



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

Date: March 26, 2024

Re: Claims Timely Filing Deadline Extension

Summary: Keystone First/Keystone First CHC/Keystone First VIP Choice acknowledges many providers were unable to submit claims as a result of the service disruption due to the Change Healthcare security incident. Therefore, we are extending the claims timely filing deadline for claims that would have been rejected due to untimely filing.

Under normal circumstances, providers must file a claim with Keystone First/Keystone First CHC/Keystone First VIP Choice within 180 calendar days from the date of service. We are extending the claims timely filing window for our providers from the start of the incident, February 21, 2024, until the day we informed you of the alternative methods to submit claims to us on March 11, 2024, plus 30 days (for a total extension of 50 days).

Accordingly, we will reprocess and pay claims with dates of service August 25, 2023, through October 14, 2023, applying standard claim edits. Only those claims with dates of service that were impacted by the security incident will be reprocessed and paid. Claims with dates of service outside the extension timeframe will be processed per usual protocols.

Questions:

Please note, in the interim our Provider Services Department will not be able to assist with the processing of your payments or obtaining your 835 files any sooner. If you have other questions, you may contact Provider Services at **1-800-521-6007**.