

To: Keystone First Providers

Date: June 27, 2018

Subject: Updated Member Complaints and Grievances Section of Provider Manual now available online

As indicated in the notice sent on June 1, 2018, in accordance with changes instituted by the Pennsylvania Department of Human Services (DHS), effective July 1, 2018, the Member Complaints, Grievances and Fair Hearing process is changing. These changes are now posted as a break-out document (pdf) on our website at www.keystonefirstpa.com → Providers → Provider manual and forms. It may also be found on our website under Latest Updates on the Providers main page.

Please note that member complaints, grievances and fair hearings related to denial letters filed prior to July 1, 2018, and for all complaints, not related to a denial letter filed prior to July 1, 2018, will follow the process outlined in the provider manual that is dated 2017 and currently posted on the website. On or after July 1, 2018, the new complaint, grievance and fair hearing process will be in effect as outlined in the document referenced above.

If you have any questions about this notification, please call the Keystone First Provider Services department at 1-800-521-6007. You may also contact your Provider Account Executive.