



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

Date: October 2, 2024

Re: Update to the online pharmacy prior authorization request form

As of October 1, 2024, the links to the online general pharmacy prior authorization form located at www.keystonefirstpa.com → Pharmacy → Prior authorization → Online prior authorization request form and www.keystonefirstchc.com → For Providers → Pharmacy services → Pharmacy prior authorizations → Online prior authorization request form will no longer be available. However, electronic, faxed, and telephonic prior authorization requests will still be accepted.

Providers can submit electronic prior authorization (ePA) requests either through their electronic health record (EHR) tool software or via the following online portals:

- [CoverMyMeds](#)
- [Surescripts](#)

If you have any questions regarding this change, please contact Keystone First Pharmacy Services at **1-800-588-6767** or Keystone First CHC Pharmacy Services at **1-866-907-7088**.