



Account Executive:	Phone:
Keystone First CHC EDI payer ID: 42344	
Email: provider.communications@keystonefirstchc.com	

Provider Services

1-800-521-6007

For assistance with:

- Eligibility verification
- Claims status inquiry
- Reporting demographic data changes
- Filing an informal complaint

Participant Services

1-855-332-0729

TTY 1-855-235-4976
24 hours a day, seven days a week

Pharmacy Services (PerformRxSM)

1-866-907-7088

Prior authorization is required for all prescriptions on multi-source branded products, injectables, and non-formulary medications. Please visit www.keystonefirstchc.com > **Providers > Pharmacy > Formulary** for up-to-date information.

Outpatient Radiology Services

1-800-642-2602 or <https://www1.radmd.com/>

Outpatient radiology services requiring prior authorization by Evolent Specialty Services, Inc. (Evolent):

- CT/CTA
- MRI/MRA
- PET scan
- CCTA
- Nuclear cardiology/MPI

Dental Services

1-855-343-7401

<https://www.dentaquest.com/en/providers/pennsylvania>

Vision Services

1-800-773-2847

NaviNet

1-888-482-8057

www.navinet.net

Provides access to member eligibility, claims status inquiry, submission of prior authorization requests, Care Gap and Member Clinical Summary reports, and electronic copies of remittance advices and panel rosters.

Credentialing

Phone: **1-800-642-3510**, option **1**

Fax: **1-215-863-6369**

Email: credapps@keystonefirstchc.com

Contracting

1-866-546-7972

Fraud, waste, and abuse reporting

Phone: **1-866-833-9718**

Email: fraudtip@amerihealthcaritas.com

U.S. mail: Special Investigations Unit
Keystone First CHC
P.O. Box 7317
London, KY 40742

Keystone First Community HealthChoices (CHC) Provider Reference Guide

Department	Phone number	Fax number
Bright Start® maternity program	1-800-521-6867	
Service Coordination	1-800-521-6007	
Prior Authorization/ Utilization Management	1-800-521-6622	1-855-540-7066
Concurrent Review	1-800-521-6622	1-855-540-7068
DME Prior Authorization	1-800-521-6622	1-855-540-7067

Claims		
Keystone First CHC P.O. Box 7146, London, KY 40742-7146	Keystone First VIP Choice/ Keystone First CHC (Medicare/Medicaid) P.O. Box 7143, London, KY 40742-7143	
Contracting	Informal provider disputes	Claims disputes
Keystone First CHC Attn: Contracting 200 Stevens Drive, Philadelphia, PA 19113	Keystone First CHC Attn: Informal Provider Disputes P.O. Box 7146, London, KY 40742-7146	Keystone First CHC Attn: Claim Disputes P.O. Box 7146, London, KY 40742-7146
Clinical Provider Appeals		
Keystone First CHC P.O. Box 8011, London, KY 40742		

Other resources		
Adult Protective Services	1-800-490-8505	
Alzheimer's Association of Greater Pennsylvania	1-800-272-3900	www.alz.org/pa
Behavioral health plans, by county		www.enrollnow.net/program-resources
Optum/Change Healthcare customer support	1-800-527-8133, option 2	
Critical incident questions		kfchccriticalincident@keystonefirstchc.com
Department of Human Services (DHS) Community HealthChoices	1-800-932-0939	https://www.pa.gov/agencies/dhs/resources/medicaid/chc.html
ECHO electronic funds transfer (EFT)/ electronic remittance advice (ERA) enrollment	1-888-834-3511	
EDI technical support	1-866-695-1330	edi.support@amerihealthcaritas.com
Enterprise Incident Management	1-866-444-1264 (help desk)	https://www.hhsapps.state.pa.us/eim/
HHaExchange support	1-718-407-4633	support@hhaexchange.com
Medical Assistance Transportation Program (MATP)		http://matp.pa.gov
PA Department of Aging	1-717-783-1550	www.aging.pa.gov
PA Tobacco Cessation	1-800-784-8669	https://www.pa.gov/agencies/health/programs/healthy-living/tobacco-prevention-and-control/quitline.html