



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

Date: July 30, 2020

Subject: Paper Panel Roster reports will no longer be provided as of as of September 1, 2020.

Summary: As part of our ongoing effort to share information via sustainable means, we are discontinuing the practice of providing paper copies of Panel Roster Reports effective September 1, 2020. This report continues to be available to you via NaviNet.

Background:

You may currently receive printed copies of your Panel Roster Report from Keystone First/Keystone First CHC/Keystone First VIP Choice. However, we are committed to reducing paper transactions and sharing vital information with you in the most up-to-date and sustainable format.

Update:

Effective September 1, 2020 you will no longer receive printed copies of your panel roster.

Action Needed:

We encourage you to utilize NaviNet to access Panel Roster Reports. It is still very important to check your panel rosters routinely to review members who are missing important services, such as pediatric EPSDT screenings and adult preventative care visits.

For current NaviNet users:

- Log in to NaviNet and navigate to Plan Central.
- Under Workflows for This Plan, select Report Inquiry and then Administrative Reports.
- On the Administrative Reports Inquiry page, select Panel Roster Reports from the Select Report dropdown menu.
- You will be able to customize report criteria by reporting month. You can also choose whether to download the report as a pdf or in Excel or CSV format.

If you do not currently use NaviNet:

- Visit <https://navinet.secure.force.com/> to sign up. You will need your Federal Tax ID number. Make sure to complete all information requested.
- Once registered with NaviNet, you will have easy access not only to your Panel Roster report, but also to member eligibility verification, claims submission and status, claims investigation, prior authorization submission, and Member Clinical Summary reports. NaviNet offers convenient tools for patient health management, can help speed the provider-health plan connection, and can often replace paper transactions.

Thank you for your participation in our network and your continued commitment to the care of our Members/Participants. If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at 1-800-521-6007.