

To: Keystone First and Keystone First Community HealthChoices (CHC)

Date: July 21, 2021

RE: Reminder – Timely Filing Deadlines

As outlined in both the Keystone First and Keystone First CHC Claims Filing Guides, not following claims submission deadlines will result in a denied claim. The Claims Filing Deadline section states the following:

Original invoices must be submitted to the plan within 180 calendar days from the date services were rendered or compensable items were provided.

Re-submission of previously denied claims with corrections and requests for adjustments must be submitted within 365 calendar days from the date services were rendered or compensable items were provided. Claims beyond the 365 days will not be reconsidered for reimbursement.

Please allow for normal processing time before re-submitting a claim either through the EDI or paper process. This will reduce the possibility of your claim being rejected as a duplicate claim. Claims are not considered as received under timely filing guidelines if rejected for missing or invalid provider or member data.

To review the entire Claims Filing Guide, please visit the Provider Center at www.keystonefirstpa.com → Providers → Claims and billing → Claims filing instructions or www.keystonefirstchc.com → Providers → Claims and billing → Claims filing guide for medical providers.

If you have questions regarding this notice, please contact Provider Services at 1-800-521-6007.

Fraud, Waste, and Abuse Tip Hotline: 1-866-833-9718, 24 hours a day, seven days a week. Secure and confidential. You may remain anonymous.

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