

**To: Keystone First Primary Care Physicians (PCPs)**  
**Date: July 1, 2021**  
**Subject: Keystone First's new Condition Optimization Prospective Outreach Program starts on September 1, 2021**

Keystone First works to collect complete and accurate member health histories to help foster appropriate management of care. We need your support and collaboration to help ensure your Keystone First patients with chronic health conditions are receiving routine monitoring and treatment and that we are gathering information about their chronic health conditions.

To streamline the submission of information to Keystone First we are introducing the Condition Optimization **Prospective Outreach Program. The program is being implemented on September 1, 2021.**

The intention of the program is to help PCPs identify assigned members with a documented chronic health condition who may not have been treated by your practice in the last six months. PCPs are encouraged to schedule and complete overdue visits with the identified members.

To offset the time and resources your office expends in participating, this program is offering a **one-time administrative payment of \$150.00 for each visit** when scheduled and completed by the date indicated in NaviNet for the action of "Please Schedule Appointment" and when all program requirements have been met, including submission of the Complex Case Management worksheet, the medical record, and the appropriately-billed claim. (See below.)

Claims submitted will process with a zero payment and denial code, which indicates this service is part of the Prospective Outreach program. Upon validation that all requirements are completed, payments will be issued in January and July of each year as a combined remittance. The payment code displayed will be RAPR and read as "RA Prospective Outreach PYMT".

## **HOW TO PARTICIPATE**

### **Identify and schedule members:**

- First, find eligible members in NaviNet by selecting **Practice Documents**, opening a member list, and filtering for the action indicator **Please Schedule Appointment**.
- Once eligible members are identified, contact eligible members to schedule an appointment. *Please note, a letter will also be mailed to eligible members encouraging them to call and schedule an appointment with your office.*

### **Complete scheduled visits and submit updates:**

- As scheduled visits occur, review any chronic condition(s) indicated for the patient (our member) on the Complex Case Management worksheet in NaviNet. Determine if the condition(s) still exist(s).

- After the visit, please:
  - Complete a Complex Case Management worksheet in NaviNet.
  - Submit the medical record for the member visit by:
    - Emailing to [riskadjustmentprograms@amerihealthcaritas.com](mailto:riskadjustmentprograms@amerihealthcaritas.com); or,
    - Faxing to **1-215-863-5694**.
  - Submit a claim through your normal billing process and include:
    - All diagnosed chronic conditions.
    - **Code 99499** with a **modifier 25** and a **billed amount of \$150.00**.

We appreciate your ongoing commitment to delivering healthcare to our members and thank you in advance for your cooperation.

If you have any questions or concerns regarding the Condition Optimization Prospective Outreach Program, please feel free to contact the Risk Adjustments Department at 1-215-863-5435 or via e-mail at [riskadjustmentprograms@amerihealthcaritas.com](mailto:riskadjustmentprograms@amerihealthcaritas.com).

Sincerely,



Lily Higgins, M.D., M.B.A., M.S.  
Market Chief Medical Officer, Keystone First