



To: Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Nursing Facility Providers

Date: March 22, 2024

Update: Availity Claims Editing Issue - Resolved

We appreciate your feedback regarding the claims editing issues you encountered with Availity. Our claims associates collaborated with nursing facility providers and the Availity team to identify and resolve the issue. You may proceed with submitting your facility claims through Availity.

If you have not registered to submit electronic claims through Availity please follow the instructions below.

If you or your clearinghouse do not currently use Availity to submit claims, register at:

<https://www.availity.com/Essentials-Portal-Registration>.

- You will find registration options for Healthcare and Atypical Provider, so please choose the one that aligns with your business.
- For registration process assistance and other resources, access the https://www.availity.com/documents/learning/LP_AP_GetStarted/index.html#/ link on the Availity registration page.

Important timing to note: In consideration of transmission time between Availity and our processing system, please allow at least 72 hours before inquiring about the status of your claims.

Questions:

For further assistance with Availity, providers can call Availity Client Services at: **1-800-282-4548** Monday-Friday, 8:00 am to 8:00 pm (ET). The Client Services team supports all Availity products and works with callers until an issue is resolved. Providers may also submit a request directly to an Availity representative via: <https://marketing.availity.com/availity-lifeline>.

Alternatively, you may always contact your Provider Account Executive with any questions or problems you encounter.