

New NaviNet functionality allows resolution of Care Gaps electronically

Effective December 14, 2017, providers will be able to resolve Care Gaps electronically in NaviNet via a Care Gap Response Form for services provided.

In conjunction with this upgraded functionality release, Keystone First will no longer accept fax submissions of the Care Gap Worksheet. Instead, you will need to log-in to NaviNet and complete the Care Gap Response Form.

This solution will reduce paperwork and enable more frequent status updates of Care Gaps. You no longer need to print and complete a worksheet and fax it back to us to resolve Care Gaps. Instead, the new Care Gap Response Form allows you to close Care Gaps by entering information in NaviNet for services that you have provided. You must attach supporting documentation in the Care Gap Response Form.

Starting December 14, use the new Patient Clinical Documents workflow to navigate to the Care Gap Response form. Here you will be able to enter information on services you have provided.

After you submit the information, our quality team will review and confirm that it resolves the Care Gap. If additional information is needed to validate the service provided, you will be notified in NaviNet.

Step-by-step instructions on accessing and completing the response form can be found in the Care Gap Response Form Provider Guide on NaviNet Plan Central and www.keystonefirstpa.com→Providers→Resources→Go to NaviNet→NaviNet Features & Tools

If you have questions about this new functionality, please contact your provider account executive.