

Keystone First and Keystone First Community HealthChoices are pleased to announce the availability of the 2022 Medical Provider Claims Filing Instructions.

Some important updates:

- Updated title of claims filing instructions to **Claims Filing Instructions – Medical Providers**.
- Updated plan names to include both Keystone First and Keystone First Community HealthChoices.
- Added language to introduction regarding claims that are subject to the ordering/referring/prescribing (ORP) requirement will be denied when billed with a National Provider Identifier (NPI) of a network ORP provider that is not enrolled in Medicaid.
- Added Keystone First CHC Payer ID, web site, and contact information throughout, as appropriate.
- On UB-04 instructions moved claim type 32X to from inpatient category to outpatient category; removed 33X from outpatient category; added 72X to outpatient category.
- Updated Change Healthcare provider support phone number throughout.
- In Electronic Claims Submission section, added Virtual Credit Card (VCC) information
- Added clarifying language to Ambulance billing section that only miles exceeding the first 20 loaded miles should be billed.
- Under Chiropractic Care, removed language regarding prior authorization for subsequent visits.

To access the 2022 Medical Provider Claims Filing Instructions simply navigate to the provider center at <http://www.keystonefirstpa.com> → Providers → Claims and billing or <http://www.keystonefirstchc.com> → Providers → Claims and billing.

If you have questions about this communication, please contact your provider account executive or the Provider Services department at 1-800-521-6007.

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