

The updated 2022 Keystone First Provider manual is now available online.

June 28, 2022

Keystone First is pleased to announce the availability of the 2022 Provider Manual.

Examples of updates and changes include topics such as:

- Added in the event of a pharmacy prior authorization denial, the prescriber will be notified by fax and the PCP and the member by mail.
- Member Complaints, Grievances and Fair Hearings: The Department of Human Services (DHS) requested that the Member Complaint, Grievance and Fair Hearing language from the Member Handbook be inserted.
- Paper Credentialing Application Process: Updated that performance review of complaints, quality of care issues and utilization will be reviewed quarterly by the Quality Management department.
- Physician Reviewer Availability to Discuss Decision: updated within 5 business days of the verbal/faxed denial notification.
- Changed Cultural Competency to Cultural Responsiveness and added additional information regarding the Affordable Care Act.
- Postpartum Home Visit Program: Updated that all Members and newborns are able to receive a home visit upon discharge from the hospital and added the Pregnancy, Baby and Young Child Home Visiting Program.

For the complete list of the 2022 manual updates and changes, and to access the manual in its entirety, visit the provider center at: www.keystonefirstpa.com → Providers → Provider manual and forms.