

December 5, 2017

Re: Important Name and Billing Change Notification

Dear Keystone VIP Choice Providers,

Keystone VIP Choice is changing its name to **Keystone First VIP Choice**. Our name will change, but there's no change to our focus on care. We remain committed to helping people get care, stay well and build healthy communities. So look for our new name, **Keystone First VIP Choice**, but don't look for any change to our commitment.


Along with our name change, please note the important billing process changes:


1. Effective **December 11, 2017** Keystone VIP Choice's EDI Payer Identification Number 84223 will no longer be valid. Our new **Keystone First VIP Choice** EDI Payer Identification Number will be **77741**. Effective December 11, 2017 claims submitted to the 84223 EDI Payer ID number will be rejected.
2. Effective **December 6, 2017** the mailing address for Keystone VIP Choice will no longer be valid and all VIP mail received at the old P.O. Box after this date will be returned to providers. Effective December 6, 2017 all **Keystone First VIP Choice** paper claim submissions, claim inquiries and disputes, and general provider correspondence should be mailed to:

Keystone First VIP Choice
Claims Processing Department
P.O. Box 7143
London, KY 40742-7143
3. Providers who receive Electronic Remittance Advices (ERAs) will be required to re-enroll with Change Health Care in order to continue to receive ERAs under the new Payer ID number.
4. Providers who receive Electronic Funds Transfers (EFTs) will be required to update their Change Health Care profile with the new Payer ID number in order to continue to receive EFTs.
5. You may no longer have a separate plan provider identification number for the VIP plan:
 - For the many providers who currently have the same provider ID number for both Keystone VIP Choice and Keystone First (Medicaid plan) nothing will change.

- For those providers who have different provider ID numbers you will now transition to having only one provider ID number, which will be the same as your Keystone First ID number.
- For the providers who currently do not have a Keystone First provider ID number you will be assigned a new number after the transition.

6. Members will be issued new identification cards for 2018. Please be sure to make a copy of their new ID card:

	<p>Keystone First VIP Choice</p>	<p>Keystone First VIP Choice (HMO SNP)</p>
<p>Member Name <Member Name></p> <p>Member ID# <123456789></p> <p>Health Plan (80840) 7053314697</p>	<p>MedicareRx Prescription Drug Coverage</p> <p>Prescription Drug Info: RX BIN 012353 RX PCN 06110000</p>	
<p>MEMBER CANNOT BE CHARGED Cost sharing/copays: \$0 for doctor visits, hospital stays, and prescription drugs</p> <p>H4227- 001</p>	<p>PCP <PCP Name> PCP Phone <PCP Number></p>	

	<p>www.keystonefirstvipchoice.com</p>
<p>Members: Call Member Services at 1-800-450-1166 (TTY 711) or visit our website at www.keystonefirstvipchoice.com.</p>	<p>Pharmacists: RX ID is the Member ID</p>
<p>Providers: Call 1-800-521-6007 DO NOT bill Original Medicare.</p>	<p>For Pharmacy Benefit Information: Members call: 1-866-828-0021 Pharmacies call: 1-866-828-0023</p>
<p>Submit Claims To: Keystone First VIP Choice Claims c/o Processing Center P.O. Box 7143 London, KY 40742-7143</p>	<p>Submit Prescription Claims To: PerformRx/Keystone First VIP Choice P.O. Box 516 Essington, PA 19029</p>
<p><small>COVERAGE BY WEST HEALTH PLAN, INC. Independent Licensee of the Blue Cross and Blue Shield Association.</small></p>	

These changes are being implemented to accommodate the growing and expanding products offered with the implementation of the Community Health Choices Keystone First product that incorporates a Medicare VIP component in the benefit structure.

Please make sure your billing systems and procedures can accommodate these important changes by the effective dates. If you have any 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
Keystone First VIP Choice