



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

Date: June 17, 2025

Re: Save The Date! – Improvements to the claims overpayment response process are on the way.

Summary: Beginning August 2025, a more streamlined process allowing Providers to respond to overpayment letters electronically will be available.

Keystone First/Keystone First CHC/Keystone First VIP Choice is pleased to announce that Providers will soon be able to approve or dispute claims overpayments and submit supporting documentation electronically in real-time through NaviNet. This new functionality is being introduced to provide a more efficient way to respond to overpayment letters. It will help reduce the need to mail written correspondence and minimize response times.

Currently, overpayment letters are mailed to Providers. Providers are then required to mail in their responses along with any supporting documentation.

What will providers be able to do with this new functionality?

- Easy access to the Overpayment – Approve/Dispute Submission Form.
- Review the overpayments summary page and approve and/or dispute claims with overpayments down to the claim line level in real-time.
- Attach and submit supporting documentation (Explanation of Benefits [EOB], Eligibility/third-party liability [TPL] verification documentation, and so on) directly in NaviNet.
- Check for resolution on disputed overpayments.
- Pull reports of claim overpayments.

Please note: Providers will continue to receive notification of overpayments by mail. However, you will now be able to review and respond to these letters via NaviNet.

Keystone First/Keystone First CHC/Keystone First VIP Choice will be conducting trainings on this new process. Training dates are forthcoming.

Questions

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