



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

**Date: September 3, 2025**

**RE: New Functionality! NaviNet® Claims Investigation Attachments**

Keystone First/Keystone First CHC/Keystone First VIP Choice and NantHealth | NaviNet are excited to announce that we are bringing you a new feature: **Claim Investigation Attachments**. You can now upload supporting documents with your electronic Claim Investigation request within the NaviNet provider portal.

This enhancement is designed to streamline your workflow by eliminating the need to:

- Complete forms
- Fax or mail supporting documentation

Each supporting document will need to be 32 MB or smaller and in one of the following formats:

- Docx
- .pdf
- .png
- .gif

This feature is currently available for Keystone First and Keystone First CHC providers. It will be implemented for Keystone First VIP Choice on September 4, 2025.

### **New to Claim Investigations in NaviNet?**

Once logged into the portal, view the Claims investigation training video for a walk-through of the process.

### **New to NaviNet?**

If you do not have access to the NaviNet provider portal, please visit: <https://register.navinet.net/> to sign up.

If you have questions or need further assistance, please contact the NaviNet Customer Support team at **1-888-482-8057**, Monday – Friday 8 a.m. – 11 p.m. EST.