

To: Keystone First Providers

Date: August 25, 2022

Re: Changes to membership in HealthChoices starting September 1, 2022 – make sure to check member eligibility

As you are aware, effective September 1, 2022, the Pennsylvania Department of Human Services (DHS) is changing which Physical Health (PH) Managed Care Organizations (MCOs) are available for Medical Assistance (MA) consumers. Keystone First was one of the MCOs chosen to continue to operate and provide physical health services for eligible MA consumers in the Southeast zone (Bucks, Chester, Delaware, Montgomery and Philadelphia counties). There is nothing that existing Keystone First members had to do to stay with our plan.

However, there are MA consumers who did need to select a new PH MCO by August 16<sup>th</sup>. If they did not respond, DHS auto-assigned them to one of the PH MCO plans available to them, including Keystone First. You may see an increase in the number of Keystone First members contacting your office. Unfortunately, due to a delay in the file transfer process from DHS to the plans, member ID cards will not be going out until September 6<sup>th</sup>.

**What you need to do:**

**If a Keystone First member comes to your office without an ID card, please do not turn them away for service; simply check their eligibility by either calling the Keystone First automated IVR system (1-800-521-6007) or through the NaviNet eligibility search.**

Thank you for your participation in our network and the continued care you provide to our members. If you have questions about this upcoming change, please contact your Provider Account Executive or Provider Services at 1-800-521-6007.