June 1, 2025

Welcome to the Keystone First – CHIP provider network! Our staff members are ready to support you as we all prepare to provide health care services to Keystone First – CHIP Enrollees on July 1st.

Your Keystone First – CHIP patients will present with this card:
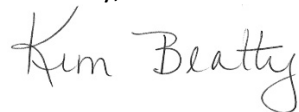

A few reminders:

- Your Keystone First – CHIP provider number will be the same as your other Keystone Family of Health Plans provider number. Please include this when submitting claims and correspondence to us.
- Your Provider Account Executive will remain the same and the list can be found on the provider website.
- The Provider Services telephone number remains the same: **1-800-521-6007**; however, listen for the prompts to take you to Keystone First - CHIP.
- Starting July 1st, Keystone First – CHIP Enrollees eligibility and benefits verification may be checked through the provider portal on NaviNet. Keystone First – CHIP will be a selection on Plan Central for registration only prior to July 1, 2025.
    - Note - Existing Keystone First plan(s) registered provider offices will have Keystone First – CHIP automatically added to their access/account without having to proactively register.
- You can submit questions to us at chipinquiries@keystonefirstpa.com and we will have them addressed by the appropriate staff.

Please visit the Provider Center at: www.keystonefirstchip.com for a wealth of information and resources, such as:

- Frequently asked questions
- Provider training presentation
- Provider manual
- Online provider directory
- Claims and billing information
- Pharmacy services and information

We thank you for your participation in our provider network and look forward to working together to meet the health care needs of the Keystone First – CHIP Enrollees. Please contact Provider Services at **1-800-521-6007** or your Provider Account Executive for any immediate assistance or questions that you or your staff might have.

Sincerely,

Kim Beatty

Kim Beatty, Director Provider Network Management