



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

Date: January 19, 2023

RE: New Solution for Online Prior Authorizations updated launch dates

Summary: Keystone First CHC/Keystone First VIP Choice is implementing a new system for providers to submit prior authorization requests for medical and behavioral health services.

Keystone First CHC and Keystone First VIP Choice will be effective on January 23, 2023.

What's new?

Keystone First CHC/Keystone First VIP Choice has worked with NantHealth | NaviNet to bring you, **Medical Authorizations**, a robust, intuitive, and streamlined online authorizations workflow.

In addition to submitting and inquiring on existing Authorizations, you will also be able to:

- Verify if **No Authorization is Required**
- Receive **Auto Approvals**, in some circumstances
- Submit **Amended Authorization**
- **Attach supplemental documentation**
- Sign up for **in-app status change notifications** directly from the health plan
- Access a **multi-payer Authorization log**
- Submit inpatient concurrent reviews online if you have Health Information Exchange (HIE) capabilities (fax is no longer required)
- Review inpatient admission notifications and provide supporting clinical documentation

Want to learn more about Medical Authorizations? **Video tutorials** and **step-by-step instructions** will be available via the NaviNet Plan Central page and the NantHealth Help Center.

Questions:

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