Keystone First
Family of Health Plans

CONNECTIONS
2024 | ISSUE 2

In this issue

The updated 2024 Keystone First and Keystone First Community HealthChoices (CHC) provider manuals are now available online

Examples of updates and changes include:

- Prior Authorization Lookup tool: Added "Prior Authorization through NaviNet" section
- Sterilization and hysterectomies: Added that consent forms can either be submitted electronically via Change Healthcare attachments (275 transactions) or mailed to the appropriate address
- Radiology services: Updated National Imaging Associates, Inc. (NIA) to reflect its new name, Evolent Specialty Services, Inc. (Evolent)
- Reporting and preventing fraud, waste, and abuse: Updated Special Investigations Unit address

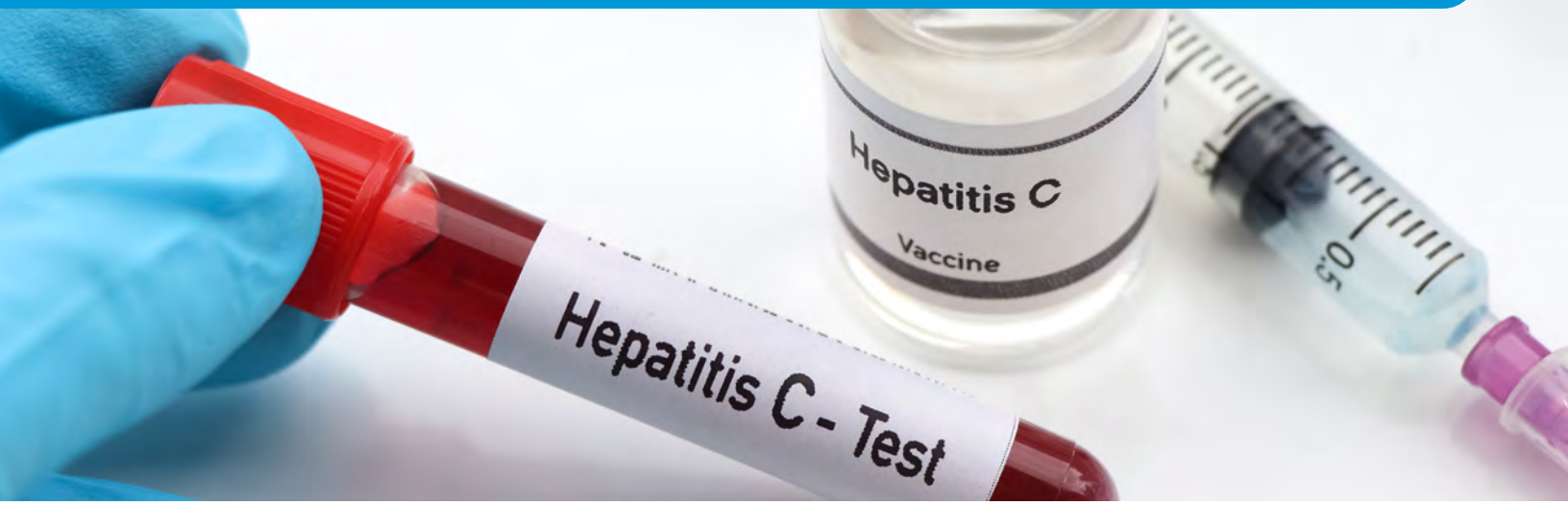
For the complete list of 2024 manual updates and changes, and to access the manual in its entirety, visit **www.keystonefirstpa.com > Provider manuals and forms** and **www.keystonefirstchc.com > For Providers > Provider manual and forms**.

Additionally, the updated 2024 Keystone First and Keystone First CHC 2024 Medical Provider Claims Filing Instructions are now available online.

Some important updates include:

- Information on submitting a 275-claim attachment transaction, including accepted formats and attachment report codes
- Updated ambulance mileage reimbursement
- Updated website URLs as needed

You can access the 2024 Medical Provider Claims Filing Instructions on our websites at **www.keystonefirstpa.com > Providers > Claims and billing > Claims filing instructions** and **www.keystonefirstchc.com > For Providers > Claims and billing > Claims filing instructions for medical providers**.



Striving to eliminate hepatitis C (HCV) in Pennsylvania

In 2020, among U.S. states, Pennsylvania reported the third highest count of newly diagnosed HCV cases. Within the Medicaid population, the prevalence of HCV is disproportionately high.[1]

Last year the Pennsylvania Department of Health published the Pennsylvania Viral Hepatitis Elimination Plan, which noted that:

- As of 2017, there were more than 200,000 Pennsylvanians living with chronic HCV.[2]
- The National Academies of Sciences, Engineering, and Medicine believe HCV could be eliminated by 2030 with significant efforts toward screening, vaccinations, and connections to health care.

The availability of direct-acting antiviral (DAA) medications has revolutionized HCV treatment, offering cure rates exceeding 95% with minimal side effects. These advancements, including once-daily medication administration, mean that most patients with chronic HCV can be treated by primary care providers, while only those with advanced disease or who need a transplant will require specialty care.

The barrier to accessing these curative treatments for HCV was resolved last year when most prior authorization requirements for preferred drugs on the statewide Preferred Drug List (PDL) were removed as outlined here:

Preferred direct-acting antivirals in the Hepatitis C Agents class on the Pennsylvania Statewide Preferred Drug List (PA PDL) no longer require prior authorization when prescribed within quantity limits. For additional information about this update, please refer to the provider notice on our websites at **https://keystonefirstpa.com/pdf/provider/communications/fastfacts/2023/202310130-hep-c-prior-auth-removal-kf.pdf** and **https://keystonefirstchc.com/pdf/providers/communications/2023/202310130-hep-c-prior-auth-removal-kf.pdf**.

To learn more about HCV, join Keystone First and Keystone First CHC for this year's ECHO webinar series, which focuses on all aspects of the current understanding of HCV and its treatment. Earn **up to six free CME hours** from this six-part series of weekly virtual programs, beginning in September 2024. To register for the ECHO webinar series, please email **projectecho@amerihealthcaritas.com**.

References:

1. "2020 Viral Hepatitis Surveillance Report," Centers for Disease Control and Prevention, Sept. 2022, **https://www.cdc.gov/hepatitis/statistics/2020surveillance/index.htm**.

2. "Pennsylvania Viral Hepatitis Elimination Plan," Pennsylvania Department of Health Bureau of Epidemiology, May 2023, **https://www.health.pa.gov/topics/Documents/Diseases%20and%20Conditions/PA%20Hep%20Elim%20Plan%202023.pdf**.

Quality and Utilization Management department updates

Our plans have adopted clinical practice guidelines for treating members and Participants, with the goal of reducing unnecessary variations in care. Clinical practice guidelines represent current professional standards, supported by scientific evidence and research. These guidelines are intended to inform, not replace, the practitioner's clinical judgment. The practitioner remains responsible for ultimately determining the applicable treatment for each individual patient. All clinical practice guidelines are available at **www.keystonefirstpa.com > Providers > Resources > Clinical resources** and **www.keystonefirstchc.com > For Providers > Resources > Clinical resources** or by calling Provider Services at **1-800-521-6007.**

The plans will provide their utilization management (UM) criteria to network providers upon request. To obtain a copy of the UM criteria:

- Call the UM department at **1-800-521-6622**.
- Identify the specific criteria you are requesting.
- Provide a fax number or mailing address.

You will receive a faxed copy of the requested criteria within 24 hours or a written copy by mail within five business days of your request.

Please remember that the plans have medical directors and physician advisors who are available to address UM issues or answer your questions regarding decisions relating to prior authorization, durable medical equipment, home health care, and concurrent review. Call the Peer-to-Peer Hotline at **1-877-693-8480**.

Additionally, we would like to remind you of our affirmation statement regarding incentives:

- UM decision-making is based only on appropriateness of care and the service being provided.
- Our health plan does not reward providers or other individuals for issuing denials of coverage or services.
- Financial incentives for UM decision-makers do not encourage decisions that result in underutilization.

Quality improvement updates

Our Quality Improvement (QI) programs monitor and assess the health care services used by our members and Participants to ensure that they:

- Meet quality guidelines
- Are appropriate
- Are efficient
- Are effective

The Quality Assessment and Performance Improvement (QAPI) Committee oversees the QI program and coordinates efforts to measure, manage, and improve the quality of care and services for members and Participants. The committee is made up of local health care providers, along with clinical and nonclinical associates. Each year, the QI program sets goals to improve member and Participant health outcomes by using data and conducting activities to meet those goals.

The QI program is evaluated at the beginning of each year and determines the successes and new activities to focus on. The QI program supports our organization's mission to help people get care, stay well, and build healthy communities.

Keystone First Quality Management Program accomplishments

We exceeded the previous year's performance percentile for the following measures:

- WCC — Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents
- IMA — Immunizations for Adolescents — Meningococcal and Combo 10
- LSC — Lead Screening in Children
- BCS — Breast Cancer Screening
- CDC — Comprehensive Diabetes Care — A1c Poor Control
- CBP — Controlling Blood Pressure
- PPC — Postpartum Care
- W30 — Well-Child Visits First 15 Months of Life and 15 – 30 Months
- SMC — Cardiovascular Monitoring for Patients with Diabetes and Schizophrenia

Keystone First goals for 2024

- Controlling blood pressure for members with hypertension
- Increasing the compliance rates for African Americans by reducing disparities
- Improving medication adherence for members with asthma
- Implementing a comprehensive Diabetes Management Program across teams

Keystone First CHC Quality Management Program accomplishments

- Achieved a 4-star health plan rating in 2023, an improvement over the 2023 rating of 3.5 stars.
- Exceeded the minimum compliance rate of 86% for Timely Closing of Critical Incidents.
- The Adult Annual Dental Visit (AADV) rate improved year over year from 2019 to 2022, and the 2022 rate was above both the 2022 CHC-MCO mean and weighted average.
- Achieved a 100% compliance rate for credentialing practitioners and providers within the required 60-day turnaround time.
- Exceeded the minimum compliance rate of 86% for all five Person-Centered Service Plan (PCSP) audit measures.
- All delegated oversight annual audits were conducted timely.
- PCPs met the appointment access standards for routine and urgent care.
- High Volume (HV) and High Impact (HI) specialty care providers met the appointment access goals for routine care.
- Internal medicine and family/general practice practitioners met the geographic access goals and provider-to-Participant ratios.
- HV and HI specialty care practitioners met the geographic access standards and the provider-to-Participant ratios.
- Met the established goals for complaints in the NCQA Quality of Care, Access, Billing/Financial, and Quality of Practitioner Office Site categories.
- The 2022 Healthcare Effectiveness Data and Information set (HEDIS) long-term services and supports (LTSS) rates for Comprehensive Assessment and Update (CAU) and Reassessment and Care Plan Update After Inpatient Discharge (RAC) both improved over the 2021 rates and achieved the pay-for-performance goals.
- The following HEDIS measures had a statistically significant improvement from 2021 to 2022:
  - Breast Cancer Screening
  - Care for Older Adults — Functional Status and Medication Review
  - LTSS Reassessment and Care Plan Update — Supplemental Elements
  - LTSS Reassessment and Care Plan Update — Reassessment and Care Plan Update After Inpatient Discharge
  - Kidney Evaluation for Patients with Diabetes
  - Eye Exams for Patients with Diabetes
  - Hemoglobin A1c Control (<8%) for Patients with Diabetes
  - Transitions of Care — Notification of Inpatient Admission
  - Transitions of Care — Receipt of Discharge Information
- All Adult Medicaid Consumer Assessment of Healthcare Providers and Systems (CAHPS) Smoking Cessation measures exceeded the NCQA Quality Compass 95th percentile.

Keystone First CHC program goals and priorities for 2024

Keystone First CHC strives to improve Participants' health outcomes and to help them regain or maintain optimal health in their preferred setting in a cost-effective manner. We aim to improve the quality of life for all Participants and seek to provide person-centered services that specifically address Participant goals.

- Exceed the minimum compliance rate of 86% for all OPS-30 measures.
- Achieve an NCQA Health Plan Rating of ≥ 4.
- Implement health equity projects on the topics of breast cancer screening, controlling high blood pressure, and diabetes — hemoglobin A1c control.
- Obtain "Top-Box" score of 86% or better for the home- and community-based services (HCBS) CAHPS composite and global rating measures.
- Improve Adult Medicaid CAHPS and HCBS CAHPS response rates.
- Meet After-Hours Access goals.
- Meet timeliness of Utilization Management decision goals (concurrent, urgent preservice, and non-urgent preservice).
- Improve the HCBS CAHPS measures that did not meet the 86% threshold.
- Improve the Medicaid Adult CAHPS measures that did not meet the NCQA Quality Compass 75th percentile ranking.
- Improve the percentage of Participants who follow up with their PCP post-discharge from an inpatient setting to meet the target goal of 70%.
- Improve the percentage of Participants who follow up with their PCP post-discharge from an emergency department visit to meet the target goal of 70%.
- Improve the Urgent Care access standard rate for high-impact specialists to meet the 90% target goal.
- Achieve the goals for Complaints in the category of Access.
- Exceed the minimum compliance rate of 86% on all PCSP audit measures.
- Achieve the target goal of 100% for UM Timeliness Decision/Notification.

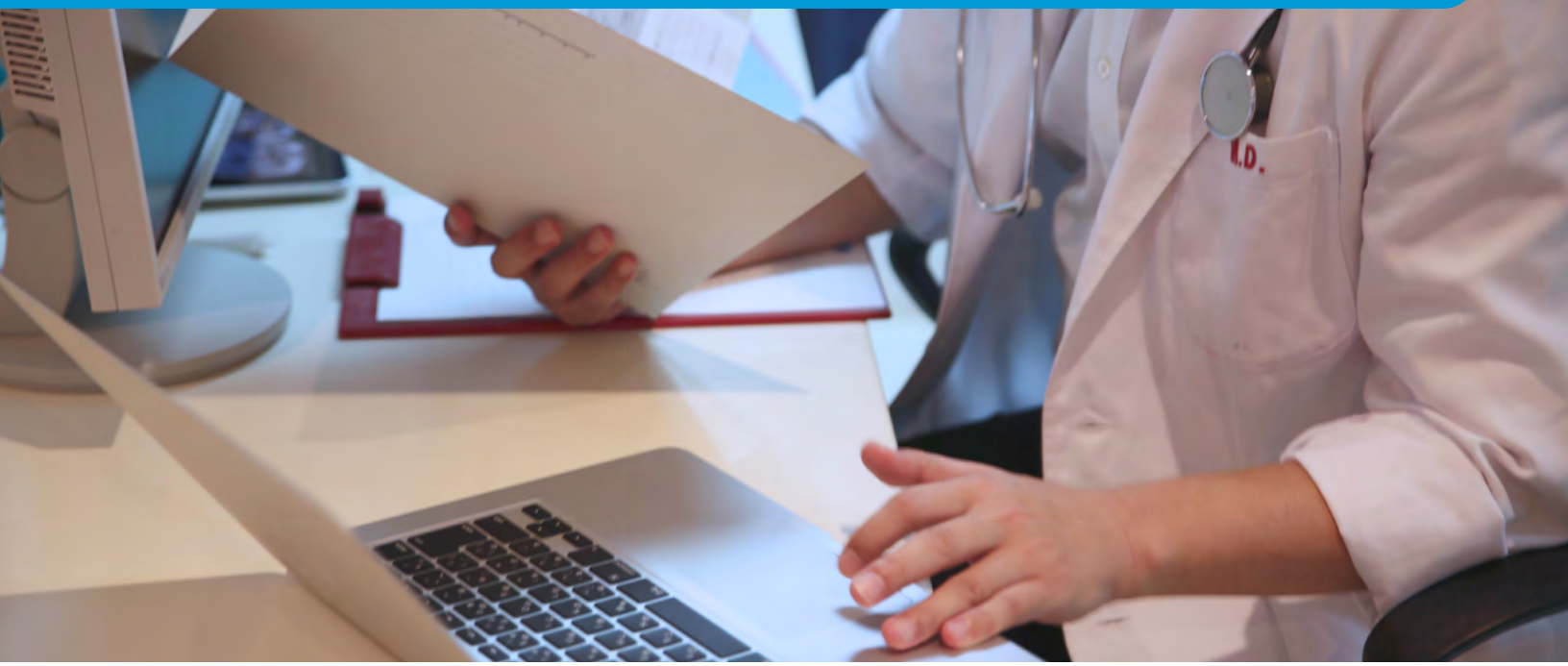
National Imaging Associates (NIA) name change

National Imaging Associates (NIA) recently changed its name to Evolent. Please note:

Day-to-day operations and radiology review services will remain the same.

- Only the branding, name of the company, and some URLs will change (to remain consistent with the name change).
- Prior authorization requests will still be submitted via **http://www.radmd.com**.
- The change in branding from NIA to Evolent in existing NIA materials will happen gradually over the coming months.

If you have questions, please contact your Provider Account Executive or the Provider Services department.



Fraud, waste, and abuse

If you or any entity with which you contract to provide health care services on behalf of Keystone First or Keystone First CHC becomes concerned about or identifies potential fraud or abuse, please contact us by:

- Calling the toll-free fraud, waste, and abuse hotline at **1-866-833-9718**
- Emailing **fraudtip@amerihealthcaritas.com**
- Mailing a written statement to:
  Special Investigations Unit
  Keystone First/Keystone First CHC
  P.O. Box 7317
  London, KY 40742

For more information about Medical Assistance fraud and abuse, please visit the Department of Human Services (DHS) website at **https://www.pa.gov/en/agencies/dhs/report-fraud/medicaid-fraud-abuse.html**.

We are committed to detecting and preventing acts of fraud, waste, and abuse and have a webpage dedicated to addressing these issues and mandatory screening information.

Visit **www.keystonefirstpa.com > Providers > Resources > Fraud, Waste, Abuse and Mandatory Screening Information** and **www.keystonefirstchc.com > For Providers > Training > Fraud, Waste, Abuse and Mandatory Screening Information.**

Topics include:

- Information on screening employees for federal exclusion
- How to report fraud to Keystone First and Keystone First CHC
- How to return improper payments or overpayments to us
- Information on provider mandatory fraud, waste, and abuse training

Note: After you have completed the training, please complete the attestation.

- Keystone First and Keystone First CHC medical providers, go to **https://www.surveymonkey.com/r/9MQ7S8F**.
- Keystone First CHC LTSS providers, go to **https://www.surveymonkey.com/r/577CX62**.

Beware of phishing scams — don't take the bait!

One of the biggest information security risks for most organizations occurs when an associate opens a phishing email and clicks on the link. It only takes one associate clicking a phony link to impact an organization's cybersecurity efforts.

Why it's important

Phishing scams are emails that look real but are designed to steal important information. A phishing email with malicious software can allow cybercriminals to take control of your computer and put protected health information (PHI) and personally identifiable information (PII), as well as a company's confidential and proprietary information, at risk.

It may be a phishing email if it:

- Promises something of value (e.g., "Win a free gift card")
- Asks for money or donations
- Comes from a sender or company you don't recognize
- Links to a site that is different from that of the company the sender claims to represent
- Comes from a trusted business partner that has experienced a security incident. All emails from outside your organization should be scrutinized.
- Asks you for personal information, such as your username and password or passphrase
- Includes misspelled words in the site's URL or subject line

If you suspect an email may be phishing, here are some tips:

- Do not click any links in the email.
- Do not provide your username and password. You should never share your username or password, even if you recognize the source. Phishing scams frequently mimic well-known companies, such as retailers (like Amazon) or banks.
- Do not reply or forward the email to anyone within your organization.
- Familiarize yourself with your organization's process for reporting suspicious emails. If you suspect an email is a phishing attempt, report it immediately.
- Your organization's information security department may have additional information and guidance on how to protect yourself from phishing scams.

Provider Satisfaction Survey summary

Keystone First sincerely thanks the practices that were able to participate in the 2023 Provider Satisfaction Survey, and we value your feedback and opinions.

We are so encouraged and proud of your commitment to cultural competency. Practices surveyed scored high in this category and are committed to providing culturally competent care to their patients. For example:

- 95% use professional guidelines or best practices when working with members from other religions, cultures, etc.
- 42% conduct the medical visit using the member's preferred language.

Thank you for your continued support of our members and your dedication to **ongoing training** in the following areas:

- Cultural competency
- Medical bias
- LGBTQIA+ cultural responsiveness

Member experience survey

Keystone First members will receive a member experience text survey 30 days after visiting their provider.

- The purpose of the survey is to provide real-time insight into our members' experiences and for us to work collaboratively to identify areas of opportunities for improvement.
- An added benefit will be giving us insight into some of the trends we see on the annual CAHPS survey and providing us with the ability to respond to and resolve satisfaction issues sooner.
- The survey results will be shared biannually and posted on NaviNet for your reference.

Important reminder — Flovent removal

As a reminder, the manufacturing of Flovent Diskus and Flovent HFA has been discontinued. Due to some supply remaining on pharmacy shelves, these products had remained preferred on the DHS PA PDL. However, these products are now designated as non-preferred by DHS on the PA PDL.

Per direction from DHS, current utilizers of brand-name Flovent Diskus and Flovent HFA will be allowed to continue using these medications without prior authorization. However, we strongly encourage you to work with our members and Participants who use these products to identify appropriate alternatives on the PA PDL, and to transition to these alternatives as soon as possible. Once the current supply in the marketplace has been exhausted, these products will be completely unavailable.

Please consider the following alternatives as you work with our members and Participants on transitioning away from brand-name Flovent products:

Product name	FDA-approved age	PA PDL preferred alternatives	FDA-approved age
Flovent Diskus **Flovent HFA**	4 years and older	Asmanex Twisthaler	4 years and older
		QVAR Redihaler	
		Asmanex HFA	5 years and older
		Arnuity Ellipta	
		Pulmicort Flexhaler	6 years and older

For a complete list of preferred and non-preferred drugs in the 2024 PA PDL, as well as any limits associated with these drugs, please visit **http://www.pa.gov/content/dam/copapwp-pagov/en/dhs/documents/providers/providers/documents/pharmacy-services/Penn-Statewide-PDL-2024-v5.pdf.**

Important: formulary changes

The following products will have new or updated quantity limits.

Members/Participants currently receiving more than the quantity limit, for whom it is not medically advisable to change therapy, will require prior authorization.

Formulary Limits	
Product list	**Daily quantity limit**
CeQur Simplicity 2-unit patch	0.34 units
Fasenra pen 30 mg/ml	0.04 mL
Omnipod 5 G6 pods (Gen 5) 5-pack	0.34 units
Omnipod Classic pods (Gen 3) 5-pack	0.34 units
Omnipod Dash pods (Gen 4) 5-pack	0.34 units

Additional prior authorization criteria may apply. Please refer to most the recent drug formulary and prior authorization information available at: **www.keystonefirstpa.com > Pharmacy** or **www.keystonefirstchc.com > For Providers > Pharmacy services**.

Pharmacy prior authorization: no phoning or faxing — just a click away!

Use our online prior authorization request form to submit pharmacy prior authorization requests instantly.

To get started, go to **www.keystonefirstpa.com > Pharmacy > Prior authorization > Online prior authorization request form** or **www.keystonefirstchc.com > For Providers > Pharmacy Services > Pharmacy prior authorizations > Online prior authorization request form**.

Please visit our websites for:

- A list of pharmaceuticals, including restrictions and preferences
- How to use the pharmaceutical management procedures
- An explanation of limits or quotas
- Drug recalls
- Prior authorization criteria and procedures for submitting prior authorization requests
- Changes approved by the Pharmacy and Therapeutics Committee

The updated 2024 Keystone First and Keystone First CHC dental provider supplements are now available online

Examples of updates and changes include:

- Updated Medically Necessary Assistance Program Standards
- Included contact information for Vyne Dental
- Updated mailing address to report suspected fraud, waste, and abuse
- Revised corrected claim submission guidelines
- Updated Dental Benefits Grid

For the complete list of the 2024 supplement updates and changes, and to access the entire Dental Provider Supplement, visit **www.keystonefirstpa.com > Providers > Resources > Dental** or **www.keystonefirstchc.com > For Providers > Resources > Dental program**.

New ADA guideline recommends NSAIDs to manage dental pain in adults

A new clinical practice guideline from the American Dental Association (ADA) recommends nonsteroidal anti-inflammatory drugs (NSAIDs), taken with or without acetaminophen, as first-line treatments for managing acute dental pain in adults and adolescents age 12 and older.

According to this new guideline, when used as directed, NSAIDs such as ibuprofen and naproxen, on their own or in combination with acetaminophen, can effectively manage pain after a tooth extraction or during a toothache when dental care is not immediately available.

The guideline also offers recommendations for prescribing opioid medications in limited circumstances. These include avoiding "precautionary" prescriptions, engaging patients in shared decision-making, and exercising extreme caution when prescribing opioids to adolescents and young adults. The guideline also suggests clinicians advise patients on proper storage and disposal and consider any risk factors for opioid misuse and serious adverse events when prescribing opioids.

You can access the guideline at **https://www.ada.org/resources/research/science-and-research-institute/evidence-based-dental-research/pain-management-guideline**.

HCBS Provider Satisfaction Survey summary

Keystone First CHC sincerely thanks the HCBS providers who participated in the 2023 Provider Satisfaction Survey. We value your insight and appreciate the time taken to complete the survey.

We are so encouraged and proud of your commitment to cultural competency. Providers surveyed scored high in this category and are committed to providing culturally competent care to Participants. For example:

- 99% use professional guidelines or best practices when working with Participants from other religions, cultures, etc.
- 72% conduct visits using the Participant's preferred language.

Thank you for your continued support of our Participants and your dedication to **ongoing training** in the following areas:

- Cultural competency
- Medical bias
- LGBTQIA+ cultural responsiveness

The Updated 2024 Keystone First CHC HCBS Provider Claims Filing Instructions are now available online

Some important updates include:

- Information on submitting a 275-claim attachment transaction, including accepting formats and attachment report codes
- Updated ambulance mileage reimbursement
- Updated the Incontinence Supplies section to clarify that all unspecified procedure or HCPCS codes require a narrative description in the shaded portion of field 24
- Updated website URLs as needed

To access the 2024 HCBS Provider Claims Filing Instructions, visit **www.keystonefirstchc.com > For Providers > Claims and billing > Claims filing instructions for HCBS providers**.

The PerformPlus® Open Arms Program for Employment Services Providers

We are excited to announce the Keystone First CHC PerformPlus Open Arms Program for Employment Services Providers. This is a value-based incentive payment program designed for employment waiver services providers who deliver and provide appropriate employment resources for our Participants that lead to gainful and lasting employment.

Highlights of the Open Arms for Employment Services program:

- An upside-only agreement — meaning no withholds or losses are absorbed by providers
- Unique focus on incentivizing transitional milestones for specific LTSS population
- Evolving focus on the continued development of outcomes measures for Participants after successful employment is secured and maintained within the community

For additional information about the PerformPlus Open Arms Program for Employment Services Providers, visit www.keystonefirstchc.com > For Providers > Resources > Value-Based Programs.

Annual Office of Long-Term Living (OLTL) critical incident reporting training due by December 31

Provider and service coordination entity staff must be trained annually on preventing abuse and exploitation of Participants; critical incident reporting; and mandatory reporting requirements. OLTL offers provider and service coordination entity online training to meet this mandatory annual training requirement. After finishing each module, you will be linked to a webpage to register your completion and print your certificate. Note that you will need your provider number/service location or FEIN number to complete the registration page at the end of each module. **This mandatory annual training must be completed by December 31 of each year.**

Training for Incident Management and Protective Services is available on OLTL contractor Dering Consulting's website: **https://deringconsulting.com/OLTL-Provider**.

Be involved — join our Participant Advisory Committee

Keystone First CHC hosts a quarterly Participant Advisory Committee (PAC) meeting, and we are asking for your help.

The PAC meeting is a forum where Participants, providers, caregivers, family members, and direct care workers come together to help us make a difference.

The purpose of the committee is to provide our Participants with an effective means to consult with each other and, when appropriate, coordinate efforts and resources for the benefit of the entire CHC population in the zone, including people with LTSS needs.

The 2024 PAC meeting schedule is as follows:

Date	Time	Location
September 24	**11 a.m. – 1 p.m.**	**Keystone First Wellness and Opportunity Center** **1929 W. 9th Street Chester, PA 19013** **Zoom link**
December 19	**11 a.m. – 1 p.m.**	

We are excited to share that we are actively recruiting a diverse group of Participants and providers!

- Do you know a Participant who likes to be involved in community meetings or organizations?
- Do you know a formal or informal caregiver who has expressed interest in advocating for others?

If so, we want to hear from them!

Please reach out to Community Relations Manager Nicole Ragab at **nragab@amerihealthcaritas.com** with the contact information of the potential committee member, and we will do the rest!

Four ways to provide culturally responsive care

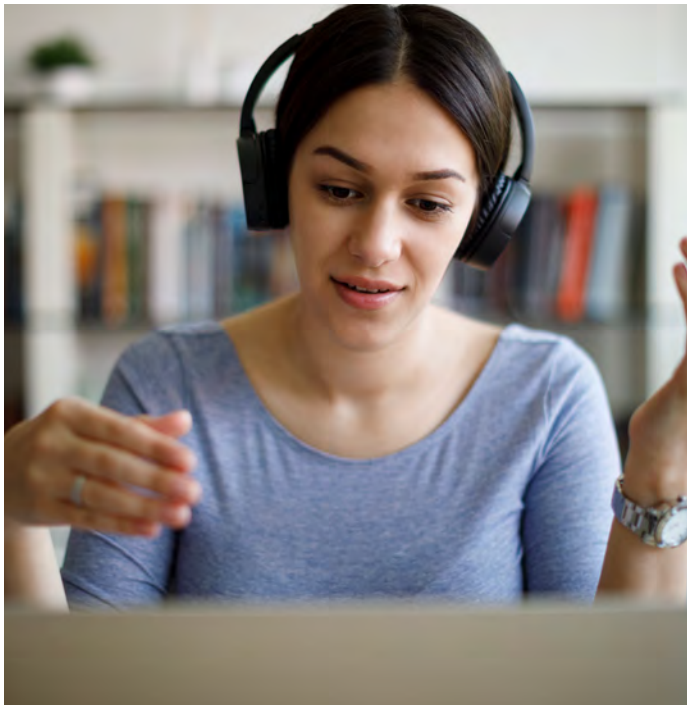
Health care providers who receive state or federal funds are required to accommodate and provide culturally and linguistically equitable services to all of their patients in accordance with Title VI of the Civil Rights Act of 1964 and Section 1557 of the Affordable Care Act (ACA). Linguistic barriers, race, disability, sexual orientation and gender, health literacy, and other factors influence how patients perceive symptoms and health conditions, when they seek care, their expectations of care, preferences regarding treatment, willingness to follow their provider's treatment plan, and whom they include in making their health care decisions.

Here are some suggestions on how you can provide culturally responsive and competent services at your health care setting:

1. Know your patient population by collecting race, ethnicity, and language data.
2. Understand your patient population by continually promoting awareness and education to improve cultural responsiveness in your practice.
3. Overcome language barriers by offering interpretation services when patients schedule or attend appointments. Provide translation of basic health care and counseling materials in the languages your practice serves.
4. Require annual culturally informed and implicit bias training at your practice.

How we can help: language and translation services

To help make sure our members and Participants continue to have access to the best possible health care and services in their preferred language, we are extending to our network providers the opportunity to contract with Language Services Associates (LSA) at our low corporate telephonic rates.



Visit **www.keystonefirstpa.com > Providers > Resources > Initiatives > Cultural Competency** and **www.keystonefirstchc.com > For Providers > Training** to review a description of services, a letter of commitment, and complete details and contact information. You may address any questions you have directly to LSA, since this relationship will be between your office and LSA. Feel free to call them at **1-215-259-7000, ext. 55321**.

If a Keystone First CHC Participant needs an interpreter, please ask the Participant to call us at **1-855-332-0729** to be connected with an interpreter who meets their needs. For TTY services, please call **1-855-235-4976**.

Connections Editorial Board

Contact us:
Keystone First: provider.communications@keystonefirstpa.com

Keystone First CHC: provider.communications@keystonefirstchc.com

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