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Announcing the ability to update or change practice data through NaviNet!

We are pleased to announce a new function in NaviNet that can help minimize time spent writing or calling your Provider Account Executive or the Provider Services department with practice data updates.

What are the new online forms?

- The Provider Data Information Form (PDIF) feature allows you to review your provider directory demographic and practice information on file, attest to the accuracy of the information, and make any necessary changes.
- The Patient Acceptance Form allows you to verify or change patient acceptance status for individual practitioners at each practice location.
- Demographic changes submitted through the PDIF will be reflected in the online provider directory within 14 business days.

How to get started:

There is a complete and detailed step-by-step PDIF User Guide at **www.keystonefirstpa.com > Providers > Resources > Go to NaviNet > NaviNet Provider Data Info (PDIF) User Guide (PDF)** and **www.keystonefirstchc.com > For Providers > Resources > NaviNet > NaviNet Provider Data Info (PDIF) User Guide (PDF)**, or you can contact your Provider Account Executive for assistance.

Note: If your practice is not registered with NaviNet, we highly recommend registering. To register, please go to <https://navinet.navimedix.com>.

There's still time to vaccinate

National Influenza Vaccination Week is observed December 2 – 6. Your strong recommendation plays a crucial role in whether your patients choose to get vaccinated this season.

As we prepare for the 2024 – 2025 flu season, we encourage you to urge your Keystone First and Keystone First Community HealthChoices (CHC) patients to get vaccinated. In addition to the flu vaccine, it is essential that they stay up to date with the latest COVID-19 vaccinations. The CDC recommends the updated 2024 – 2025 COVID-19 vaccine for everyone age 6 months and older, as authorized or approved by the FDA.



Respiratory syncytial virus (RSV) in pregnancy

RSV is a common respiratory virus that typically causes mild, cold-like symptoms. While most people recover in a week or two, RSV can become serious, particularly in infants and older adults, potentially requiring hospitalization. The CDC recommends RSV immunization for pregnant people to help protect their babies from severe RSV disease.

Pregnant people should receive a single dose of the RSV immunization during weeks 32 – 36 of pregnancy so that their babies are protected against severe RSV disease at birth. It's important that the immunization is administered at least two weeks before delivery.

An important reminder: Telehealth continues to be a valuable tool during cold and flu season and beyond

As the cold and flu season approaches, your offices are bracing for the annual surge in patients. This increase in demand often creates difficulty for scheduling appointments for in-person office visits, long wait times in urgent care centers, and patients going to emergency rooms for non-emergent care.

During the pandemic, telehealth emerged as an effective way to increase access to health care, especially for our Members/Participants who struggle with transportation difficulties or challenges scheduling appointments. We encourage you to reconsider using telehealth for non-emergent visits (when appropriate) during this cold and flu season and beyond.

For your reference, we have posted the Pennsylvania Department of Human Services (DHS) Medical Assistance Bulletin (MAB) on telehealth on our websites at:

www.keystonefirstpa.com/pdf/provider/communications/bulletins/mab-99-23-08.pdf

www.keystonefirstchc.com/pdf/providers/communications/dhs-mab-99-23-08.pdf



Critical reminder: Balance billing Members and Participants is prohibited

As outlined in your provider agreement with Keystone First and Keystone First CHC and in accordance with DHS MAB 99-99-06: Payment in Full, we would like to remind all providers of the following points from the bulletin:

- A provider who seeks or accepts supplementary payment of another kind from DHS, the recipient, or another person for a compensable service or item is required to return the supplementary payment.

The Pennsylvania Code, 55 Pa. Code § 1101.63 (a) statement of policy regarding full reimbursement for covered services rendered specifically mandates that:

- All payments made to providers under the MA program plus any copayment required to be paid by a recipient shall constitute full reimbursement to the provider for covered services rendered.

To review the complete MAB 99-99-06, visit:

www.keystonefirstpa.com > Providers > Resources > MA Bulletins or **www.keystonefirstchc.com > For Providers > Resources > Department of Human Services (DHS) bulletins and news.**

Medical record documentation

Complete and consistent documentation in patient medical records is an essential component of quality patient care. Keystone First and Keystone First CHC adhere to medical record requirements that are consistent with national standards on documentation and applicable laws and regulations. We perform an annual medical record review on a random selection of practitioners. The medical records are audited using these standards. A list of our medical record standards may be found on our websites:

www.keystonefirstpa.com > Providers > Resources > Medical Record Standards
www.keystonefirstchc.com > For Providers > Resources > Medical record standards



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
Community HealthChoices
P.O. Box 7317
London, KY 40742

For more information about Medical Assistance fraud and abuse, please visit the 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 > Manuals, guides and**

training > 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>**.



Can you spot the phish?

More than 3.4 billion phishing emails are sent out each day worldwide. But one factor can make life much harder for scammers: You. As the first line of defense, it is important that you are able to recognize and report a suspected phishing email.

What is phishing?

Phishing scams are emails that look real, but they 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 your organization's confidential and proprietary information, at risk.

Beware of ransomware

In addition to stealing information, phishing scams can lead to ransomware attacks. Ransomware is a form of malware designed to encrypt files on a device, rendering them unusable until a ransom is paid.

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 than the company the sender claims to be from
- Asks you for personal information, such as your username and password/passphrase
- Includes misspelled words in the site's URL address or subject line
- Has a sense of urgency for you to act now

What you should do

If you receive a suspicious email:

- 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 banks or retailers like Target or Amazon.
- Do not reply or respond to the email or forward it to anyone else 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.



Notice of privacy practices

Keystone First and Keystone First CHC are committed to protecting the privacy of our Member and Participant health information, and to complying with applicable federal and state laws that protect the privacy and security of this information. Consistent with this commitment, we have established basic requirements for the use or disclosure of Member and Participant protected health information (PHI). For a complete and detailed description of our routine uses and disclosures of PHI, as well as the organization's internal protection of oral, written, and electronic PHI, please visit **www.keystonefirstpa.com > Providers > Resources > HIPAA** and **www.keystonefirstchc.com > For Providers > Resources**.



Access to care management

Keystone First has multiple programs and resources available for providers caring for our Members who may require complex care management services.

These include:

- Integrated Health Care Management (complex care management)

- Let Us Know program
- Special Needs Unit
- Bright Start® program for pregnant Members

For more information and contacts for these programs, please visit www.keystonefirsttpa.com > **Providers > Resources**.

What is covered and what is not covered by Keystone First?

Our Members are entitled to all of the benefits provided under the Pennsylvania Medical Assistance Program. Depending on the Member's category of aid and age, benefit limits and copayments may apply. For more information regarding covered benefits and services not covered, please go to Section 1 of the Provider Manual, which can be found at www.keystonefirsttpa.com > **Providers > Provider manuals and forms**.

If you have questions about whether a service is a covered benefit, or if Keystone First will pay for a health care service, please contact Provider Services at **1-800-521-6007**.

No prior authorization required for fluticasone HFA inhalers for Members under the age of 13

As a reminder, Keystone First formularies have aligned with the DHS Statewide Preferred Drug List (PA PDL) in updating the coverage status of fluticasone HFA inhaler (generic Flovent HFA). This drug is now covered without prior authorization for Keystone First Members under the age of 13.

Please consider this additional option when caring for your pediatric asthma patients.

Coverage status for other PA PDL Preferred Agents in the “Glucocorticoids, Inhaled” single-ingredient inhaled corticosteroid (ICS) class remain unchanged at this time. Preferred agents include:

- Arnuity Ellipta
- Asmanex HFA
- Asmanex Twisthaler
- Budesonide 0.25 mg/2 mL and 0.5 mg/2 mL respules
- Pulmicort Flexhaler
- QVAR Redihaler



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 <https://www.papdl.com>.

Pharmacy prior authorization update

As of October 1, 2024, the links to the online general pharmacy prior authorization form formerly located at **www.keystonefirstpa.com** → **Pharmacy** → **Prior authorization** → **Online prior authorization request form** and **www.keystonefirstchc.com** → **For Providers** → **Pharmacy services** → **Pharmacy prior authorizations** → **Online prior authorization request form** are no longer available. However, electronic, faxed, and telephonic prior authorization requests will still be accepted.

Providers can submit electronic prior authorization (ePA) requests either through their electronic health record (EHR) tool software or via the following online portals:

- **CoverMyMeds**
- **Surescripts**

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

If you have any questions regarding this change, please contact Keystone First Pharmacy Services at **1-800-588-6767** or Keystone First CHC Pharmacy Services at **1-866-907-7088**.





Smile Starter

Our physician incentive program, Smile Starter, has been in place since 2023. The program focuses on the establishment of a dental home as soon as the first tooth erupts and no later than the first year of a child's life. Information can be found at www.keystonefirstpa.com > **Resources** > **Smile Starter (PDF)**. Although the program continues to demonstrate improved physician involvement, there are still many physicians who are not participating or not taking advantage of the program to its fullest extent. Physicians experiencing issues with the program should report the problem to their Medical Account Executives.

Change in benefit limit exception (BLE) submission requirement

As a reminder, our dentists no longer need to include diagnosis code **Z98.818** on authorization or claim forms when requesting a benefit limitation exception (BLE) for a patient. Also, the BLE is not required for CHC Participants. The hope is to improve efficiency for this exception process.



Access to care management

Keystone First CHC has multiple programs and resources available for providers caring for our Participants who may require complex case management services, such as:

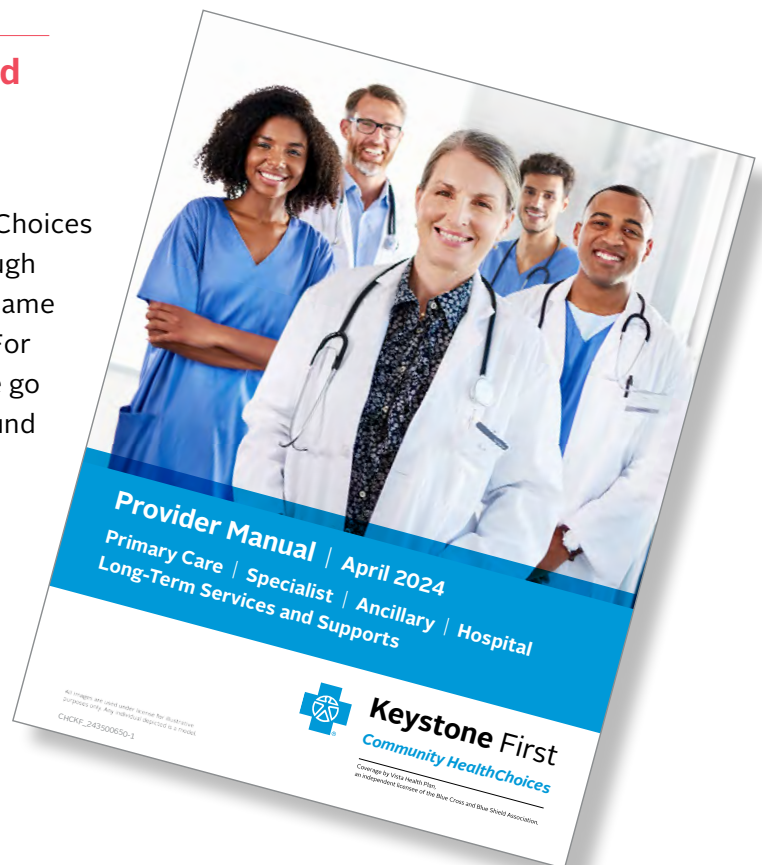
- Special health programs — care management
- Help quitting smoking
- Pregnancy program — Bright Start®

For more information about these programs, visit www.keystonefirstchc.com > **For Participants > Programs.**

What is covered and what is not covered by Keystone First CHC?

Our Participants are entitled to the medical benefits provided under the Pennsylvania Community HealthChoices Program. Additionally, Participants who qualify through DHS are eligible to receive LTSS benefits under the same program. Benefit limits and copayments may apply. For more information regarding covered benefits, please go to Section 1 of the Provider Manual, which can be found at www.keystonefirstchc.com > **For Providers > Provider manual and forms.**

If you have questions about whether a service is a covered benefit, or if Keystone First CHC will pay for a health care service, please contact Provider Services at **1-800-521-6007**.



Be involved — join our Participant Advisory Committee

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

The Participant Advisory Committee 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 – 2025 Participant Advisory Committee meeting schedule is as follows:

Date	Time
December 19, 2024	11 a.m. – 1 p.m.
March 25, 2025	11 a.m. – 1 p.m.
June 24, 2025	11 a.m. – 1 p.m.
September 23, 2025	11 a.m. – 1 p.m.
December 18, 2025	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!

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>.



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**.



Blood pressure monitors: A simple way to order

Join us in working together to address and improve high blood pressure outcomes for Keystone First's Black American Members.

We know you are aware that health inequity exists, including in regard to controlling high blood pressure with our Black American communities. This is evidenced by sound national statistics, including the following examples:

- ✓ Nearly 1 out of 2 adults, around 108 million, have high blood pressure.¹
- ✓ An estimated 55% of all adult Black Americans have hypertension.²
- ✓ Recent research indicates that “lack of access to affordable, healthy, and nutritious food is associated with a 14% to 77% increased risk of hypertension.”³
- ✓ Black households experience food insecurity at significantly higher rates (19.1%) than white households (7.9%).⁴

Let's join forces and take the following steps:

Providers and your clinical teams:

- **Make sure your Members have self-monitoring blood pressure cuffs** (A4670), easily available with a prescription to a participating Keystone First pharmacy.
- **Prescribe 90-day-eligible blood pressure medications** — visit our pharmacy webpage for complete details and lists.
- **Identify your Members with high blood pressure and/or medication non-adherence care gaps** through NaviNet. There are several reports to help you, such as individual care gap reports and Member clinical summary reports, both of which give you a snapshot of the Member's care gaps, specialist visits, medications, and much more.



What we can do to support you:

- **Payment for CPT II codes.** We are committed to improving HEDIS measures, including Controlling High Blood Pressure (CBP), and have for many years reimbursed for specific CPT II codes when submitted with an appropriate diagnosis. We will continue this reimbursement, but to encourage and increase submission, a different and increased methodology has been implemented.
- **Quality Enhancement Program (QEP).** Controlling Blood Pressure is one of several quality measures in the program in which quarterly performance reports are available as well as an opportunity to receive additional performance-based revenue.

1. “High Blood Pressure Facts,” Centers for Disease Control and Prevention, May 15, 2024, <https://www.cdc.gov/high-blood-pressure/data-research/facts-stats/index.html>.
2. “High Blood Pressure Among Black People,” American Heart Association, March 4, 2022, <https://www.heart.org/en/health-topics/high-blood-pressure/know-your-risk-factors-for-high-blood-pressure/high-blood-pressure-among-black-people>.
3. Aleksandra A. Abrahamowicz et al., “Racial and Ethnic Disparities in Hypertension: Barriers and Opportunities to Improve Blood Pressure Control,” *Curr Cardiol Rep*, January 9, 2023, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9838393/>.
4. Alisha Coleman-Jensen et al., “Household Food Security in the United States in 2019,” U.S. Department of Agricultural Economic Research Service, <https://www.ers.usda.gov/publications/pub-details/?pubid=99281>.



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