

The updated 2023 Keystone First Provider manual is now available online.

May 16, 2023

Keystone First is pleased to announce the availability of the 2023 Provider Manual.

Examples of updates and changes include topics such as:

- Prior Authorization Lookup tool: Added information required to properly assess a Provider's request for prior authorization. Added Emergency room, Observation Care and inpatient imaging procedures do not require Prior Authorization.
- Medically Necessary: Updated the Medically Necessary section to reflect the updated definition.
- Detained Newborns and Other Newborn Admissions: Updated billing code DRG-391 with APR-DRG 640X.
- Non-Covered Medications: Removed Drugs and other items prescribed for any of the following: obesity, anorexia, weight loss, weight gain, or appetite control unless the drug or item is prescribed for any medically accepted indication other than obesity, anorexia, weight loss, weight gain or appetite control.
- NaviNet: Added the Medical Authorizations workflow.
- Credentialing/Recredentialing Requirements: Added hospital-based practitioner specialties that are not credentialed.
- Physician Reviewer Availability to Discuss Decision: Updated timeframe to call to discuss medical necessity decision from up to 5 business days from the Member's discharge to within 5 business days of the verbal/faxed decision notification.

For the complete list of the 2023 manual updates and changes, and to access the manual in its entirety, visit the provider center at: www.keystonefirstpa.com → Providers → Provider manual and forms.