

Keystone First and Keystone First Community HealthChoices are pleased to announce the availability of the 2021 Claims Filing Instructions.

Some important updates:

- Added an additional item under Invalid Electronic Claim Records – Common Rejections from the Plan.
- Connect Center is now used in place of WebConnect. Corrected all references and added Connect Center phone number.
- Updated the Rendering Provider ID section.
- Added a section under important billing reminders regarding reimbursement for all rendering network providers for claims subject to the ordering/referring/prescribing (ORP).
- Updated appropriate X12 837P Claim Fields.

To access the 2021 Claims Filing Instructions simply navigate to the provider center at <http://www.keystonefirstpa.com> → Providers → Claims and billing or <http://www.keystonefirstchc.com> → Providers → Claims and billing. If you have questions about this communication, please contact your provider account executive or the Provider Services department at 1-800-521-6007.