

To: Keystone First Providers

Date: June 9, 2022

Re: Changes to Pennsylvania's HealthChoices Physical Health Plans

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. This was a competitive process that allowed DHS to improve access to care and the quality of care for 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).

All existing Keystone First members will be receiving a letter from DHS letting them know that no changes to their plan are necessary to continue with Keystone First or your practice. Again, existing members do NOT need to choose a plan, but can choose a new one if they would like to.

If any of your Keystone First patients asks questions about this change or about the letter received from DHS, please refer them to Keystone First Member Services at 1-800-521-6860.

Note: DHS has prepared a "Changes are Coming to PA's MA Program for the HealthChoices Physical Health Plans" toolkit, which is now available at:

<https://www.dhs.pa.gov/HealthChoices/Documents/toolkit/HealthChoices%20Toolkit.pdf> [dhs.pa.gov]