



To: Keystone First Family of Health Plans Providers

Date: April 16, 2026

Re: Contingency Planning for Major Statewide Events – Calendar Year 2026

There are three major events in Pennsylvania this year that have the potential to impact the service delivery system for our Members, Participants, and Enrollees. It is the expectation of the Health Plan that Providers have a contingency plan for the above noted events.

Please review your policies regarding providing services when disruptions may exist and plan to activate them as needed.

- **April 23–25:** NFL Draft – Pittsburgh
- **June 14–July 4:** FIFA World Cup Matches – Philadelphia
- **Month of July:** 250th Anniversary of the United States Celebrations (statewide)

Based on the anticipated scale of these events, Keystone First and Keystone First Community HealthChoices (CHC), and Keystone First - CHIP has identified the following primary risk areas:

1. Transportation Disruptions

- Road closures, congestion, and limited public transportation availability
- Reduced ability for Members/Participants to attend medical appointments, adult day services, and daycare
- Challenges for Direct Care and Home Care workers traveling to Member and Participant homes

2. Workforce Availability

- Direct Care and Home Care worker absenteeism or delays due to traffic, parking restrictions, or crowding
- Potential staffing shortages in high-impact geographic areas

3. Service Delivery Interruptions including potential delays in the delivery of medical supplies, in-home equipment, home delivered meals, medications, durable medical equipment, notices.

4. Environmental and Quality-of-Life Impacts

- Increased noise, crowding, and security restrictions
- Heightened stress or anxiety for vulnerable participants
- Safety concerns related to crowd density and emergency access

Thank you for your participation in our network and the care you provide to our Members, Participants, and Enrollees. If you have any questions about this notice, please contact Provider Services at **1-800-521-6007** or your Account Executive.