www.keystonefirstpa.com → Providers → Resources → Dental Program → Dental Medical Assistance Bulletins.

***To view the revised BLE form, go to our website at www.keystonefirstpa.com → Providers → Resources → Dental Program → Dental Benefit Limit Exception Form.

If you have any questions about this communication, please contact your Dental Account Executive.