Keystone First Family of Health Plans
200 Stevens Drive
Philadelphia, PA 19113

Keystone First
Family of Health Plans

To: **Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First – CHIP/Keystone First VIP Choice Providers**

Date: **October 30, 2026**

Re: **Additional Explanation Codes will appear on your Remittance Advices starting January 1, 2027**

Summary:
Effective **January 1, 2027**, **Keystone First/Keystone First CHC/Keystone First – CHIP/ Keystone First VIP Choice** is transitioning to a new claim editing vendor. Therefore, you may begin to see explanation codes on zero paid lines. Read on to learn more about this transition and the new codes you may see.

Background:
This change necessitated the creation of a new set of explanation codes; all of the new explanation codes are recognizable by starting with a lower case alpha value. Please see the list of new and current explanation codes associated with this transition by visiting our website at:

- www.keystonefirstpa.com → **Providers → Claims and billing.**
- www.keystonefirstchc.com → **Providers → Claims and billing.**
- www.keystonefirstchip.com→ **Providers → Claims and billing.**
- www.keystonefirstvipchoice.com → **Providers → Resources.**

Update:
Effective January 1, 2027, you may begin to see remittance advices with the "new" explanation codes, starting with lower case alpha values, instead of the "H" and "N" codes you currently receive.

Action Needed:
No action is needed on your part. We are sharing this information with you so that you can familiarize yourself with the new codes and make any applicable business process changes as needed.

Questions:
Thank you for your participation in our network and your continued commitment to the care of our members/Participants/Enrollees. If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at **1-800-521-6007.**

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