



To: Keystone First Community HealthChoices (CHC) Home- and Community-Based Services Providers (HCBS)

Date: October 17, 2023

Re: Billing Guidelines for Long-Term Services and Supports (LTSS) Providers

Recently, we have seen an influx of LTSS Providers billing with a National Provider Identifier (NPI). LTSS Providers MUST NOT use an NPI to bill as we are unable to match LTSS records with NPI's.

As a reminder, LTSS Providers must use their unique Keystone First CHC Provider ID when submitting claims.

To access the HCBS Provider Claims Filing Instructions, visit the provider center at: www.keystonefirstchc.com
→ For Providers → Claims and billing → Claims filing guide for HCBS Providers.

If you have questions, please contact your Provider Account Executive or Keystone First CHC Provider Services at **1-800-521-6007**.



Keystone First
Community HealthChoices

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