Keystone First
Family of Health Plans

To: **Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice Providers**

Date: **March 19, 2024**

Re: **Additional Information on Electronic Claims Submission to Availity**

Summary: While Change Healthcare continues to address their network interruption related to a cyber security incident, Keystone First/Keystone First CHC/Keystone First VIP Choice has established a connection with Availity to receive electronic claims. In order to submit electronic claims to us you must register with Availity.

Electronic claims submission:

- If you or your clearinghouse do not currently use Availity to submit claims, register at: https://www.availity.com/Essentials-Portal-Registration.

- You will find registration options for Healthcare and Atypical Provider, so please choose the one that aligns with your business.

- Availity is waving registration fees for our providers.

- The Keystone First/Keystone First CHC/Keystone First VIP Choice payer ID for claim submission has not changed.

- If you are currently registered with Availity for another payor, or if you use another clearinghouse, **you must request that they route your electronic claims for Keystone First/Keystone First CHC/Keystone First VIP Choice to Availity.**

Availity resources:

- For registration process assistance and other resources, access the training site link on the Availity registration page.

- Resources for Providers, Health Plans, and Trading Partners: https://www.availity.com/availity-lifeline-self-serve-resources.

- A new user guide is available at: https://www.availity.com/documents/Welcome_New_User.pdf.

- An administrator guide is also available at: https://www.availity.com/documents/Availity_paa.pdf.

- *A Guide for Connecting to Lifeline Payers* is available for providers who utilize a practice management system, EHR, or other billing software to generate claim batch files at:

  https://www.availity.com/documents/learning/LP_AP_LifelineClaims/index.html#/.

- Upon logging into the system, check your Notification Center on the Home page for quick access to an Availity Essentials Onboarding course.

- You may also access the Availity Learning Center for a comprehensive, training solution that helps healthcare organizations train their staff on Availity products.

  o To Access:

    ▪ Log in to Availity Essentials

    ▪ Click Help & Training | Get Trained

www.keystonefirstpa.com | www.keystonefirstvipchoice.com | www.keystonefirstchc.com | Provider Services: **1-800-521-6007**

Coverage by Vista Health Plan, an independent licensee of the Blue Cross and Blue Shield Association.

For further assistance with Availity, providers can call Availity Client Services at: **1-800-282-4548** Monday-Friday, 8:00 am to 8:00 pm (ET). The Client Services team supports all Availity products and works with callers until an issue is resolved. Providers may also submit a request directly to an Availity representative via: https://marketing.availity.com/availity-lifeline.

Questions:

Please note, in the interim our Provider Services Department will not be able to assist with the processing of your payments any sooner. If you have other questions, you may contact Provider Services at **1-800-521-6007**.

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