

The updated 2024 Keystone First Provider manual is now available online.

May 21, 2024

Keystone First is pleased to announce the availability of the 2024 Provider Manual.

Examples of updates and changes include topics such as:

- Prior Authorization Lookup tool: Added “Prior Authorization through NaviNet” section.
- Sterilization and Hysterectomies: added that consent for can either be submitted electronically via Change Healthcare attachments (275 transactions) or mailed to appropriate address.
- Nursing Facility Covered Services: language added for days from the 31st day forward, the UM department will review Skilled Nursing Facility admissions based on medical necessity review.
- Radiology Services: updated National Imaging Associates, Inc. (NIA) to their new name, Evolent Specialty Services, Inc. (Evolent).
- Provider Network Management: added language clarifying the provider change form must be submitted at least 30 days prior to the effective date of the change.
- Additional Requirements of PCPs: added when a PCP is notified that a Member is transferring or selecting a new PCP, the PCP should forward the Member’s medical record to the new Primary Care network.
- Payment in Full: added additional language regarding providers treating a dually eligible recipient.
- Reporting and Preventing Fraud, Waste and Abuse (FWA): updated Special Investigations Unit address.
- Member Support through Community Based Care Management (CBCM) programs, Case Management (CM), and Community Health Workers (CHW): added new section.

Please note: Providers should carefully review the requirements related to the Member Appeals section.

For the complete list of the 2024 manual updates and changes, and to access the manual in its entirety, visit the provider center at: www.keystonefirstpa.com → Providers → Provider manual and forms.