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Keystone First – CHIP Behavioral Health Provider Supplement

July 2025

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Introduction

About Keystone First – CHIP and PerformCare

PerformCare is providing certain CHIP behavioral health (BH) functions on behalf of Keystone First – CHIP, primarily Provider network services and clinical functions. This Behavioral Health Provider Manual supplement outlines specific behavioral health Provider requirements and information. PerformCare, part of the AmeriHealth Caritas Family of Companies, is a full-service managed behavioral health care organization that supports Enrollees and Providers through specialized behavioral health and human services programs in the public sector.

For over 20 years, PerformCare has been working with valued community partners to improve the quality of life for the more than 300,000 Members we currently serve in Pennsylvania. PerformCare is committed to a mission-driven philosophy of care, providing quality, reliable, and cost-effective behavioral health management services to Members/Enrollees 24 hours a day, 365 days per year.

BH Clinical Care Managers are master's-level, licensed, and experienced clinicians with advanced training in mental health and substance use disorders. They are trained to appropriately assess the clinical needs of the Enrollee, monitor services, and work with network Providers to offer clinically appropriate and empirically based treatment services in a managed care delivery model.

BH Clinical Care Managers and Enrollee Services Specialist staff are available 24 hours a day, seven days a week, to address family and caregiver needs, as well as the needs of our Enrollees.

This BH Supplement to the Keystone First – CHIP Provider Manual provides an understanding of our treatment delivery system. Our organizational goal is to ensure CHIP Enrollees receive the most effective treatment services within the scope of resources available, and the highest quality of care.

Contact Information

PerformCare
8040 Carlson Road
Harrisburg, PA 17112

Keystone First – CHIP BH Provider Services Phone Number: **1-877-244-7124**

Keystone First – CHIP BH Enrollee Services Phone Number: **1-844-524-2447**

Behavioral Health Care Management

Keystone First – CHIP utilizes Active Behavioral Health Care Management programs to address the needs of Enrollee's with complex treatment needs and helps Enrollees find the right level of care and then transition to lower levels of care as their condition improves. Behavioral Health Care Management programs are continually reassessed, and needs are evaluated to provide optimal health outcomes. Behavioral Health Care Management programs:

- Assist Enrollees with community service connection, decreasing readmission and increased follow up with aftercare.
- Work with Enrollees across all settings.
- Facilitate pre-discharge planning meetings.
- Work with Enrollees in the community after Mental Health or Substance Use Inpatient discharge for coordination of care and treatment engagement.
- identified care gaps.
- Diversion of Mental Health Inpatient readmissions due to outpatient community connections
- Reduction of Readmission to higher levels of care
- Improved outpatient service connections and follow up after hospitalization
- Active Behavioral Health Care Management programs for following population as examples of some of Keystone First – CHIP's programs
- Enrollee diagnosed with Autism with high severity needs and in need of applied behavior analysis (ABA) services.
- High utilization of Mental Health or Substance Use Inpatient
- Behavioral Health and Physical Health Whole Person Centered Care

Keystone First – CHIP covered Mental Health Services include:

Autism Spectrum Disorders (ASD) Treatment

Keystone First – CHIP will provide coverage for the diagnostic assessment and treatment of Autism Spectrum Disorders (ASD) for Keystone First – CHIP Enrollees when provided or referred by the Enrollees primary care physician (PCP) for the development of an ASD Treatment Plan. Treatment of Autism Spectrum Disorders must be:

- Prescribed, ordered or provided by a participating professional Provider, including the Enrollee's primary care physician, referred specialist, licensed physician assistant, licensed psychologist, licensed clinical social worker or certified registered nurse practitioner;

- Provided by an autism service Provider, including a behavior specialist; or
- Provided by a person, entity or group that works under the direction of an autism service Provider.

Treatment of Autism Spectrum Disorders is defined as any of the following medically necessary services that are listed in an ASD Treatment Plan developed by a licensed physician or licensed psychologist who is a participating professional Provider:

- **Applied Behavioral Analysis (“IBHS ABA”)** – The design, implementation and evaluation of environmental modifications, using behavioral stimuli and consequences, to produce socially significant improvement in human behavior or to prevent loss of attained skill or function, including the use of direct observation, measurement and functional analysis of the relations between environment and behavior.

Outpatient Services

- Electroconvulsive therapy
- Family counseling
- Group counseling
- Individual counseling
- Masters-prepared therapist visits
- Medication management
- Participating licensed clinical social worker visits
- Psychiatric consultations
- Psychological testing
- Psychiatric visits
- Repetitive Transcranial Magnetic Stimulation
- Telebehavioral Health services

Emergency Care

A psychiatric emergency is the sudden onset of a potentially life-threatening condition where in a prudent layperson’s judgement, a CHIP enrollee’ is at risk of injury to themselves or others if immediate medical attention is not given.

The initial treatment for psychiatric emergencies is covered even when provided by nonparticipating behavioral health Providers or hospitals if the symptoms are severe enough to need immediate attention. If the condition is not a life-threatening one that requires inpatient

admission, Keystone First – CHIP will help schedule your child for an urgent behavioral health care appointment.

Inpatient Services

CHIP enrollees are eligible for benefits for covered services during a behavioral health inpatient admission for the treatment of a behavioral illness. Inpatient Services may include:

- Concurrent care
- Electroconvulsive therapy
- Group counseling
- Individual counseling
- Medication management
- Psychiatric consultations
- Psychiatric visits
- Psychological testing

Partial Hospitalization Programs (PHP) and Intensive Outpatient Programs (IOP) is care that is more intensive than outpatient care but does not require an inpatient hospital stay. It is a day or evening treatment program which is:

- a minimum of three (3) visits per week; and
- a maximum of five (5) visits per week lasting three (3) hours each.

Keystone First – CHIP covered Substance Use services include:

Outpatient Services

- Diagnostic services, including psychiatric, psychological and medical laboratory tests;
- Services provided by the behavioral health/substance use Providers on staff;
- Rehabilitation therapy and counseling;
- Family counseling and intervention; and
- Medication management and use of equipment provided by the substance use treatment facility or a residential treatment facility that is a behavioral health/substance use Provider.

Inpatient Services

Keystone First – CHIP enrollees are covered for substance use inpatient services including medical treatment for substance use, including detoxification. Substance Use Inpatient treatment may include:

- Diagnostic services, including psychiatric, psychological and medical laboratory tests;
- Services provided by a staff physician, psychologist, registered or licensed practical nurse, and/or certified addictions counselor;
- Rehabilitation therapy and counseling;
- Family counseling and intervention; and
- Prescription drugs, medicines, supplies and use of equipment provided by the substance use treatment facility or a residential treatment facility that is a behavioral health/substance use Provider.

Partial Hospitalization Programs (PHP) and Intensive Outpatient Programs (IOP) for

- A minimum of two (2) hours per session; and
- Three (3) to five (5) sessions weekly.

Prior Authorization Requirements

The following services require prior authorization:

- Autism Services / ABA
- Mental Health Inpatient services
- Mental Health Partial Hospitalization Services
- Mental Health Intensive Outpatient Treatment
- Outpatient Services: Electroconvulsive therapy
- Psychological/Neuropsychological Testing
- Substance Use Intensive Outpatient Services
- Substance Use Inpatient Services
- Substance Use Partial Hospitalization Services

Providers must call Keystone First – CHIP at **1-877-244-7124** to request telephonic prior authorization for Mental Health Inpatient, Mental Health Partial Hospitalization, and Mental Health Intensive Outpatient Programs (IOP), Substance Use Inpatient, and Substance Use Partial Hospitalization, and Substance Use Intensive Outpatient Programs (IOP).

Providers can request prior authorization for all other covered services requiring prior

authorization via the Keystone First – CHIP NaviNet Provider Portal.

Services Not Requiring a Referral (Enrollee Self-Referral)

- Mental Health Outpatient Services
- Substance Use Outpatient Services
- Mental Health Intensive Outpatient Treatment
- Substance Use Intensive Outpatient Services
- Emergency Services

Psychiatrist/Psychologist Supervision and Department of Human Services Provider Enrollment

All licensed practitioners, including psychiatrists and psychologists, wishing to serve CHIP Enrollees must be appropriately enrolled as a provider with the Pennsylvania DHS and credentialed by Keystone First – CHIP. Psychiatrists and licensed psychologists can visit DHS' website at www.dhs.pa.gov or call the office at **1-800-537-8862** for more information on Medical Assistance (MA) or CHIP Provider Enrollment.

All licensed practitioners not employed by and/or clinically supervised by a licensed MA or CHIP enrolled psychiatrist, psychologist, licensed inpatient, or outpatient facility must be credentialed by Keystone First – CHIP individually and appropriately enrolled in the Pennsylvania MA program.

A licensed psychologist may supervise three full-time equivalent staff who have graduate training in psychology but are not licensed, not preparing for licensure, or considered to be qualified Enrollees of other recognized professions and bill those services to Keystone First – CHIP using the licensed clinician's own MA identification number (MAID). The supervising, licensed MA-enrolled clinician must submit an attestation form to notify Keystone First – CHIP that the clinician is practicing under their supervision. An attestation form and resume should be submitted for each person working under the licensed practitioner. The psychiatrist attestation form can be found on the Behavioral Health section of our website at www.keystonefirstchip.com.

If a Keystone First – CHIP credentialed, MA or CHIP enrolled psychologist intends to use an LSW, LCSW, LPC, LMFT, or unlicensed practitioner to see Enrollees, Keystone First – CHIP must be notified immediately upon hire by submitting the attestation form (with resume attached). Please note the MA or CHIP enrolled, credentialed clinician takes full responsibility for all services provided by the practitioner under their supervision. Keystone First – CHIP requires that primary source verification be completed on the employee's highest level of education and requires Providers to verify and maintain documentation that there are no Medicare/Medicaid sanctions against the practitioner.

PA Code, Chapter 41.58, State Board of Psychology, specifies the requirements for supervision

and states psychologists licensed by the board may employ “professional employees with graduate training in psychology,” who “shall perform their duties under the full direction, control and supervision of a licensed psychologist.” The definition of graduate training in psychology was amended by the State Board of Psychology, at its April 24, 2013, meeting. The Pennsylvania Board of Psychology confirmed that it will continue to interpret the definition of “graduate training in psychology” contained in 41 Pa. Code 41.1 consistent with its statement in The Pennsylvania Bulletin on June 5, 2010 (Vol. 40, Number 23, p. 2947), which provides that the board will “interpret this provision as including graduate coursework which could apply to a doctoral degree, including coursework from terminal master’s degree programs.” The board’s interpretation of “graduate training in psychology” does not require enrollment in a doctoral degree program.

When billing Keystone First – CHIP, licensed MA-enrolled psychologists are permitted to supervise no more than three full-time equivalents (FTEs) at a time.

The attestation form can be found on the Behavioral Health section of our website at www.keystonefirstchip.com. Please contact your Account Executive or check the Keystone First – CHIP website for the most current version of this form, or if you have questions about this process.

Provider Responsibilities

Commitment to Resiliency

Resilience refers to the ability to cope successfully or adapt to trauma or crisis. Provider organizations are expected to provide staff with training and education to help them foster resiliency in each person through their own expectations and appropriate therapeutic interventions.

In the article “Fostering Resilience: A Strengths-Based Approach to Mental Health” by Douglas Coatsworth, PhD, and Larissa Duncan, resilience is described as the process of adapting well in the face of adversity, tragedy, or high levels of stress.” The article describes resilience as the processes by which children, youth, and adults withstand those sources of challenge, and manage adversity and trauma. Resources include personal characteristics, as well as social and environmental factors. This means we can help build resilience by strengthening family and community ties, easing financial burdens, finding housing, friends, mentors, after school programs, and other available supports. The American Psychological Association (APA) also provides excellent resources to share with staff and families. Articles and brochures are available through the APA Psychology Help Center at www.apa.org/topics/resilience.

Commitment to Clinically Appropriate Services for LGBTQIA+ Enrollees

Every Provider in the Keystone First – CHIP network is expected to provide the best possible service. This includes considerations related to ensuring that LGBTQIA+ Enrollees receive competent services. Keystone First – CHIP may provide additional information or instruction on

this issue in the future.

Policy on conversion therapies

Conversion therapy is not a supported treatment approach among behavioral health professionals. In addition, Keystone First – CHIP does not recognize lesbian, gay, and bisexual orientations as a mental illness. Keystone First – CHIP currently funds therapy associated with presenting symptomatology (e.g., sexual orientation issues; managing cultural issues associated with sexual identity; addressing stigma; healthy integration of sexual identity) as defined by the Diagnostic and Statistical Manual Fifth Edition (DSM-5) (e.g., gender dysphoria). Keystone First – CHIP will not endorse, authorize, or fund any therapy or any other treatment designed to change a client's sexual orientation, or modify a client's gender identity or gender expression from those with which the client identifies or which clients claim as their own. All therapies that are promoted for an LGBTQIA+ Enrollee must be developed in conjunction with the individual receiving treatment.

Commitment to Whole-Person Focus

Outcome research demonstrates the significant interplay of psychological concerns and medical health issues. Keystone First – CHIP's Clinical Care Manager (CCM) will strive to address all Enrollee needs, using a bio-psycho-social approach to treatment. Keystone First – CHIP will be responsible for ensuring a thorough evaluation and assessment of medical issues is completed and will assist in developing a system to facilitate communication between medical and psychological health Providers.

Commitment to Improvement of Quality of Life

Services and supports for Enrollees will focus on recovery through self-discovery and education. Services will support Enrollees to define, choose, and achieve a self-identified and fulfilling life. Keystone First – CHIP will promote this philosophy through education and development of appropriate resources as well as monitor fidelity standards when applicable. These activities will help to ensure that all people receiving services have the opportunity to improve their lives and become active community citizens.

Commitment to Diversity, Equity, and Inclusion

Providers must strive to eliminate barriers to treatment caused by failures to understand or address issues of cultural differences. Keystone First – CHIP stresses the importance of providing clinical assessment, which addresses the cultural and linguistic needs of Enrollees.

All Keystone First – CHIP Providers are expected to be aware of and sensitive to their organization's Diversity, Equity, and Inclusion (DEI) needs by creating an environment whereby the cultural, and linguistic needs of Enrollees are taken into consideration. Provider staff should

practice ongoing cultural humility and awareness. Training should be provided to ensure effective treatment to Enrollees from a diverse background. Providers must have policies and procedures to ensure the organization's staff is equipped to handle requests initiated by non-English-speaking Enrollees appropriately. Providers may not decline a referral based on the Enrollee's linguistic needs for non-English speaking Enrollees or the need for an interpreter for language, hearing, or visual needs. Keystone – First CHIP may monitor this area during site visits, re-credentialing activities, and surveys of Provider service sites. Keystone First – CHIP encourages all Providers to establish a mechanism to ensure that cultural humility and awareness trainings are provided to staff upon hiring and throughout their employment.

Confidentiality

Keystone First – CHIP Providers will ensure Enrollee clinical information is kept secure and confidential, and that access will be limited to authorized persons only as identified by Enrollee signed releases. Providers are required to abide by all Enrollee confidentiality laws and regulations.

Release of information forms

CHIP BH Providers will coordinate care with the Enrollee's PCP and other behavioral health care Providers as needed. A signed release form must be documented and kept on file. A Provider may use an alternate release form for this purpose if it meets all state and federal legal and statutory requirements pertaining to Enrollee confidentiality and release of specific types of protected personal health information. e.g., Federal Regulations 42 CFR 457.965 (e) and 457.1110, To guarantee Enrollee confidentiality, Keystone First – CHIP complies with federal and state regulations governing the release of Enrollee information (disclosure of confidential information) and record retention. Keystone First – CHIP maintains strict policies concerning internal security, review processes, disposal of confidential documents, and distribution of statistical information.

Duty to Warn

The Pennsylvania Supreme Court has ruled that a mental health professional, under certain limited circumstances, owes a duty to warn a third party of threats of harm made by patients. *Emerich v. Philadelphia Ctr. For Human Dev.*, 720 A.2d 1032 (Pa. Sup. Ct. 1998). The court decided a mental health professional has a duty to warn third parties if there was an immediate, known, and serious risk of potentially lethal harm where there is a specific and immediate threat of serious bodily injury that has been communicated to the mental health professional and (2) the threat was made against a specific and readily identifiable victim.

The duty to warn a potential victim of possible harm from a patient must be considered and may override the usual right to confidentiality of the clinical discussion that is typically ensured. In any situation that implies threat of harm to a potential victim, relevant clinical data or history

may be released to authorities. If a Provider believes a patient represents a threat to self or others, the Provider may be required to attempt to protect the patient and to warn the potential victims in a timely manner. Providers should contact the police as well as the intended victim by phone if that is the best way to ensure the potential victim's safety. Keystone First – CHIP expects Providers to be thoroughly familiar with the duty-to-warn rules in Pennsylvania or any state in which they practice. The BH Clinical Care Manager should also be alerted to the situation immediately.

This duty also applies to drug and alcohol Providers; however, such Providers must be aware that the nature of the services provided may impact the degree of what may be disclosed. Providers should consult state and federal regulations and, if needed, seek legal advice with respect to whether the Enrollee may be identified as receiving drug and alcohol services.

Discharge Planning

While basic requirements for Providers are provided in regulatory and licensing standards, discharge planning is an essential part of treatment and is expected to begin upon admission. Keystone First – CHIP expects that the discharging Provider will ensure that continuity of care is maintained and that appointments are scheduled in new levels of care as appropriate, according to regulations, licensing requirements, and quality standards.

A pre-discharge planning meeting should occur with the Enrollee and treatment teams to ensure aftercare is in place. Enrollee input and agreement to all after care services, as well as dates and times of appointments, is required.

It is the expectation that discharging inpatient Providers ensure that follow-up appointments are scheduled prior to discharge and occur within seven days of discharge. Enrollees should not be asked to take responsibility for this activity.

Provider Notices, Policies and Procedures

Provider Notices

Clarifying memos/notices should be maintained with the Keystone First – CHIP Provider Manual to serve as procedure updates and clarifications. The information contained in Provider notices should be shared with Provider staff to clarify Keystone First – CHIP expectations and procedures.

In order to keep our Providers informed and up to date on changes to Keystone First – CHIP BH policies and procedures, Provider notices are published and distributed to our community. These notices are typically communicated via email from our Account Executives and sent via iContact. Additionally, all Provider notices are posted to our website www.keystonefirstchip.com. Please be sure to check this site from time to time to ensure that you have not missed any important updates that may impact your practice or patients.