

To: Keystone First Providers

Date: August 31, 2022

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

As indicated in the notice sent to you on August 25, 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 starting today. 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 was nothing that existing Keystone First members had to do to stay with our plan.

**The issue:**

There were over 400,000 individuals (statewide) who did not select a new MCO and therefore DHS auto-assigned them to one of the PH MCO plans available to them in their specific zone(s). In order to make sure that there is equal distribution of auto-assigned members among plans in each zone, DHS is sending revised auto-assigned member files to all MCOs today, August 31, 2022.

**What does this mean to you?**

There might be a slight chance that if a member presents to you with (or without) a Keystone First (or other PH MCO) ID card that they could have been assigned to another PH MCO through the revised DHS auto-assignment process.

**What you need to do: please do not turn members away for service.**

While the auto-assignment process continues, when a Keystone First member comes to your office with (or without) an ID card, simply check their eligibility by:

1. **Calling the DHS Eligibility Verification System (EVS) – 1-800-766-5387**
2. **Checking through the PA PROMISE provider portal at:**  
<https://promise.dpw.state.pa.us/portal/provider/Home/tabid/135/Default.aspx>
3. **Calling the Keystone First automated IVR system (1-800-521-6007) or through the NaviNet eligibility search.**

**What we will do:**

All the PH MCOs are working with DHS through this process and will work together to resolve any claim(s) issues resulting from eligibility discrepancies.

Thank you for your patience and continued commitment to the care of our members. If you have any questions, please contact your Provider Account Executive or Provider Services at 1-800-521-6007.