



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

Date: August 5, 2025

Re: Improvements to the claims overpayment response process are on the way

Keystone First/Keystone First CHC/Keystone First VIP Choice (hereinafter known as “the Plans”) is pleased to announce that **effective August 1, 2025**, providers will 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. **PLEASE NOTE:** Providers will continue to receive notification of overpayments by mail for ALL overpayments. However, the new NaviNet functionality being implemented **August 1, 2025**, that allows providers to dispute or approve recovery overpayments electronically will only include overpayment letters from the Plans. Overpayment letters generated by vendors (Cotiviti, Performant, Optum) will be available via NaviNet in the future. The process to respond to overpayment letters from vendors will remain the same at this time.

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.

How do you access the overpayments in NaviNet?*

- Log-in to NaviNet. (Note: You must be registered for NaviNet to access the overpayment letters. Register at www.navinet.net)
- Access Forms and Dashboard from your NaviNet Plan Central page.
- Scroll down and open the Overpayments Dashboard.
- Enter Payee # or Tax ID to search for open requests.
- Approve or Dispute overpayment requests. (If disputed, you may attach supporting documentation.)

**More detailed instructions are included in the User Guide.*

The Plans will be conducting trainings on this new process. Please contact your Provider Account Executive for training information. To access the Claims Overpayment Recovery User Guide, visit NaviNet Plan Central. If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at 1-800-521-6007.