

To: Keystone First Community HealthChoices (CHC) Personal Assistance Service (PAS) Providers

Date: March 6, 2024

Re: Clarification: PAS Billing as related to Change Healthcare notices

You have received several notifications regarding the Change Healthcare service interruption as part of our efforts to keep our network updated on the situation. We understand these notices may have inadvertently caused some confusion for our PAS network.

Clarification: If you currently use HHAeXchange to generate claims, the Change Healthcare system interruption has not changed your claims submission process. In other words, if you bill with HHAeXchange, keep doing so.

All claims for services provided to Keystone First CHC Participants should continue to be submitted through the current HHAeXchange process.

Thank you for participating in our network and the care you provide to our Participants. If you have any questions regarding this clarification, please contact your Provider Account Executive.