

## Take the Annual Mandatory Fraud, Waste, and Abuse Training

At Keystone First and Keystone First Community HealthChoices (CHC), we are committed to detecting and preventing acts of fraud, waste, and abuse (FWA). We would like to remind all providers participating in our network that you are responsible to know and abide by all state and federal FWA laws and requirements. Additionally, all network providers must complete and attest to completion of mandatory FWA training on an annual basis, as required by our contract with the Pennsylvania Department of Human Services (DHS).

### Action needed if you have not already completed this mandatory training in 2022

#### Keystone First/Keystone First CHC medical providers

Please access and complete the annual mandatory FWA training presentation online at:

- [www.keystonefirstpa.com](http://www.keystonefirstpa.com) or [www.keystonefirstchc.com](http://www.keystonefirstchc.com) → Provider → Resources → Fraud, Waste, Abuse and Mandatory Screening Information.
- After you have completed the training, please complete the attestation at <https://www.surveymonkey.com/r/9MQ7S8F>

#### Keystone First CHC home-and community-based services (HCBS) providers

Please access and complete the annual mandatory FWA training presentation online at:

- [www.keystonefirstchc.com](http://www.keystonefirstchc.com) → Providers → Training → Fraud, Waste, Abuse and Mandatory Screening Information.
- After you have completed the training, please complete the attestation at [www.surveymonkey.com/r/577CX62](http://www.surveymonkey.com/r/577CX62).

### Fraud Tip Hotline

If you or any entity with which you contract to provide healthcare services on behalf of Keystone First/Keystone First CHC become concerned about or identify potential FWA, please contact us by:

- Calling the toll-free FWA hotline at **1-866-833-9718**.
- Emailing [fraudtip@amerihealthcaritas.com](mailto:fraudtip@amerihealthcaritas.com).
- Mailing a written statement to:  
Special Investigations Unit  
Keystone First/Keystone First CHC  
3811 West Chester Pike  
Newtown Square, PA 19073

For more information about medical FWA, please visit the DHS website at [www.dhs.pa.gov](http://www.dhs.pa.gov).

May 18, 2022