

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:

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|  BlueCross. | Keystone First – CHIP |
| Enrollee Name Last name, First name DOB: MM/DD/YYYY KF – CHIP ID#: CDX123456789 | Primary Care Provider (PCP) [Last name, First name] [Group name] PCP Phone #: [X-XXX-XXX-XXXX] |
| Rx(G) \$(X) Rx(B) \$(X) PCP \$(X) SPEC \$(X) ER \$(X) | Rx BIN: [019595] Rx PCN: [PRX01818] LAB: Any KF – CHIP Lab DENTIST: Any KF – CHIP Dentist |
| Limits may apply to some services. <i>Not for resale.</i> | Vision RX |

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|  BlueCross. | Visit www.keystonefirstchip.com for benefit information. |
| Enrollee Services: 1-844-472-2447 (Toll Free) Always carry your Keystone First – CHIP card with you. See your Primary Care Provider (PCP) for care unless it is an emergency. | In-area providers: For Enrollee eligibility coverage: 1-800-521-6007 For pre-certification: 1-800-521-6022 |
| Emergency Rooms: Go to an emergency room near you when you believe your medical condition may be an emergency. If you get emergency care, please notify your PCP. | Hospitals: Call Provider Services at 1-800-521-6007 within 48 hours or next business day after admission. |
| Mental Health/Drug and Alcohol Services: For Enrollee Services: 1-844-524-2447 | Out-of-area providers: For Enrollee eligibility coverage: 1-800-676-8888 For pre-certification: 1-800-521-6007 |
| Out-of-Area Care: Report out-of-area care to Keystone First – CHIP and your PCP within 48 hours. Please submit any out-of-area claims to your local Blue Cross/Blue Shield plan. | Mental Health/Drug and Alcohol Services: For Provider Services: 1-877-244-7124 |
| All other insurance policies must be listed before Keystone First – CHIP paper of last resort. | Pharmacy: For Provider Services: 1-844-778-2447 |
| | Keystone First – CHIP 200 Stevens Drive Philadelphia, PA 19113 Coverage by Vista Health Plan, an independent licensee of the Blue Cross and Blue Shield Association. |

A few reminders:

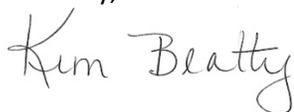
- Your Keystone First – CHIP provider number will be the same as your other Keystone Family of Health Plans provider number. Please include this when submitting claims and correspondence to us.
- Your Provider Account Executive will remain the same and the list can be found on the provider website.
- 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, Director Provider Network Management