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Definitions: Updated definitions as appropriate.	17 – 28
Covered Benefits	
CHC Covered Physical Health Service: Added Personal Protective Equipment (PPE).	31
Long-Term Services and Supports	
Keystone First CHC Credentialing: Added the bullets below. <ul style="list-style-type: none"> • Explanation of any “Yes” answer(s) from General Questions section • Acceptable outcomes for recent inspections or monitoring from licensing agencies as applicable 	39
LTSS Provider Credentialing Rights: Added The Credentialing department will respond to all requests within 24 business hours of receipt. Responses will be via email or phone call to practitioner.	40
Nursing Facility Audits: Added language reminding Providers that the Health Plan is required to perform Nursing Facility audits.	64 – 65
Personal Assistance Services: Added Electronic Visit Verification Compliance Requirements information.	68 – 69
Respite: Updated Good Faith Exemption date from January 1, 2023 to December 31, 2023.	72
Hearing Aids for Participants Residing in a Nursing Facility: Added covered benefit language for Participants residing in a Nursing Facility.	74
Provider Reporting Requirements for Missed Visits: Updated CHC Agreement section.	79
Referral & Authorization Requirements	
Services Requiring Prior Authorization*: Updated Chiropractic services and DME language.	90
Prior Authorization Lookup tool: Added additional payment may also be adjusted if the member’s eligibility changes between the time authorization was issued and the time the service was provided.	91
Medically Necessary: Updated the Medically Necessary section to reflect updated definition.	92
Ambulance: Updated MATP service phone numbers as appropriate.	94
Behavioral Health Services: Updated the county, Behavioral Health Plan, and phone number as appropriate.	94 - 95
Durable Medical Equipment Covered Services: Updated DME to DME/Exceptional DME	97
Home Accessibility DME: Added clarification to the definition and coverage of Home Accessibility DME.	97 – 98
Replaced JIVA with Medical Authorizations where appropriate.	103 – 107, 156
Maternity/Obstetrical Observation Stay: Updated how a Maternity/Obstetrical Observation Stay is defined and added instruction to locate the Plan Claims Filing Instructions.	105
Medical Observation Stay: Updated how a Medical Observation Stay is defined.	106
Non-Covered Medications: Removed Drugs and other items prescribed for any of the following: obesity, anorexia, weight loss, weight gain, or appetite control unless the drug or item is prescribed for any medically accepted indication other than obesity, anorexia, weight loss, weight gain or appetite control.	125



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Reporting a critical incident: added all information entered in EIM must be written in English.	131
Participant Eligibility	
Change in Recipient Coverage During an Inpatient Stay/Nursing Facility Updated FFS example and FFS effective date from April through April 8.	148
Primary Care Practitioner (PCP) & Specialist Office Standards and Requirements	
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Definitions of Fraud, Waste and Abuse (FWA): Added website path to locate the mandatory Fraud, Waste, and Abuse Provider training presentation and survey attestation.	194
Updated: Provider Correction Action Plan (PCAP) to Provider Corrective Action Plan (PCAP).	195
Reporting and Preventing Fraud, Waste and Abuse: Updated the Department's phone and fax number.	198
Quality Assurance Performance Improvement, Credentialing, and Utilization Management	
Quality Assurance and Performance Improvement: Updated QAPI Program objectives.	226 – 227
Quality Assurance and Performance Improvement Program Authority and Structure: Updated QAPI committee descriptions and responsibilities.	227 – 229
Behavioral Health/Physical Health MCO Pharmacy & Therapeutics Committee: Meeting description deleted.	228
After the submission of the application, health care Practitioners: Added the practitioner can submit the correction either by email, fax, or phone to the Credentialing department. Corrections received by phone will be documented in the Credentialing database by the Credentialing department.	233
Hours of Operation: Clarified the availability of the toll-free numbers.	243
Timeliness of UM Decisions: Updated Table 1: Timeliness of UM Decisions – Excludes Pharmacy table updated as needed.	243 – 244
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