



To: Keystone First Family of Health Plans Providers

Date: December 2025

Subject: NaviNet® Disputes Status Enhancement

SUMMARY: The functionality for the submission of disputes regarding claim issues and supporting documentation has been expanded to include the capability of viewing the status of the dispute and a copy of the determination letter.

Providers can now view the status and a copy of the determination letter for previously submitted disputes via the NaviNet provider portal by accessing *Forms and Dashboards* and selecting the **Check Dispute Status** link.

Search by one of the following data elements:

- Claim ID
- Member's ID
- Submission Date Range - Begin Date and End Date

Providers will be able to view 18 months of status history based on the dispute receive date.

The search will return one of the following statuses: *In Progress*, *Overtured*, *Upheld* or *Voided* and will include the date the determination letter was uploaded into the system. A copy of the determination letter will be available under Practice Documents.

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

- Call the health plan to obtain the status of your request.
- Wait to receive the determination letter by mail.

New to NaviNet?

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

Questions

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