



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

Date: March 8, 2024

Re: Claim Submission Option Update

Summary: While Change Healthcare continues to address their network interruption related to a cyber security incident, Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice has established an alternative claims submission option for our providers.

Electronic claims submission:

- Keystone First/Keystone First CHC/Keystone First VIP Choice has established a connection with Availity to receive electronic claims. If you or your clearinghouse do not currently use Availity to submit claims, you may register at: <https://www.availity.com/Essentials-Portal-Registration>.
- You will find registration options for Healthcare and Atypical Provider, so please choose the one that aligns with your business.
- For registration process assistance and other resources, access the https://www.availity.com/documents/learning/LP_AP_GetStarted/index.html#/ link on the Availity registration page.

Questions:

Please note, in the interim our Provider Services Department will not be able to assist with the processing of your payments any sooner. If you have other questions, you may contact Provider Services at **1-800-521-6007**.