



Your provider account executive: \_\_\_\_\_

Keystone First

Phone number: \_\_\_\_\_ Fax number: 1-215-937-5343

Payer ID: 23284

<b>Provider Services</b>	<b>1-800-521-6007</b>
<b>Member Services</b>	<b>1-800-521-6860</b>
24 hours a day, 7 days a week.	
<b>NaviNet®</b>	<b>www.navinet.net 1-888-482-8057</b>
Provides access to member eligibility, claims status inquiry, submission of prior authorization requests, Care Gap and Member Clinical Summary reports, and electronic copies of remittance advices and panel rosters.	
<b>Dental services</b>	<b>1-855-343-7401</b>
Access detailed information at <a href="https://www.dentaquest.com/en/providers/pennsylvania">https://www.dentaquest.com/en/providers/pennsylvania</a> .	
<b>Vision services</b>	<b>1-800-773-2847</b>
Administered by Davis Vision.	
<b>Laboratory services</b>	<b>1-800-521-6007</b>
Except for STAT services, lab services should be directed to the lab found on the member's ID card.	
<b>Family planning services</b>	<b>1-800-521-6007</b>
Members self-refer for routine family planning services and may go to any physician or clinic.	
<b>CONNECT Hotline</b>	<b>1-800-692-7288</b>
For family inquiries on Pennsylvania's Early Intervention System.	
<b>Pediatric preventive (EPSDT)</b>	<b>1-888-765-9569</b>
<b>Available from 8 a.m. to 5 p.m., Monday – Friday.</b> Call for inquiries on EPSDT expanded services.	
<b>PA tobacco cessation information</b>	<b>1-800-QUIT-NOW</b>
<b>Case management and care coordination</b>	<b>1-800-573-4100</b>
<b>Pharmacy services</b>	<b>P: 1-800-588-6767 F: 1-866-497-1387</b>
<ul style="list-style-type: none"> <li>• Prior authorization is required for many multisource branded injectable products, as well as for non-preferred and non-formulary medications. Please visit <a href="http://www.keystonefirstpa.com">www.keystonefirstpa.com</a> &gt; <b>Pharmacy &gt; Formulary</b> for up-to-date information.</li> <li>• For pharmacy authorization:             <ul style="list-style-type: none"> <li>– Fax: 1-215-937-5018</li> <li>– Online: <a href="http://www.keystonefirstpa.com">www.keystonefirstpa.com</a> &gt; <b>Pharmacy &gt; Online PA Request Form.</b></li> </ul> </li> <li>• Prior authorization and claims questions: 1-800-588-6767</li> </ul>	

<b>Fraud, waste, and abuse reporting</b>	
<ul style="list-style-type: none"> <li>• Phone: 1-866-833-9718</li> <li>• Email: <a href="mailto:fraudtip@amerihealthcaritas.com">fraudtip@amerihealthcaritas.com</a></li> <li>• U.S. mail: Special Investigations Unit Keystone First P.O. Box 7317 London, KY 40742</li> </ul>	
<b>Emergency room (ER) policy</b>	<b>1-800-521-6007</b>
<ul style="list-style-type: none"> <li>• Prior authorization is not required for ER visits.</li> <li>• Participating providers are not required to obtain prior authorization for emergent short procedure unit (SPU) or emergent 23-hour observation stays.</li> </ul>	
<b>Referrals</b>	<b>1-800-521-6007</b>
<b>An official, plan-issued paper or electronic referral is not required.</b>	
<p>Primary care practitioners (PCPs) should:</p> <ul style="list-style-type: none"> <li>– “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.</li> </ul> <p>Specialists should:</p> <ul style="list-style-type: none"> <li>– Not turn members away if there has been no communication or indication of reason for the visit from the PCP. Contact the PCP office.</li> <li>– Contact the PCP if the member needs to be referred to another specialist for consultation, treatment, etc.</li> </ul>	
<b>Self-referral services include, but are not limited to, the list below:</b>	
<ul style="list-style-type: none"> <li>• Emergency services</li> <li>• Routine dental services</li> <li>• Routine eye exams</li> <li>• Family planning</li> <li>• OB visits</li> <li>• GYN visits</li> <li>• Chiropractic initial visits</li> </ul>	
<b>Prior authorization: 1-800-521-6007.</b> The most up-to-date and detailed listing of services that require authorization can be found on the Provider Center at <a href="http://www.keystonefirstpa.com">www.keystonefirstpa.com</a> > <b>Providers &gt; Prior authorization lookup tool.</b>	
<p>Outpatient radiology services requiring prior authorization by Evolent Specialty Services, Inc. (Evolent) at <a href="http://www.1.radmd.com">www.1.radmd.com</a> or 1-800-642-2602:</p> <ul style="list-style-type: none"> <li>• CT/CTA</li> <li>• MRI/MRA</li> <li>• PET scan</li> <li>• CCTA</li> <li>• Nuclear cardiology/MPI</li> </ul>	

# 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	1-877-769-9779
Chester	Community Care Behavioral Health	1-888-251-2224
Delaware	Community Care Behavioral Health	1-888-251-2224
Montgomery	Magellan Behavioral Health	1-877-769-9779
Philadelphia	Community Behavioral Health	1-215-413-7660

## Websites and email addresses

PA Department of Human Services	<a href="http://www.dhs.pa.gov">www.dhs.pa.gov</a>
Keystone First website	<a href="http://www.keystonefirstpa.com">www.keystonefirstpa.com</a>
For questions or suggestions, email	<a href="mailto:provider.communications@keystonefirstpa.com">provider.communications@keystonefirstpa.com</a>
Register to receive email communications (E-Lert)	<a href="http://www.keystonefirstpa.com/provider">www.keystonefirstpa.com/provider</a>