



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

**Date: March 21, 2023**

**Re: Updated training material for NaviNet Medical Authorizations is now available online.**

### **What's new?**

Keystone First/Keystone First CHC/Keystone First VIP Choice has updated the NaviNet Medical Authorizations Participant Guide to include the following update:

- **Newly activated feature** to bypass the InterQual Review\* process when completing prior authorization submissions (see page 23)

Providers can access the **new version** of the Participant Guide by visiting the NaviNet Plan Central page or **by visiting our website:**

[www.keystonefirstpa.com/](http://www.keystonefirstpa.com/) → Providers → Resources → Go to NaviNet

[www.keystonefirstchc.com](http://www.keystonefirstchc.com) → Providers → Resources → NaviNet

[www.keystonefirstvipchoice.com](http://www.keystonefirstvipchoice.com) → Providers → Self-service tools

### **Questions:**

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

***\*If the InterQual medical review is skipped, the medical review is completed by the health plan. If additional information is needed to complete the medical review, a Request for More Information (RFMI) will be sent to the provider through the NaviNet Provider Portal. If the provider completes InterQual medical review and the InterQual criteria is met, there is the possibility of an automatic approval.***