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: November 2, 2026

Subject: Effective January 1, 2027, Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First – CHIP/Keystone First VIP Choice will transition its pharmacy benefit management services to Optum Rx.

Keystone First/Keystone First CHC/Keystone First – CHIP/Keystone First VIP Choice will conclude pharmacy benefit management operations with PerformRx effective December 31, 2026. Effective January 1, 2027, Keystone First/Keystone First CHC/Keystone First – CHIP/Keystone First VIP Choice will transition its pharmacy benefit management services to Optum Rx. Optum Rx will manage claims processing, rebates, mail order, and network contracting. AmeriHealth Caritas' Pharmacy Department will manage Formulary, Clinical Programs, Prior Authorizations and Member/Participant/Enrollee Services.

- For Keystone First/Keystone First CHC/Keystone First – CHIP, the change to Optum Rx will not affect the formulary. For Keystone First VIP Choice, the change to Optum Rx will affect the formulary.
    - The formulary is periodically updated, so please consult the list regularly to find the most current covered drugs as well as those drugs that require prior authorization.
    - The formulary for each Plan can be found at:
        - Keystone First: https://www.keystonefirstpa.com/pharmacy/formulary
        - Keystone First CHC: https://www.keystonefirstchc.com/providers/pharmacy
        - Keystone First – CHIP: https://www.keystonefirstchip.com/pharmacy/formulary
        - Keystone First VIP Choice: https://www.keystonefirstvipchoice.com/provider/tools
- The telephone number or process for requesting prior authorizations will remain the same during this transition.
    - Prior authorizations will be processed internally at AmeriHealth Caritas.
    - The telephone number for questions about prior authorizations is:
        - Keystone First: **1-800-588-6767**
        - Keystone First CHC: **1-866-907-7088**
        - Keystone First – CHIP: **1-844-779-2447**
        - Keystone First VIP Choice: **1-866-828-0023**
    - The process and forms for submitting a prior authorization request can be found at:
        - Keystone First: https://www.keystonefirstpa.com/pharmacy/prior-auth
        - Keystone First CHC: https://www.keystonefirstchc.com/providers/pharmacy/prior-auth
        - Keystone First – CHIP: https://www.keystonefirstchip.com/pharmacy/pharmacy-prior-authorization
        - Keystone First VIP Choice: https://www.keystonefirstvipchoice.com/provider/resources/prior-authorization

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- We are working to ensure all pharmacies available in our current network will remain available after our transition to Optum Rx. The change to Optum Rx may impact some of the contracted pharmacy network available to our Members/Participants/Enrollees. Impacted Members/Participants/Enrollees will be made aware if their pharmacy is affected.
- If a pharmacy that is not already part of the Optum Rx network chooses not to join, we will assist your patient in locating a new pharmacy within the Optum Rx network. The contracted pharmacies for each Plan can be found at:
    - Keystone First: https://www.keystonefirstpa.com/pharmacy/pharmacy-directory
    - Keystone First CHC: https://www.keystonefirstchc.com/providers/pharmacy
    - Keystone First – CHIP: https://www.keystonefirstchip.com/pharmacy/pharmacy-directory
    - Keystone First VIP Choice: https://www.keystonefirstvipchoice.com/members-2026/network-pharmacy
- The Pharmacy Clinical Prior Authorization telephone number will not change. The number is:
    - Keystone First: **1-800-588-6767**
    - Keystone First CHC: **1-866-907-7088**
    - Keystone First – CHIP: **1-844-779-2447**
    - Keystone First VIP Choice: **1-866-828-0023**

  Providers can call this number for questions to ask about prior authorizations and/or other questions that they may have about pharmacy benefits and services.
- The Pharmacy Member/Participant/Enrollee Services telephone number will not change. The number is:
    - Keystone First: **1-800-521-6860 (TTY 1-800-684-5505)**
    - Keystone First CHC: **1-855-332-0729 (TTY 1-855-235-4976)**
    - Keystone First – CHIP: **1-844-472-2447 (TTY 711)**
    - Keystone First VIP Choice: **1-866-828-0021 (TTY 711)**

  Member/Participant/Enrollee can call this number to ask about prior authorizations and/or other questions that they may have about pharmacy benefits and services.

Questions:

If you have questions about this communication, please contact your Account Executive.

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