



May 1, 2020

Dear Provider,

Keystone First, Keystone First Community HealthChoices (CHC) and Keystone First VIP Choice are transitioning to a new claim editing vendor. Therefore you may begin to see additional Explanation of Benefits (EOB) explanation codes on zero paid lines. In the past, edits were applied after the payment was calculated. The new process applies correct coding and billing edits before pricing. This change requires the creation of a new set of EOB codes, which will all start with a lower case alpha value. Please see the list of new and current EOB codes associated with this transition on:

Keystone First	<a href="http://www.keystonefistpa.com">www.keystonefistpa.com</a> →Providers→Claims and Billing→June 1, 2020, new and current explanation of benefit (EOB) codes
Keystone First CHC	<a href="http://www.keystonefirstchc.com">www.keystonefirstchc.com</a> →Providers→Claims and Billing→June 1, 2020, new and current explanation of benefit (EOB) codes
Keystone First VIP Choice	<a href="http://www.keystonefirstvipchoice.com">www.keystonefirstvipchoice.com</a> →Providers→Communications

Effective June 1, 2020, you will begin to see claims with the “new” EOB codes instead of many of the “H” and “N” codes you currently receive. We are sharing this information with you so that you can familiarize yourself with the new codes and make any applicable changes as needed.

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact Provider Services at 1-800-521-6007 or your Provider Account Executive.

Sincerely,

Denise Ameye  
Director, Provider Network Management