

Eligibility

A Quick Guide to Understanding the Keystone First VIP Choice Member Eligibility



Member Eligibility Requirements



Members are eligible to enroll in Keystone First VIP Choice if they are:

- Entitled to Medicare Part A, and enrolled in Medicare Part B.
- Live in our service area which includes the following counties:

- Bucks
- Chester
- Delaware
- Montgomery
- Philadelphia



- Enrolled in the Pennsylvania Medical Assistance program.

However, individuals with end-stage renal disease (ESRD) generally are not eligible to enroll in Keystone First VIP Choice unless the individual meets exceptions to ESRD eligibility rules outlined in Chapter 2, Section 20.2, of the CMS Medicare Managed Care Manual.

Member Eligibility – Medicare Savings Program



Some individuals can get help from the state in paying their Medicare premiums. In some cases, Medicare Savings Programs may also pay Medicare Part A (Hospital Insurance) and Medicare Part B (Medical Insurance) deductibles, coinsurance, and copayments if certain conditions are met.

Keystone First VIP Choice covers individuals who are in the following programs:

Eligibility Category	Coverage	Pays For
Qualified Medicare Beneficiary (QMB)	Medicare <u>without</u> full Medicaid	Helps pay for Part A & B premium and deductibles, coinsurance, and copayments.
Qualified Medicare Beneficiary Plus (QMB+)	Medicare <u>with</u> full Medicaid	
Full Benefit Dual Eligible (FBDE)	Medicare <u>with</u> full Medicaid	
Specified Low-Income Medicare Beneficiary Plus (SLMB+)	Medicare <u>with</u> full Medicaid	Helps pay for Part B premiums only.

Member Eligibility — Why Verifying Member Eligibility Is Critical for Providers and Members

Since members are able to change plans quarterly, providers must verify the eligibility of their patients monthly. Some key benefits to checking members' eligibility are:

- Ensuring the member is seeing the appropriate provider.
- Reducing claim issues because you are sending the claim to the right plan.



Member Eligibility — Three Ways to Verify Member Eligibility



Providers can verify members' eligibility by:

- Calling Provider Services at 1-800-521-6007.
- Visiting our website at www.keystonefirstvipchoice.com and accessing NaviNet.
- Using the member identification card. However, a member's ID card is not a guarantee of eligibility.

Member Eligibility — Using NaviNet to Verify Eligibility

(Log on Directly or from the Keystone First VIP Choice Provider Page)



[Report fraud](#) [Home](#) [Language](#) [Careers](#)

2023 ▾ Enroll ▾ Members ▾ Providers ▾ Brokers ▾ About us Contact us

[Home](#) > [Providers](#) > Self-service tools

Providers

Self-Service Tools

- [Searchable Provider Directory](#)
- [Navinet](#)
- [Searchable Formulary](#)
- [Prior Authorization Lookup Tool](#)

Resources

- [Credentialing](#)
- [Clinical resources](#)
- [Prior authorization](#)

Communications

- [Provider newsletter](#)

Self-Service Tools

Keystone First VIP Choice strives to furnish its provider partners with the tools they need to deliver exceptional, effective, and efficient health care to our members. After all, our members look to you, our participating providers, to help them get healthy and stay healthy.

The following tools are available to help you in the day-to-day care of our members:

Find a provider or drug

- [Searchable Provider Directory](#)
- Printable Provider Directory  December 28, 2021
- [Request for Redetermination of Medicare Prescription Drug Denial](#)

Electronic tools

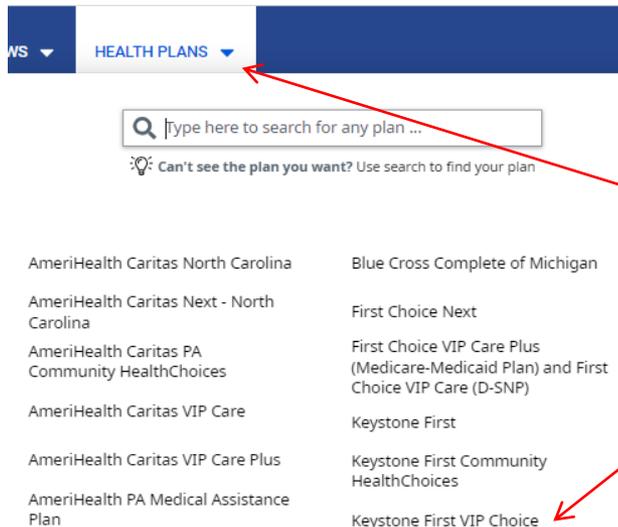
- [NaviNet - log in](#)
- [NaviNet - sign up](#)
- [What is NaviNet?](#)

NaviNet Portal

Member Eligibility — Using NaviNet to Verify Eligibility

Once in NaviNet:

- Select Keystone First VIP Choice from the Health Plans drop down menu.
- Access Eligibility and Benefits Inquiry from the menu on the left-hand side of the Keystone First VIP Choice landing page.



Eligibility and benefits inquiry portal

Keystone First VIP Choice

Workflows for this Plan

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Claim Submission
- Report Inquiry
- Provider Directory
- Pre-Authorization Management
- Forms & Dashboards

Training Videos

- Providers Filter
- Claims Adjustment Inquiries
- Care Gap Response Forms
- ADT alerts
- Tutorial - Authorization Inquiry Process
- Tutorial - Authorization Submission Process

Select a health plan

Member Eligibility — Using NaviNet to Verify Eligibility

(NaviNet Health Plan Member Eligibility and Benefits Inquiry Page)



NantHealth | NaviNet WORKFLOWS HEALTH PLANS

[← Back to Keystone First VIP Choice](#) | Eligibility & Benefits: Keystone First VIP Choice

Eligibility and Benefits: Patient Search

Medicaid is the payer of last resort. To be considered for payment, any claim submission must include a valid EOB or evidence of non-coverage from any and all other insurance plans under which the member is currently insured.

You may enter the member ID #, contract #, social security #, Medicaid ID #, Medicare ID # or HICN # in the Member ID field.

Search by Member ID

Member ID

OR

Search by Name

Last Name First Name

Date of Birth

Date Of Service

[Reset Search Fields](#)

Member Eligibility — Member ID Card



Health Plan Contact and Claim Filing Information

 BlueCross.	Keystone First VIP Choice.
Member Name: <Member Name>	
Member ID#: YXM<123456789>	
Health Plan #: (80840) 7053314697	
MEMBER CANNOT BE CHARGED Cost sharing/copays: \$0 for doctor visits and hospital stays	RX BIN 019587 RX PCN 06110000 Keystone First VIP Choice (HMO-SNP) H4227-001
	 Prescription Drug Coverage
	 BlueCross.
	www.keystonefirstvipchoice.com
	Keystone First VIP Choice Claims Processing Center P.O. Box 7143 London, KY 40742-7143 DO NOT bill Original Medicare. Out-of-Area Providers: File all claims with your local Blue Cross/Blue Shield plan. Coverage of benefits and services may be limited outside of the Keystone First VIP Choice service area. Submit Prescription Claims to: PerformRx/Keystone First VIP Choice P.O. Box 516 Essington, PA 19029 Pharmacists: RX ID is the Member ID
	Members: Call Member Services at 1-800-450-1166 (TTY 711) or visit our website at www.keystonefirstvipchoice.com . Providers: Call 1-800-521-6007. Outside-of-Area: To verify member eligibility and coverage, or for pre-certification, call 1-800-521-6007. For Pharmacy Benefit Information: Members call: 1-866-828-0021.
	Coverage by Vista Health Plan, an independent licensee of the Blue Cross and Blue Shield Association.
	 Next Generation Pharmacy Benefits

Member Information - including no balance billing notice.

Prescription Drug Information

Member Eligibility — Helpful Tips



The following is a list of helpful tips to keep in mind when determining a member's eligibility:

- Obtain the Pennsylvania Medicaid card or other Community Health Choices plan ID card for secondary payment.
- Keystone First VIP Choice is not a Medicare supplement.
- Verify eligibility before each visit – Dual eligible beneficiaries are in a Special Enrollment class and can change plans more frequently than non-duals.

