

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

Date: September 16, 2024

Re: Important update regarding claims filing instructions

It has come to our attention that there was an error in our claims filing instructions regarding the valid Present on Admission (POA) indicators.

If a condition described as a Provider Preventable Condition (PPC) leads to a hospitalization, the hospital should include the POA indicator on the claim submitted for payment. The applicable POA Indicator should be reported in the shaded portion of field 67 A – Q. Diagnosis-related group (DRG) based facilities may submit POA via 837I in loop 2300; segment K3, data element K301.

As a reminder, when submitting a UB-04 or 837I, valid POA indicators are as follows:

- “Y” = Yes = present at the time of inpatient admission
- “N” = No = not present at the time of inpatient admission
- “U” = Unknown = documentation is insufficient to determine if condition was present at time of inpatient admission
- “W” = Clinically Undetermined = provider is unable to clinically determine whether condition was present at time of inpatient admission or not
- Exempt from POA reporting – leave blank

You can access the revised August 2024 Medical Provider Claims Filing Instructions on our websites at:
www.keystonefirstpa.com → Providers → Claims and billing → Claims filing instructions
www.keystonefirstchc.com → For Providers → Claims and billing → Claims filing instructions for medical providers.

If you have questions about this notice, please contact Provider Services at 1-800-521-6007 or your Provider Account Executive.