



First Choice VIP Care Provider Manual Updates

First Choice VIP Care would like to inform you about some updates to our provider manual.

The provider manual can be found on our website, <https://www.keystonefirstvipchoice.com>.

You can either navigate to the Provider > Communications page or Provider > Resources page and then scroll down until you locate the manual. We want to encourage you to take time to review the provider manual in its entirety, but please note the updates to the following sections:

- **Section V, Utilization Management, Peer-to-Peer Review:** Effective November 1, 2026, **inpatient** and **preservice** peer-to-peer requests will only be permitted during the Clinical Care Reviewer's initial outreach to the provider notifying them that the request does not meet medical necessity criteria and will be pended to the Medical Director for determination. Please be advised that the peer-to-peer must occur *before* the Medical Director renders a determination.

In accordance with this change, effective November 1, 2026, the following option for inpatient peer-to-peer requests will be removed and no longer permitted:

- o Peer-to-peer requests at any time during the inpatient stay.
 - o Within five (5) business days of the verbal/faxed denial notification or up to five (5) business days after the member's discharge date, whichever is later.
- **Section V, Utilization Management, Services Requiring Prior Authorization:**
 - o Replacing, "The most up-to-date list of services requiring prior authorization will be maintained in the in the **provider section** of our website" with "The most up-to-date list of services requiring prior authorization will be maintained in the **Prior Authorization Lookup Tool** on our website".
 - o Removed "all" from the Durable Medical Equipment section, noting to use the Prior Authorization Lookup Tool to determine if authorization is required.

If you have any questions about this notice, please feel free to contact Provider Services at: 1-800-521-6007.

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