



New NaviNet Electronic Claim Inquiry Enhancement

Keystone First is pleased to announce a new function in NaviNet that can help reduce the need to send written correspondence and minimize time spent calling the Provider Services department with claim inquiries.

The new Claim Inquiry feature lets you request an adjustment and track responses on claims that were previously finalized. For each submitted transaction, you will receive an electronic response to the claim inquiry. The response will indicate if the claim was adjusted or details are provided explaining why the claim was not considered for an adjustment. Keystone First, encourages you to utilize the Claim Inquiry function. However, if you do not have NaviNet access, you can still contact Provider Services at 1-800-521-6007.

A few **important** things to note before you submit your Claim Inquiry:

- The Claim Inquiry submission feature is only for finalized claims.
- Claim Inquiries are for individual claims.
- To receive notification of the status of your submitted inquiry, **Notifications** in NaviNet must be enabled. Enabling notifications allows you the option to select how often and when you want to be notified.

After you complete and submit your Claim Inquiry, you will receive a message in NaviNet that the transaction was received, indicating it was successfully submitted. Once the claim review has been completed, you will be notified through NaviNet that a claim response is available. Responses can be expected within 10 business days, if for any reason you do not receive a response, please contact Provider Services at 1-800-521-6007.

Step-by-step instructions on Claim inquiry submissions can be found on NaviNet Plan Central and www.keystonefirstpa.com→Provider→Resources→Navinet→NaviNet Features & Tools. If your practice is not registered with NaviNet, we highly recommend registering. To register, please visit <http://www.navinet.net/> and sign up or contact your Provider Account Executive.

If you have questions about this communication, please contact the Provider Services department at 1-800-521-6007.