Eligibility

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

Keystone First
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Member Eligibility Requirements

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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

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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 **without** full Medicaid	Helps pay for Part A & B premium and deductibles, coinsurance, and copayments.
Qualified Medicare Beneficiary Plus (QMB+)	Medicare **with** full Medicaid	
Full Benefit Dual Eligible (FBDE)	Medicare **with** full Medicaid	
Specified Low-Income Medicare Beneficiary Plus (SLMB+)	Medicare **with** 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)

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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

NaviNet Portal

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 **PDF** December 28, 2021
- Request for Redetermination of Medicare Prescription Drug Denial

Electronic tools

- NaviNet - log in
- NaviNet - sign up
- What is NaviNet?

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.
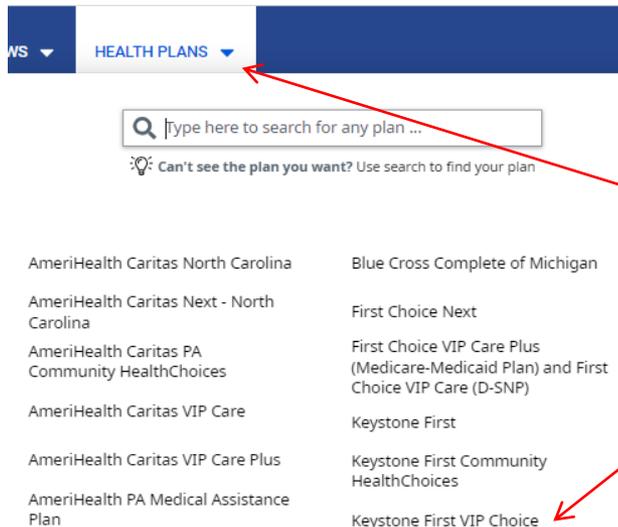
Eligibility and benefits inquiry portal

Select a health plan

Member Eligibility — Using NaviNet to Verify Eligibility
(NaviNet Health Plan Member Eligibility and Benefits Inquiry Page)

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Member Eligibility — Member ID Card

Health Plan Contact and Claim Filing Information

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.