End of continuity of care

Keystone First Community HealthChoices (CHC) would like to remind you that the continuity of care (COC) period for Participants receiving home- and community-based services (HCBS) under their existing service plan using Participants' existing providers, including service coordination entities, ended on **June 30, 2019**.

For your reference, the Office of Long-Term Living (OLTL) has published a number of helpful Community HealthChoices (CHC) materials and informational sheets for providers. Visit **www.healthchoices.pa.gov → Provider resources → Community HealthChoices** to view CHC questions and answers, view publications, and register for the latest CHC news.

If you have questions, please contact Keystone First CHC Provider Services at **1-800-521-6007** or your Keystone First CHC Long-Term Services and Supports (LTSS) Account Executive.

Important billing reminder for non-homecare providers

On April 22, 2019, we notified our Keystone First CHC non-homecare providers of changes when submitting claims for completed services. Effective **July 1, 2019**, Keystone First CHC has transitioned away from HHAeXchange for completed services claims submission.

To assist you with submitting your claims, we are pleased to offer an online solution at no cost to you through Change Healthcare. **WebConnect** is a web portal and claims clearinghouse that functions as an electronic data interchange (EDI) gateway for multiple payers and serves as a single EDI connection.
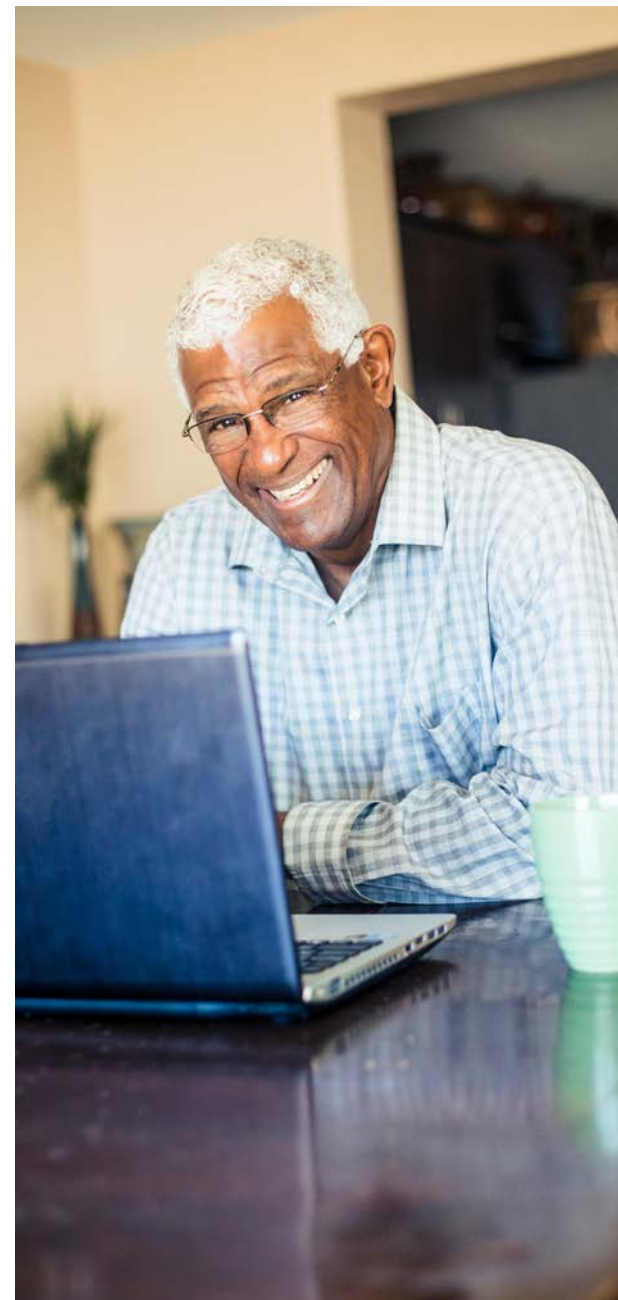
- Setup is easy. Go to **https://office.emdeon.com/ vendorfiles/amerihealth.html** and begin the process of connecting to WebConnect for your EDI transmissions.

- Change Healthcare will assist you with any EDI connection questions. Just call **1-877-667-1512, option 2**.

Verifying eligibility

It is critical that you always verify Participant eligibility prior to rendering services, as eligibility may change from month to month. Eligibility should be verified at every visit. You should also retain documentation of the verified eligibility for billing purposes. Listed on page 9 are the methods to check eligibility.

As a reminder, you can view important provider communications on our website at **www.keystonefirstchc.com → Providers → Resources → Communications**.

- **NaviNet**

  - This free, web-based application provides real-time current and past eligibility status and eliminates the need to call our Plan.

  - For more information or to sign up for access to NaviNet, go to **www.navinet.net** or call NaviNet Customer Service at **1-888-482-8057**.

- **Keystone First CHC Automated Eligibility Hotline: 1-800-521-6007**

  - This hotline provides immediate real-time eligibility status with no holding to speak to a representative.

  - The hotline is available 24 hours a day, seven days a week.

- **Pennsylvania Eligibility Verification System (EVS): 1-800-766-5387**

  - If a Participant presents to your office and states he or she is a Medical Assistance recipient but does not have an ACCESS card, eligibility can still be verified by using the Participant's date of birth (DOB) and Social Security number (SSN) when the call is placed to EVS.

  - The ACCESS card has a magnetic strip designed for swiping through a point-of-sale (POS) device to access eligibility information through EVS.

  - EVS is available 24 hours a day, seven days a week.

- **PROMISe™**

  - Go to **http://promise.dpw.state.pa.us/** and click PROMISe Online.

  - HIPAA-compliant PROMISe software (Provider Electronic Solutions Software) is available at no cost to you.

  - Download from the OMAP PROMISe website at **https://promise.dpw.state.pa.us/ePROM/_ProviderSoftware/softwareDownloadForm.asp?m=1**.

Provider Services department

The Keystone First CHC Provider Services department operates in conjunction with the Provider Network Management department, addressing provider concerns and offering assistance. Both departments make every attempt to ensure all providers receive the highest level of service available.

The Keystone First CHC Provider Services department can be reached 24 hours a day, seven days a week. Call them at **1-800-521-6007** to:

- Verify Participant eligibility/benefits.

- Request forms or literature.

- Ask policy and procedure questions.

- Report Participant noncompliance.

- Obtain the name of your Provider Account Executive.

- Request access to centralized services such as:

  - Outpatient laboratory services.

  - Behavioral health services.

  - Dental services.

  - Vision.

Do you know your Keystone First CHC Long-Term Services and Supports (LTSS) Account Executive? Southeast Region — Effective June 1, 2019

Regional PNM Account Executive – LTSS network **Lisa McLain-Monroe** Account Executive II	1-484-497-1396 (fax) 1-267-432-8947 (cell)	lmclainmonroe@keystonefirstchc.com

PNM Account Executive – LTSS network **Alexander Crist** Account Executive	1-215-937-8214 (office) 1-267-768-1812 (cell) 1-484-497-1396 (fax)	acrist@keystonefirstchc.com

Southeast Region County — Philadelphia county ZIP codes

19111	19116	19120	19124	19132	19135	19149	19154
19114	19118	19121	19125	19133	19136	19150	
19115	19119	19122	19126	19134	19137	19152	

PNM Account Executive – LTSS network **Patricia Canela-Duckett** Account Executive	1-267-298-5646 (office) 1-215-510-8856 (cell) 1-484-497-1396 (fax)	pcaneladuckett@ keystonefirstchc.com

Southeast Region Counties — Philadelphia county ZIP codes
Brain Injury/Residential Rehab Providers*

19102	19106	19127	19130	19142	19146	19151
19103	19107	19128	19131	19143	19147	19153
19104	19123	19129	19139	19145	19148	

Montgomery County ZIP codes

19003	19401	19438	19465
19004	19403	19462	19468
19096	19406	19464	19490

*Brain Injury/Residential Rehab Providers

Acadia Acquisition

Caremore House Home Care Services, LLC

Delaware Valley Residential Care, LLC

Devereux Foundation

PNM Account Executive – LTSS network **Donna R. Fisher** Account Executive	1-215-937-8709 (office) 1-215-936-1690 (cell) 1-484-497-1396 (fax)	dfisher@keystonefirstchc.com

Southeast Region Counties — Delaware and Chester

PNM Account Executive – LTSS network **Shenae Christian** Account Executive	1-215-937-7230 (office) 1-215-606-7756 (cell) 1-484-497-1396 (fax)	schristian@keystonefirstchc.com

Southeast Region Counties — Bucks and Montgomery

Montgomery County ZIP Codes

18073	18969	19006	19031	19040	19090	19426	19446	19474
18936	19001	19025	19034	19044	19095	19428	19454	19525
18964	19002	19027	19038	19046	19422	19444	19473	