Keystone First
VIP Choice

FASTFACTS
Important Information for Our Providers

Keystone First VIP Choice
Provider Manual Change Control Record

Keystone First VIP Choice would like to inform you about some updates to our provider manual.

The provider manual can be found on our website, www.keystonefirstvipchoice.com, under Provider > Communications and Provider > Resources. We want to encourage you to take time to review the provider manual in its entirety.

Date	Section	Page	Change
11/01/26	Member ID Card	11	Updated the Member ID Card.
11/01/26	Practitioner Credentialing Rights	21	Added in 1st bullet – "in writing or by phone within seven (7) business days of identifying" and "contractor, or organizational provider" Added all the content in the 2nd bullet.
11/01/26	Appointment Scheduling	23	Updated the High-Volume Specialists
11/01/26	Use of Artificial Intelligence – Guidelines for Providers	30-31	Newly added section
11/01/26	Medical Record Requirements	44	Added in 1st sentence – "and are compliant with HIPAA standards related to medical records and member protected health information. Only authorized staff/personnel should have access to medical records, and the staff/personnel shall receive periodic training on member confidentiality."
11/01/26	Clinical Practice Guidelines	53	Added – "Keystone First VIP Choice also distributes clinical practice guidelines to members and prospective members upon request. Keystone First VIP Choice will mail clinical practice guidelines to those who do not have fax, email, or internet access."
11/01/26	Collaborating to Enhance Population Health	55-56	Newly added section
11/01/26	Services that Require Prior Authorization	62-63	Added – "The following is a general list of services requiring prior authorization review for medical necessity and place of service. This list may change periodically. The most up-to-date list of services requiring prior authorization will be maintained in the

			Prior Authorization Lookup Tool on our website." – Notice sent Removed the word "all" in the Durable Medical Equipment bullets. – Notice sent Added – "*As we continue to reduce the number of items that require prior authorization, please use the Prior Authorization Lookup Tool to determine if authorization is required."
11/01/26	Peer to Peer Review	69	Updated language – Notice sent
11/01/26	Post-Service Reviews	69-70	Added – "The member is new to our plan and is within their Continuity of Care period." Added in the last paragraph – "using the Dispute process outlined in the Claims Section of this manual"
11/01/26	Clinical Practice and Preventive Health Guidelines	79-80	Added – "The most current CPGs can be found on our website."
11/01/26	Claim Disputes	111 - 112	Added to the 1st sentence – "or denial" Deleted – Dispute examples Added – Timely Filing Disputes section Added – Last paragraph