



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

Date: November 17, 2022

RE: CORRECTION: New Solution for Online Prior Authorizations launch dates

This is a correction to the communication sent on November 16, 2022 regarding the launch date of this new system.

Summary: Keystone First/Keystone First CHC/Keystone First VIP Choice is implementing a new system for providers to submit prior authorization requests for medical and behavioral health services. **Keystone First will be effective on November 21, 2022 and Keystone First CHC and Keystone First VIP Choice will be effective on December 19, 2022.**

Keystone First/Keystone First CHC/Keystone First VIP Choice has worked with NantHealth | NaviNet to bring you, **Medical Authorizations**, a robust, intuitive, and streamlined online authorizations workflow.

In addition to submitting and inquiring on existing Authorizations, you will also be able to:

- Verify if **No Authorization is Required**
- Receive **Auto Approvals**, in some circumstances
- Submit **Amended Authorization**
- **Attach supplemental documentation**
- Sign up for **in-app status change notifications** directly from the health plan
- Access a **multi-payer Authorization log**
- Submit inpatient concurrent reviews online if you have Health Information Exchange (HIE) capabilities (fax is no longer required)
- Review inpatient admission notifications and provide supporting clinical documentation

Want to learn more about Medical Authorizations? **Video tutorials** and **step-by-step instructions** will be available via the NaviNet Plan Central page and the NantHealth Help Center.

Will training be offered?

Keystone First/Keystone First CHC/Keystone First VIP Choice will offer training on the new system. Provider Network Management Account Executives will contact providers with training dates and times.

Questions:

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