



To: Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice/Keystone First – CHIP Providers

Date: February 2026

Re: Communicating with Third Party Vendors

The Provider Services department operates in conjunction with the Provider Network Management department, addressing provider concerns and offering assistance.

Call Provider Services at **1-800-521-6007** to:

- Ask questions regarding the status of claims or claims payment issues.
- Verify member and Participant eligibility/benefits.
- Ask policy and procedure questions.
- Request provider PAR status.

Account Executive Responsibilities:

- Your Account Executive is your practice's dedicated resource to provide education, orientation, program support, and working directly with the provider offices and their staff.
- Account Executives manage provider contracts for Keystone First, Keystone First Community HealthChoices, Keystone First VIP Choice, and Keystone First - CHIP.
- Account Executives are required to meet practice goals annually to make sure that there is outreach to our network of providers.
- Account Executives do not manage claims, credentialing, utilization management, or appeals.
- Accounts Executives do not manage or interact with third party billing and/or credentialing practice vendors.
- Account Executives should only be contacted by the practice when the standard operational departments are not able to assist you in resolving an issue.
- Your first point of contact should be the Provider Services department at **1-800-521-6007** for providers and your third party vendors.
- All credentialing questions, should be directed to the credentialing team at 1-800-642-3510.
- Provider Network Management Account Executives do not interact, support, or respond to requests from third party vendors.

Please note that our Account Executive team is not staffed to support third party vendors. The third party credentialing and billing vendors, contracted with your practice, need to utilize the departments that are resourced to support them, which are our Provider Services and Credentialing departments.

We ask for your assistance in communicating this to your contracted vendors. If they should contact an Account Executive, they will be told that they need to work with your practice to obtain their requested information.

We appreciate your support and understanding regarding this request. Thank you for your continued participation in our network and the care you provide to our Members/Participants/Enrollees. If you have any questions about this communication, please reach out to your Provider Account Executive.