



# Keystone First

Coverage by Vista Health Plan,  
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**The updated 2021 Keystone First Provider manual is now available online.**

November 22, 2021

Keystone First announces the availability of the 2021 Provider Manual.

Examples of updates and changes include topics such as:

- Updated Services requiring Prior Authorization and added information about the Prior Authorization look-up tool on the Provider website.
- Clarified Home Modifications not covered.
- Information regarding Home Accessibility DME coverage.
- Information regarding ONAF forms only being submitted through the Optum website.
- Medical Record Standards: added Plan evaluation of medical record standards and preventive health guidelines timeframes, and provider notification methods when changes to the standards.
- Program Integrity: revised language for clarity around the Plan's Program Integrity department and processes.
- Information about cultural competency trainings and resources available on our website, including LGBTQIA resources.

**For the complete list of the 2021 manual updates and changes, and to access the manual in its entirety, visit the provider center at: [www.keystonefirstpa.com](http://www.keystonefirstpa.com) → Providers → Provider manual and forms.**