



Your provider account executive: _____

Keystone First

Phone number: _____ Fax number: 1-215-937-5343

Payer ID: 23284

Provider Services 1-800-521-6007

Member Services 1-800-521-6860

24 hours a day, 7 days a week.

NaviNet® www.navinet.net 1-888-482-8057

Provides access to member eligibility, claims status inquiry, referral submission and retrieval, Care Gap and Member Clinical Summary reports, and electronic copies of remittance advices and panel rosters.

Dental services 1-877-408-0878

Access detailed information at www.keystonefirstdentists.com.

Vision services 1-800-773-2847

Administered by Davis Vision.

Laboratory services 1-800-521-6007

Except for STAT services, lab services should be directed to the lab found on the member's ID card.

Family planning services 1-800-521-6007

Members self-refer for routine family planning services and may go to any physician or clinic.

CONNECT Hotline 1-800-692-7288

For family inquiries on Pennsylvania's Early Intervention System.

Pediatric preventive (EPSDT) 1-888-765-9569

Available from 8 a.m. to 5 p.m., Monday – Friday.
Call for inquiries on EPSDT expanded services.

PA tobacco cessation information 1-800-QUIT-NOW

Case management and care coordination 1-800-573-4100

Pharmacy services P: 1-800-588-6767 F: 1-866-497-1387

- Prior authorization is required for many multisource branded injectable products, as well as for non-preferred and non-formulary medications. Please visit www.keystonefirstpa.com > **Pharmacy > Formulary** for up-to-date information.
- For pharmacy authorization Fax: 1-215-937-5018
Online: www.keystonefirstpa.com > Pharmacy > Online PA Request Form.
- Prior authorization and claims questions..... 1-800-588-6767

Emergency room (ER) policy 1-800-521-6007

- Prior authorization is not required for ER visits.
- Participating providers are not required to obtain prior authorization for emergent short procedure unit (SPU) or emergent 23-hour observation stays.

Referrals 1-800-521-6007

An official, plan-issued paper or electronic referral is not required.

Primary care practitioners (PCPs) should:

- “Refer” members to specialists; this may be in the form of a prescription, a phone call, sending a letter, or faxing a request to the specialist.

Specialists should:

- Not turn members away if there has been no communication or indication of reason for the visit from the PCP. Contact the PCP office.
- Contact the PCP if the member needs to be referred to another specialist for consultation, treatment, etc.

Self-referral services include, but are not limited to, the list below:

- Emergency services
- Routine dental services
- Routine eye exams
- Family planning
- OB visits
- GYN visits
- Chiropractic initial visits

Prior authorization: 1-800-521-6007. The most up-to-date and detailed listing of services that require authorization can be found on the Provider Center at www.keystonefirstpa.com > Providers > Prior authorization lookup tool.

Outpatient radiology services requiring prior authorization by National Imaging Associates Inc. (NIA) at www.RadMD.com or 1-800-642-2602:

- CT/CTA
- MRI/MRA
- PET scan
- CCTA
- Nuclear cardiology/ MPI

Contact information

All claims

Please indicate “Resubmitted” or “Corrected Claim” on the claim form (if applicable).

Keystone First
 Claims Processing Department
 P.O. Box 7115
 London, KY 40742

Provider disputes (informal)

Dissatisfaction not concerning medical necessity:

Keystone First
 Informal Provider Disputes
 P.O. Box 7115
 London, KY 40742

Provider appeals (formal)

Written request for the reversal of a medical denial.

Please indicate “Provider Appeals” on the envelope.

Inpatient appeals:

Keystone First
 Provider Appeals Department
 P.O. Box 7307
 London, KY 40742

Outpatient appeals:

Keystone First
 Provider Appeals Department
 P.O. Box 7316
 London, KY 40742

Timely filing limits

When submitting an explanation of benefits (EOB) with a claim, the dates and dollars must all match to avoid a rejection of the claim.

Initial claims.....180 days
 Resubmissions
 and corrections.....365 days
 COB submissions after
 primary payment.....60 days

Nurse Call Line

A confidential line for members to ask health-related questions.

**24 hours a day, 7 days a week,
 call 1-866-431-1514.**

Electronic billing questions: 1-877-234-4272
PA Enrollment Services: 1-800-440-3989
Peer-to-Peer Hotline: 1-877-693-8480

Department	Phone number	Fax number
Provider Services	1-800-521-6007	
Member Services	1-800-521-6860	
Prior authorization	1-800-521-6622	1-215-937-5322
Concurrent review units*	1-800-521-6622 (choose concurrent review prompt)	
Unit 1	1-800-521-6622	1-215-937-7368
Unit 2	1-800-521-6622	1-215-937-7370
Unit 3	1-800-521-6622	1-215-937-7369
Unit 4	1-800-521-6622	1-215-937-7365
*To determine the assigned unit, call 1-800-521-6622 (choose concurrent review prompt).		
DME authorization	1-800-521-6622	1-215-937-5383
Bright Start®	1-800-521-6867	1-866-405-7946
Let Us Know	1-800-573-4100	1-800-647-5627
Credentialing	1-800-642-3510	
Contracting	1-866-546-7972	
Panel transfers		1-215-863-5229

Medical Assistance Transportation Program (MATP)

County	Service provider	Phone number
Bucks	Bucks County Transport	1-888-795-0740 (Local) 1-215-794-5554
Chester	Rover Community Transportation	1-877-873-8415 (Local) 1-610-594-3911
Delaware	Community Transit of Delaware County	1-866-450-3766 (Local) 1-484-696-3854
Montgomery	County Suburban Transit Network	(Local) 1-215-542-7433
Philadelphia	LogistiCare	1-877-835-7412

Behavioral health providers

County	Service provider	Phone number
Bucks	Magellan Behavioral Health	1-877-769-9784
Chester	Community Care Behavioral Health	1-866-622-4228
Delaware	Magellan Behavioral Health	1-888-207-2911
Montgomery	Magellan Behavioral Health	1-877-769-9782
Philadelphia	Community Behavioral Health	1-888-545-2600

Websites and email addresses

PA Department of Human Services	www.dhs.pa.gov
Keystone First website	www.keystonefirstpa.com
For questions or suggestions, email	provider.communications@keystonefirstpa.com
Register to receive email communications (E-Lert)	www.keystonefirstpa.com/provider