

To: Keystone First and Keystone First Community HealthChoices (CHC) Providers

Date: November 19, 2025

Re: Utilize the NaviNet Redetermination Report

The NaviNet provider portal provides a wealth of information and resources to support you in the care of our Members/Participants.

One of the reports that was developed, and is updated monthly, is the Redetermination report. This report identifies Members/Participants who are paneled to your practice, that are within 90 days of being required to complete the Medical Assistance (MA) redetermination process.

How you can help

We are asking that you join us in starting the conversation with your patients identified on the report and stress the importance of timely submission of their renewal paperwork to ensure their MA coverage and benefits remain in place.

To find the Redetermination report:

- Select Report Inquiry from left side menu
- Choose Administrative Report Inquiry from drop down list
- A report will be generated if there is one available

Please utilize our Let Us Know program if you have a Keystone First Member that may need additional assistance with the redetermination process. Details can be found on our website:

www.keystonefirstpa.com → Providers → Resources → Let Us Know

For Keystone First CHC Participants, please contact the assigned Service Coordinator for assistance.

If you have questions or need further assistance, please contact your Provider Network Account Executive.

Note: If your practice is not registered with NaviNet, we highly recommend registering. To register, please go to <https://navinet.navimedix.com>.