



Your provider account executive: _____

Keystone First

Phone number: _____ Fax number: 1-215-937-5343

Payer ID: 23284

Provider Services	1-800-521-6007
Member Services	1-800-521-6860
24 hours a day, 7 days a week.	
NaviNet®	www.navinet.net 1-888-482-8057
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.	
Dental services	1-877-408-0878
Access detailed information at www.keystonefirstdentists.com .	
Vision services	1-800-773-2847
Administered by Davis Vision.	
Laboratory services	1-800-521-6007
Except for STAT services, lab services should be directed to the lab found on the member's ID card.	
Family planning services	1-800-521-6007
Members self-refer for routine family planning services and may go to any physician or clinic.	
CONNECT Hotline	1-800-692-7288
For family inquiries on Pennsylvania's Early Intervention System.	
Pediatric preventive (EPSDT)	1-888-765-9569
Available from 8 a.m. to 5 p.m., Monday – Friday. Call for inquiries on EPSDT expanded services.	
PA tobacco cessation information	1-800-QUIT-NOW
Case management and care coordination	1-800-573-4100
Pharmacy services	P: 1-800-588-6767 F: 1-866-497-1387
<ul style="list-style-type: none"> • Prior authorization is required for many multisource branded injectable products, as well as for non-preferred and non-formulary medications. Please visit www.keystonefirstpa.com > Pharmacy > Formulary for up-to-date information. • For pharmacy authorization: <ul style="list-style-type: none"> – Fax: 1-215-937-5018 – Online: www.keystonefirstpa.com > Pharmacy > Online PA Request Form. • Prior authorization and claims questions: 1-800-588-6767 	

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

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	www.dhs.pa.gov
Keystone First website	www.keystonefirstpa.com
For questions or suggestions, email	provider.communications@keystonefirstpa.com
Register to receive email communications (E-Lert)	www.keystonefirstpa.com/provider