



2026 Keystone First - CHIP Provider Manual Updates	Page
Important Plan Telephone Numbers: Updated phone and fax numbers where appropriate.	12-13 and throughout the manual
Referral & Utilization Management Authorization Requirements	
Utilization Management: Added information about the Utilization Management program and the role in prior authorization processes.	34
Referral Requirements: Updated "Special Needs" to "Special Healthcare Needs."	34-36 and throughout the manual
Environmental Lead Testing: Information added discussing lead testing coverage	63-64
Enrollee Eligibility	
Keystone First – CHIP Identification Card: Added information on where the Keystone First – CHIP ID card template can be found on the website	80
Provider Services	
Navinet: Updated to include new functionality and enhancements.	85-87
Claims	
SIU Disputes: Added as a new section.	124-128
Quality Assurance and Performance Improvement, Credentialing and Utilization Management	
Prohibition on Payment to Excluded/Sanctioned Persons: Updated website path to where the Medical Assistance Bulletins are posted.	153-155
Special Healthcare Needs and Care Management	
The Bright Start® Maternity Program for Pregnant Enrollees: Updated program information	166
Care Coordination Roles and Responsibilities: New section added	167- 168