



Dear Provider:

**Keystone First VIP Choice, a Medicare Advantage Dual Special Needs Plan (D-SNP)**, and tango are excited to announce a strategic partnership to expand access and improve quality of Skilled Home Health care in Pennsylvania. This partnership is intended to ensure members receive exceptional care in the comfort of their homes while reducing avoidable readmissions and emergency department utilization. This arrangement signifies tango's appointment as the delegated manager for **Keystone First VIP Choice's** home health benefit.

The partnership encompasses several key components that aim to enhance the quality and delivery of home health care for our members:

1. Network Development and Management:
  - Developing, maintaining, and credentialing a robust network of home health care providers.
2. Referral Coordination and Authorization Management:
  - Efficient management of home health referrals, referral coordination, and authorizations.
3. Claims Payment:
  - Timely and accurate claims payment for the services provided under this delegation.

**tango's delegated services include the following:**

- Skilled nursing services on an intermittent/part-time basis
- Home health aide services on an intermittent/part-time basis
- Physical therapy
- Occupational therapy
- Speech-language pathology
- Medical social work

Please note that while tango does not authorize behavioral health, respiratory therapy, or home infusion therapy nursing services, we can provide you with contact information for providers offering these services.

**Member support for continuity of care**

To ensure continuity of care for members, **Keystone First VIP Choice** and tango are working closely together to facilitate a smooth transition. Starting from **02/01/2025**, any home health agency not already contracted with tango for the services mentioned above will be considered out-of-network for **Keystone First VIP Choice** members. However, members who are already enrolled in a 30-day home health episode of care as of **02/01/2025** may continue receiving those services through the end of the certification period. At that point, a re-authorization request must be made to tango for continued services. Out-of-network agencies will be offered the opportunity to take steps to join the network or will be required to transition the member to an in-network provider at the end of the certification period. For all new start of care requests for home health services starting on or after **02/01/2025**, must be directed to tango.



**Keystone First**  
**VIP Choice**

### **More Information**

If you have any questions or would like further information, please do not hesitate to reach out to our dedicated team using one of the following options:

- By phone: 1-888-705-5274
- Website: <https://tangocare.com/>
- Email: [contractmanagement@tangocare.com](mailto:contractmanagement@tangocare.com)

Best Regards,

### **Team tango**

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**Keystone First VIP Choice**