

# Personal Representative Request Form



**Keystone First  
VIP Choice**

Please print clearly in blue or black ink.

This form will need to be completely filled out for it to be processed. This includes attaching legal documentation (see page 2).

This form allows another person to make health care decisions for a Keystone First VIP Choice (HMO-SNP) member. This person must have legal authority to act on your behalf. This includes legal guardianship or health care power of attorney. If you have questions, you can call Member Services at **1-800-450-1166 (TTY 711)**, 8 a.m. – 8 p.m., Monday through Friday, from **April 1 to September 30**. From **October 1 to March 31**, call 8 a.m. – 8 p.m., seven days a week.

Member information		
First name:	Middle initial:	Last name:
Member ID number:		Date of birth (MM/DD/YYYY): <input type="text"/> / <input type="text"/> / <input type="text"/>
Address line 1:		
Address line 2:		
City:	State: <input type="text"/> <input type="text"/>	ZIP code: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Home phone number (including area code): ( <input type="text"/> <input type="text"/> <input type="text"/> ) <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Mobile phone number (including area code): ( <input type="text"/> <input type="text"/> <input type="text"/> ) <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Email address:		

Member representative information		
First name:	Middle initial:	Last name:
Address line 1:		
Address line 2:		
City:	State: <input type="text"/> <input type="text"/>	ZIP code: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Home phone number (including area code): ( <input type="text"/> <input type="text"/> <input type="text"/> ) <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Mobile phone number (including area code): ( <input type="text"/> <input type="text"/> <input type="text"/> ) <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Email address:		
Relationship to member:		Date of birth (MM/DD/YYYY): <input type="text"/> / <input type="text"/> / <input type="text"/>

## Personal Representative Request Form

**A copy of legal documentation must be attached to this form.  
If you do not attach legal documentation, this form cannot be processed.**

Type of documentation you are attaching:

- Power of attorney for health care decisions
- Legal guardianship
- Custodial order
- Executor of estate

Other (please specify):

### Signature and date of member's legal personal representative

Name (print):

Personal representative's signature:

Date (MM/DD/YYYY):  /  /

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Keystone First VIP Choice is an HMO-SNP plan with a Medicare contract and a contract with the Pennsylvania Medicaid program. Enrollment in Keystone First VIP Choice depends on contract renewal.

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## Personal Representative Request Form

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### Important information about personal representatives

The federal Privacy Rule requires Keystone First VIP Choice to follow certain procedures before it may provide access to your protected health information (PHI) to someone other than you. PHI is information about you that can reasonably be used to identify you and that relates to your past, present, or future physical or mental health or condition and the provision of health care to you or the payments for that care. Keystone First VIP Choice will release PHI to your personal representative upon receipt of documentation supporting their legal authority to make health-related decisions on your behalf (for example, a valid power of attorney, guardianship, or other legal document). Keystone First VIP Choice will also recognize as a personal representative an executor, an administrator, or a person recognized by law as having authority to act on behalf of a deceased member or the member's estate.

#### **This is what you need to know:**

Information about your health is very personal. We are committed to protecting your privacy. Please read this form carefully. This form will need to be completely filled out for it to be processed. This includes attaching legal documentation.

Keystone First VIP Choice will not, however, treat someone as your personal representative if we reasonably believe: (1) you may be subject to domestic violence, abuse, or neglect by the personal representative; (2) treating the person as your personal representative could endanger you; or (3) in the exercise of professional judgment (for example, in a licensed professional's judgment), Keystone First VIP Choice decides that it is not in your best interest to treat the person as your personal representative.

#### **This is what you need to know:**

We care about your well-being. If we think your personal representative will misuse your health information, we will not give it to them.

A personal representative designation will remain in effect until the member, a court order, or an applicable law revokes it.

#### **This is what you need to know:**

If you allow for a personal representative, this document will remain effective until it is canceled. You can cancel this if you want to. You just have to tell us. A court order or other laws can also cancel it.

To assist Keystone First VIP Choice in responding to this request, please complete this form by printing or typing into the spaces provided. Attach additional pages if necessary to clarify your request. Attach a copy of the document supporting your personal representative's legal authority to act on your behalf.

#### **This is what you need to know:**

This form will need to be completely filled out for it to be processed. This includes attaching legal documentation. You may use additional pieces of paper if you need more space to write.

Mail the completed form and supporting documentation to:

**Keystone First VIP Choice**  
Consent Processing Center  
P.O. Box 7092  
London, KY 40742-7092

Questions? Call Member Services at **1-800-450-1166 (TTY 711)**, 8 a.m. – 8 p.m., Monday through Friday, from **April 1 to September 30**. From **October 1 to March 31**, call 8 a.m. – 8 p.m., seven days a week.

[www.keystonefirstvipchoice.com](http://www.keystonefirstvipchoice.com)

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**Keystone First  
VIP Choice®**