

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

Date: April 24, 2025

Subject: 2025 HCBS Provider Claims Filing Instructions available online

Keystone First CHC is pleased to announce that the **2025 HCBS Provider Claims Filing Instructions** are now available online.

Some important updates:

- Information on Availity as a clearinghouse choice and contact information
- Updated to Change Healthcare to Optum/Change Healthcare
- Changes to disputes and appeals addresses

To access the 2025 HCBS Provider Claims Filing Instructions simply navigate to the provider center at: www.keystonefirstchc.com → For Providers → Claims and billing → Claims filing instructions for HCBS providers.

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