



PROVIDER ALERT
System Migration Announcement

XXXXXX, 2023

KeyCare Advantage implementing new platforms for the 2024 plan year to continue elevating your experience as a provider working with our plan. We wanted to take this opportunity to share how these important changes will impact you. **Please make note of the actions required from your office for this transition:**

System/Process	New System/Process	Effective Date	Action Needed
Provider Portal	https://keycareadvantage.com/providers/2024updates	1/1/2024	Visit website for updated links and resources related to the system transition
Electronic Claims EDI Clearinghouse	The Medical claim clearinghouse is changing to Availity . Submit claims to KCMD1 Continue to submit Dental claims to Liberty Dental using Payer ID CX083	Medical: 1/1/2024 Dental: No Change	Update Clearinghouse Information for Medical Claims
For Providers unable to submit Electronic Claims, paper claims can be submitted to	Medical Claims: PO BOX 607 Glen Burnie, MD 21060-0607 Dental Claims: PO Box 401086 Las Vegas, NV 89140	Medical: 1/1/2024 Dental: No Change	If Provider is unable to submit Electronic Claims, Update Claims Address
Payment Processing	2024 Date of Service Claims: Refer to Payment Enclosure 2023 Dates of Service Claims: No Change	1/1/2024	Carefully read the Payment Enclosure to understand your payment options for 2024 <placeholder for SA statement on all payer option?
Member ID Card	Members will receive new ID Cards	1/1/2024	Request new ID card at the member's first visit in 2024



Plan Mailing Address	PO BOX 607 Glen Burnie, MD 21060-0607	1/1/2024	Update Mailing Address
Plan Website Plan Phone Numbers Plan Fax Numbers	No Change	No Change	No Action Needed

It is our goal to assist you in providing the highest level of service and satisfaction to our members through your network participation. If you have any questions or need further information regarding this notification, please call 1-844-206-1205.

Sincerely,

KeyCare Advantage





Commonly Asked Questions

Q: Will there be a new Member ID card?	A: Yes, members will receive new ID cards for the 2024 plan year.
Q: Will there be a new Member ID number?	A: New ID numbers will be assigned to new enrollments effective 1/1/2024 and forward. Members enrolled prior to 1/1/2024 will continue to use their existing Member ID Number.
Q: Will there be a new paper claims mailing address?	A: Yes, please update your records to PO BOX 607 Glen Burnie, MD 21060-0607 KeyCare Advantage strongly encourages electronic EDI claims submissions.
Q: Will there be a new clearing house?	A: Yes, the Medical claim clearinghouse is changing to Availity . Submit claims to KCMD1
Q: Will there be a new payor ID?	A: Please see question above for applicable plan Payer ID.
Q: Will there be a change in the pharmacy BIN, PCN or Group number?	A: No, Pharmacy and Part D platforms are not migrating.
Q: Will there be a new claims portal for 2024?	A: Yes, effective 1/1/2024 there will be a new provider portal accessible from https://keycareadvantage.com/providers/2024updates
Q: How do I gain access to the new Provider Portal?	A: Self-Service portal registration will occur through the portal accessible from https://keycareadvantage.com/providers/2024updates
Q: Will all historical information be shown in the new 2024 portal?	A: No, only information for dates of service 1/1/2024 and forward will be available through the new portal.
Q: How can 2023 and past claims information be seen?	A: Access to historical information will continue to be accessible through existing channels during 2024.
Q: Will there be a change to how I received payments for 2024 and forward dates of service?	A: Please refer to the Payment Enclosure for the actions you may need to take for 2024 Date of Service Payments. The payment process for 2023 Date of Service Claims is not changing.
Q: If I have a claim for Date of Service 2023, were do I submit it?	A: No change, please continue to use current EDI or paper claims submission.
Q: If I have a claim that has split dates of service spanning from 2023 to 2024, how do I submit it?	A: Please submit claims to new 2024 information of which is listed above.
Q: Will there be changes to how capitation is paid?	A: Yes, capitation will be paid through the same processes as fee for service claims. Please refer to the payment enclosure for instructions on how to enroll your payment preferences.



Q: Will there be a new portal to submit authorizations for 2024?	A: Yes, effective 1/1/2024.
Q: Is there a cutoff for submitting authorizations on legacy portal?	A: Legacy portal will have limited functionality starting 12/11/23. Providers will NOT be able to submit authorizations via portal from 12/11/23-12/31/23.
Q: How can authorization be submitted during portal blackout period from 12/11/23-12/31/23?	A: Authorizations can be submitted via fax to 833-610-2399 or email at UMInquiryRequest@allyalign.com .
Q: During blackout period can the portal still be accessed?	A: Yes, the portal can still be accessed with limited functionality.
Q: If an authorization is submitted via fax or email during blackout period, can it be seen on the existing legacy portal?	A: Yes, authorization can be seen on portal.
Q: Can I see previous years authorization information in the new 2024 portal?	A: No, for previous information please contact plans Contact Center
Q: Will a previously approved authorization spanning from 2023 to 2024 be affected?	A: The authorization will be split up by dates of service into both systems to allow claims to process seamlessly.