

January 30, 2025

Dear Keystone First/Keystone First Community HealthChoices (CHC) Outpatient Facility Provider,

Keystone First and Keystone First CHC (hereinafter known as “the Plans”) are contracted with OptumInsight, Inc. (“Optum”) for payment integrity services which include the periodic review of claims and related documentation to validate coding practices, payment accuracy, regulatory compliance, and adherence to the Plan’s payment policies, utilization standards, and provider contract requirements.

In this role, Optum acts as the Plan’s business associate, as defined by the implementing regulations of the Health Insurance Portability and Accountability Act of 1996, whereby the business associate is held to the same standards related to the use and disclosure of protected health information as the Plans. Pursuant to Optum’s agreement with the Plans, they are authorized to request, receive, document and discuss protected health information of the Plan’s Members and Participants in connection with conducting the activities described in this notice.

Starting April 1, 2025, the Plans will implement a prospective medical record review process for outpatient facility claims. In this process, if an irregularity, coding error or other defect is detected, the claim will be denied and a request for medical records to validate billed services will occur. If medical records received do not support the billed service, the claims will remain denied. If medical records received support the claims, the claims will be automatically processed for payment without being resubmitted.

Instructions for providing medical records will be included in each Optum medical record request letter.

Thank you for your participation in the network and your continued commitment to the care of our Members and Participants. If you have any questions regarding this notice, please contact Provider Services at 1-800- 521-6007.

Sincerely,



Joanne McFall, Market President  
Keystone First/Keystone First CHC

cc: OptumInsight, Inc.