

# Keystone First Dental Program

Quick Reference Information		
Provider website	<a href="http://www.keystonefirstdentists.com">www.keystonefirstdentists.com</a>	
Provider Services department	<b>1-877-408-0878</b> (Monday – Friday, 8 a.m. – 6 p.m.)	
Member Services department	<b>1-800-521-6860</b> (24 hours a day/7 days a week)	
Member eligibility	<p>Participating providers may access eligibility information in the following ways:</p> <ul style="list-style-type: none"> <li>• Log in to provider web portal via <a href="http://www.keystonefirstdentists.com">www.keystonefirstdentists.com</a>.</li> <li>• Use Keystone First's Interactive Voice Response system (IVR) eligibility hotline at <b>1-877-408-0878</b> (24 hours a day/7days a week).</li> <li>• Contact Keystone First's Member Services department at <b>1-800-521-6860</b>.</li> </ul> <p>Some Keystone First members do not have dental benefits. Their ID cards will indicate "No Dental Benefit."</p>	
Member copayment	Some members may have copayment responsibilities. Copayment amounts will be noted on the member's ID card.	
Medical Assistance Transportation Program (MATP)  Provides assistance to members in accessing non-ambulance transportation services.	Bucks	<b>1-888-795-0740</b>
	Chester	<b>1-877-873-8415</b>
	Delaware	<b>1-866-450-3766</b>
	Montgomery	<b>215-542-7433</b>
	Philadelphia	<b>1-877-835-7412</b>
Authorization information	<p>Prior authorization decisions are made within <b>two business days</b> from the date Keystone First receives the request, provided all information is complete.</p> <p>Prior authorizations will be honored for <b>180 calendar days</b> from the date they are determined.</p> <p>Authorization requests can be submitted via:</p> <ul style="list-style-type: none"> <li>• Keystone First's website at <a href="http://www.keystonefirstdentists.com">www.keystonefirstdentists.com</a>.</li> <li>• Electronic submission via clearinghouse.</li> <li>• HIPAA Compliant 837D file.</li> <li>• Paper (2012 ADA claim form). Mail to: <b>Keystone First – Auths</b> <b>P.O. Box 2083</b> <b>Milwaukee, WI 53201</b></li> </ul>	

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Claims information	<p>The timely filing requirement for Keystone First is <b>180 calendar days</b>. Non-network and emergency transportation providers have 180 days from the last date of service.</p> <p>Claims submissions can be sent in the following formats:</p> <ul style="list-style-type: none"><li>• Electronic claims via Keystone First's website at <b>www.keystonefirstdentists.com</b>.</li><li>• Electronic submission via clearinghouse.</li><li>• HIPAA Compliant 837D file.</li><li>• Paper claims via 2012 ADA claim form.</li><li>• Mail paper claims to one of the following addresses:<ul style="list-style-type: none"><li>– <b>Keystone First – Claims</b> <b>P.O. Box 2187</b> <b>Milwaukee, WI 53201</b></li><li>– <b>Keystone First</b> <b>Claim Reprocessing and Adjustment Requests</b> <b>P.O. Box 541</b> <b>Milwaukee, WI 53201</b></li></ul></li></ul>
Provider complaints	<p>To make an inquiry or complaint, contact Keystone First's Provider Services department toll-free at <b>1-877-408-0878</b>.</p> <p>To file a written complaint, send complaint to the following address: <b>Keystone First – Complaints</b> <b>P.O. Box 1383</b> <b>Milwaukee, WI 53201</b></p>
Provider appeals information	<p>To request reconsideration of authorizations or claims, please call <b>1-877-408-0878</b>.</p> <p>or write: <b>Keystone First – Appeals</b> <b>P.O. Box 1383</b> <b>Milwaukee, WI 53201</b></p>
Fraud and abuse reporting	<p>To report potential member fraud and abuse, please contact Keystone First's Fraud and Abuse Hotline at <b>1-866-833-9718</b>.</p>