



TO: Keystone First/Keystone First Community HealthChoices (CHC) Providers/Keystone First VIP Choice
Date: June 17, 2021
RE: Member/Participant ID card Primary Care Provider (PCP) information change

Beginning in June 2021, the PCP information is being removed from the Keystone First, Keystone First CHC and Keystone First VIP Choice (the “Plan”) Member/Participant ID cards. Please note that this is a rolling change, meaning that new ID cards will NOT be sent to all Members/Participants at once; there will be versions of the ID card with and without the PCP information in circulation.

Moving forward, PCP information to Members/Participants will be conveyed via a letter. If your Plan patients have any questions regarding this change, please refer them to Member/Participant services at:
Keystone First – 1-800-521-6860
Keystone First CHC – 1-855-332-0729
Keystone First VIP Choice – 1-800-450-1166

Important reminder: It has always been the responsibility of each network provider to ascertain Member/Participant eligibility with the Plan before providing services. There are a few ways to easily check eligibility:

1. Internet: NaviNet (www.navinet.net). Provides real-time current and past eligibility status and eliminates the need for phone calls.

- For more information or to sign up for access to NaviNet visit www.navinet.net

2. Automated Eligibility Hotline 1-800-521-6007: Provides immediate real-time eligibility status with no holding to speak to a representative.

- Verify coverage with the Plan by using the Member/Participant identification number, Social Security Number, name, birth date or Medical Assistance identification number
- Obtain the name and phone number of the PCP

3. Monthly Panel List – available to all PCPs via NaviNet.

For Keystone First and Keystone First CHC plans eligibility can also be verified via:

1. PROMISE

- Visit www.promise.DHS.state.pa.us and click on PROMISE Online

2. Pennsylvania Eligibility Verification System (EVS):

- 1-800-766-5387, 24 hours/7 days a week.

If you have any further questions regarding this notice, please contact your Provider Account Executive or Provider Services at 1-800-521-6007.