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# Keystone First Claims Investigation



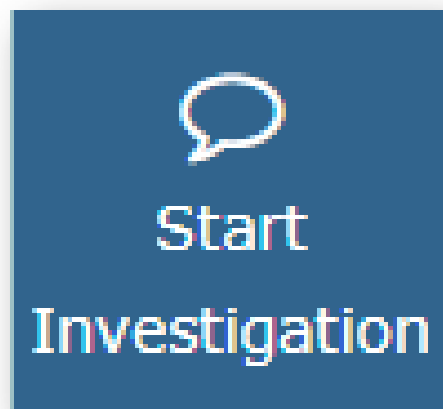
The **Claim Inquiry** function, also referred to in this guide as a Claim Investigation, allows ancillary, facility and professional providers the ability to submit a claim inquiry on claims that were previously finalized. For each submitted transaction, users will receive an electronic response indicating if the claim was adjusted or an explanation why it was not adjusted. This new feature is for individual claims, if users have a large claim project please continue to contact your Provider Account Executive.

This guide was designed to help you:

- Submit a Claim Inquiry
- Review/ Search the Investigation List
- Enable Notifications
- Start a new Claim Investigation



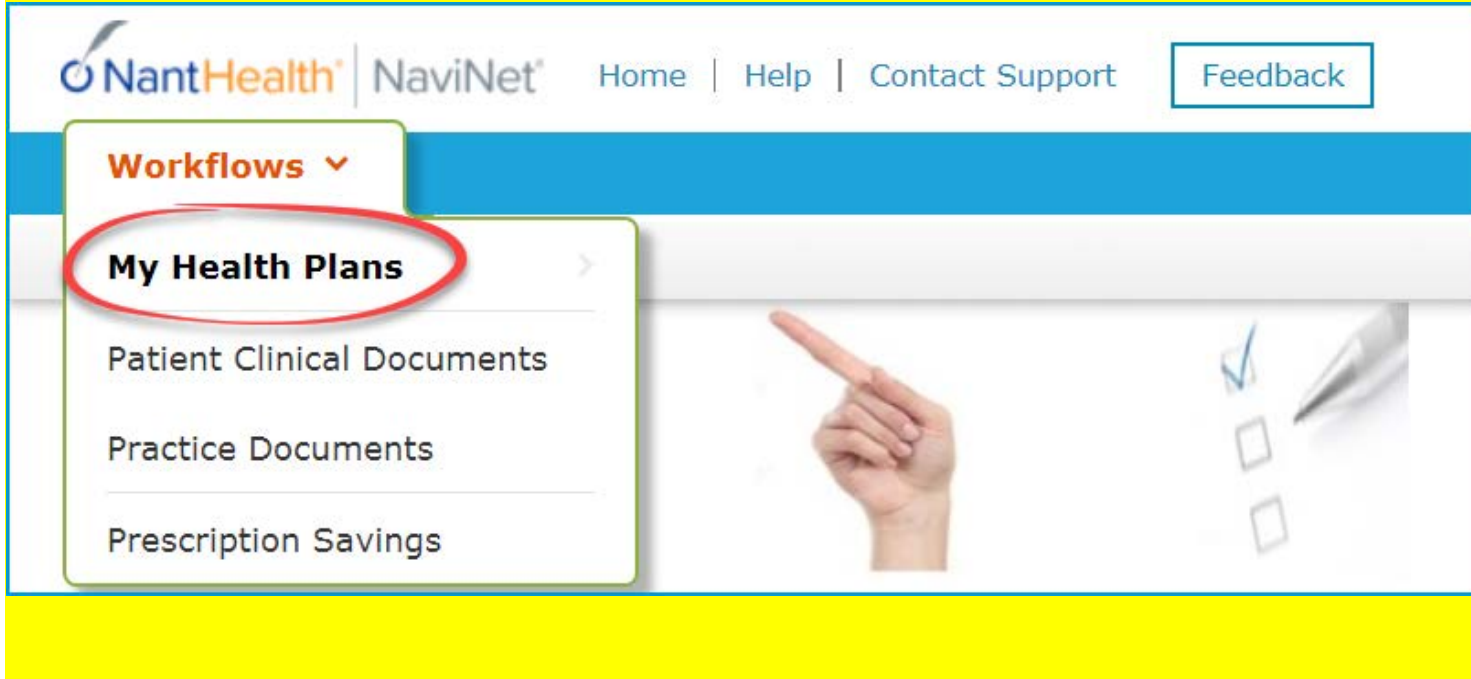
# Claim Status Inquiry Workflow



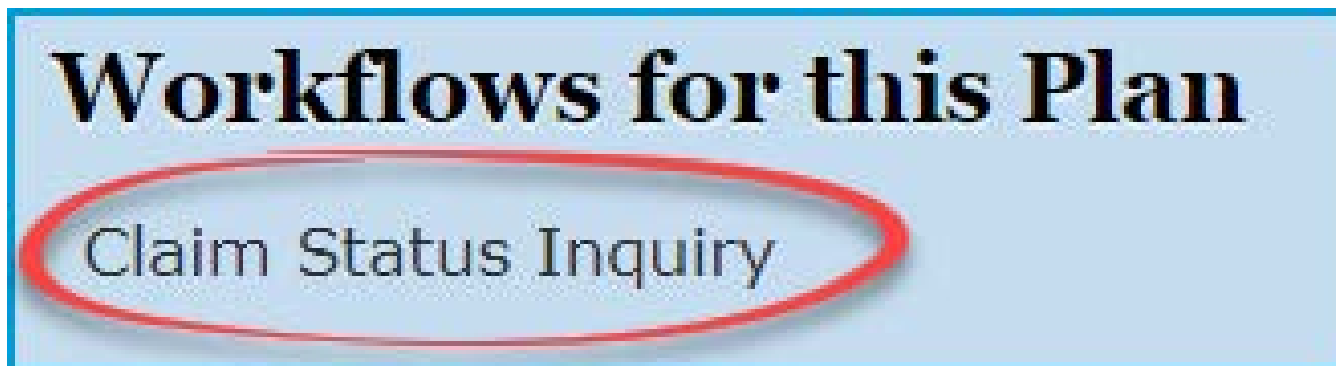
Starting a Claim Investigation (Inquiry)

Sign in to navigate to the NaviNet Open Home screen.

Under Workflows on the NaviNet toolbar, select My Health Plans. Select Keystone First.



On the Plan Central screen: Select Claim Status on the Workflows for this Plan menu.



The Claim Status Search screen appears: Enter claim search criteria and click Search

A screenshot of the 'Claim Status: Search' screen. The page has a header with '< Back to' and 'Claim Status:'. Below the header is the title 'Claim Status: Search' and a 'Print' link. A message states 'Online Remittance Advice will be available for claims paid on or after 01/04/2016.' and there is a 'Reset Search Fields' link. The form includes a 'Billing Entity' field with a placeholder 'Type Name or ID to find provider...'. Under 'Patient Details', there are fields for 'Member ID', 'Last Name', 'First Name' (with 'Optional' text), and 'Date of Birth' (with a 'mm/dd/yyyy' placeholder). Under 'Claim Status Details', there are 'Service Start' (08/17/2017) and 'Service End' (11/15/2017) fields, each with a calendar icon. There is also a 'Claim ID' field with 'Optional' text. At the bottom right, there is a 'Reset Search Fields' link and a 'Search' button circled in red.

*Note: Fields not marked optional are required.*

In the action bar, on the top-right of the screen, click Investigate.

An Investigation window opens

[← Back to Claim Status Search](#) | Claim Status:

## Claim Status Details

**LACI SMITH**  
Born on 01/01/2000

 Investigate  View/Print

 Finalized (Claim Status as of 10/09/2017) Claim ID:20000000000 Service Dates: 09/23/2017 to 09/23/2017

<b>INSURANCE DETAILS</b> Health Plan Member ID: 555555555	<b>Total Billed:</b>	<b>\$275.00</b>
<b>BILLING ENTITY</b> SMITHTOWN PEDIATRICS Tax ID: 012345678 Provider PIN: 123456	<b>Total Paid:</b>	<b>\$0.00</b>

### Start Investigation

- In the blue panel on the left of the investigation screen is a **Start Investigation** icon. Click this to create a new message.

### Reason For Investigation

- Select the reason for the investigation by selecting one of the options in the dropdown.

#### Select reason for investigation ...

- Eligibility Updated
- Authorization Updated/On File
- TPL/COB Changed
- Duplicate Payment Received
- Claim Underpaid
- Claim Overpaid

### Investigation Details

- Enter inquiry details. Please be as specific as possible when entering your inquiry.

### Contact Information

- Enter in your contact information.

### Send Investigation

- Click **Send**.

## Start Investigation

**LACI SMITH**  
55555555

Date of Service	Claim ID	Billed Amount	✓ Finalized
09/23/2017 to 09/23/2017	200000000000	\$275.00	

Reason:

2000 characters left

### Contact Information

Ext:

*Email address is required but notifications will not be sent via email.*

# The inquiry will now appear in your Investigation List

Investigation List ✕

Status Details Start New Investigation View/Print

**LACI SMITH**  
55555555

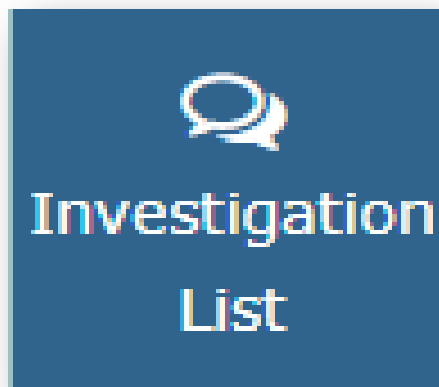
Date of Service	Claim ID	Billed Amount	Finalized
09/23/2017 to 09/23/2017	2000000000000	\$275.00	✓

▶ **Claim Overpaid**

Raised on	Reference
Today	--



# Claim Status Inquiry Workflow



Continuing Claim Investigations (Inquiry)



# Investigation List

## Status Details

- On the upper-left of the window is a blue Status Details link. Click this to be redirected to the claim details page.

## Start New Investigation

- On the upper-right of the Investigation screen is a Start New Investigation link. Click this to create a new message for the health plan.

## View/Print

- View /Print Claim Investigation

## Investigation List

- In the blue panel on the left of the investigation screen is an Investigation List icon. Click this to see the list of existing investigations.

The screenshot shows a web application interface for managing investigations. At the top, there is a navigation bar with a 'Back to Investigation List' link and three action buttons: 'Status Details', 'Start New Investigation', and 'View/Print'. Below this, the main content area displays a claim for 'LACI SMITH' with ID '5555555'. The claim details include 'Date of Service' (09/23/2017 to 09/23/2017), 'Claim ID' (200000000000), and 'Billed Amount' (\$275.00). The status is 'Finalized' with a green checkmark. Below the claim details is a 'Claim Overpaid' section with a table showing 'Raised on' (Today) and 'Reference' (--). At the bottom, there is a message history section with a message from 'Jennifer Jones' and a 'NEW' notification: 'Thank you for your response, we will respond to your request within 10 business days.' A blue sidebar on the left contains a 'Start Investigation' button and an 'Investigation List' button, which is highlighted with a red border.

## Claim Status

- On the upper-right of the Investigation screen, the status of the claim is displayed.

## NEW

- In the Investigation List view, if responses from the health plan are unread, a red NEW icon appears next to the message

# Communication between You & Keystone First

The screenshot displays a web application interface for managing investigations. At the top, there is a navigation bar with a back arrow and the text "Back to Investigation List". Below this, a sidebar on the left contains two buttons: "Start Investigation" and "Investigation List", with the latter highlighted in a red box. The main content area shows details for a member named "LACI SMITH" with ID "55555555". It includes a table with columns for "Date of Service", "Claim ID", "Billed Amount", and "Status". The "Status" column shows a green checkmark and the word "Finalized". Below the table, there is a section titled "Claim Overpaid" with a table showing "Raised on" as "Today" and "Reference" as "--". At the bottom, a chat interface shows a timeline for "Today" with two messages: one from "Jennifer Jones" (User) and one from "Health Plan" (Health Plan) marked as "NEW".

[Back to Investigation List](#)

[Start Investigation](#) [Investigation List](#)

**LACI SMITH**  
55555555

Date of Service	Claim ID	Billed Amount	Status
09/23/2017 to 09/23/2017	200000000000	\$275.00	✓ Finalized

**Claim Overpaid**

Raised on	Reference
Today	--

Today

**User**

Jennifer Jones: Hello, the member's eligibility has been updated, please review for claim adjustment.

**Health Plan**

**NEW** Thank you for your response, we will respond to your request within 10 business days.

# View/Print your Claim Investigation Communications

Start Investigation

Investigation List

Back to Investigation List

Status Details Start New Investigation **View/Print**

**LACI SMITH**  
55555555

Date of Service	Claim ID	Billed Amount	Finalized
09/23/2017 to 09/23/2017	200000000000	\$275.00	✓

**Claim Overpaid**

Raised on	Reference
Today	--

Today

Jennifer Jones Hello, the member's eligibility has been updated, please review for claim adjustment.

**NEW** Thank you for your response, we will respond to your request within 10 business days.

**Claim Overpaid**

Raised on:	Reference:
11/15/2017	--

**Patient Details**

Patient Name:	Member ID:	Date of Birth:
LACI SMITH	55555555	01/01/2000

**Claim Details**

Claim ID:	Date of Service:	Claim Value:	Status:
200000000000	09/23/2017 to 09/23/2017	\$275.00	✓ Finalized

11/15/2017

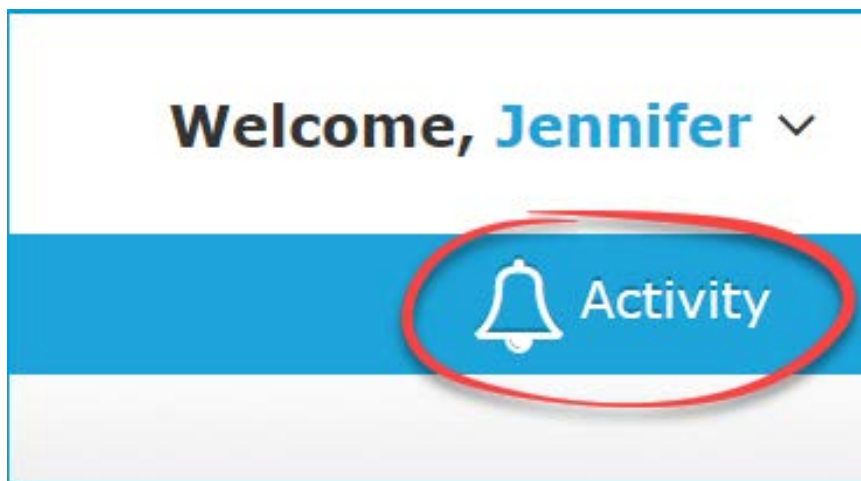
Jennifer Jones Hello, the member's eligibility has been updated, please review for claim adjustment.

Health Plan Thank you for your response, we will respond to your request within 10 business days.

The reference field will not be populated.



# Claim Investigations



## Enabling Notifications

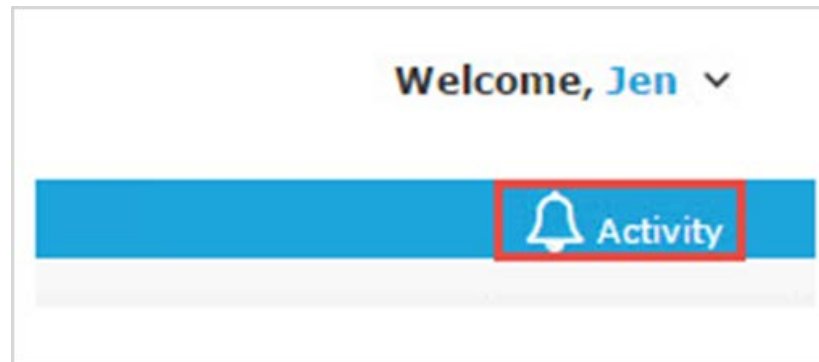
# Enabling Claim Investigation Notifications

How will I be notified once Keystone First responds to my inquiry?

## Settings Tab Enabling Notifications

Sign in to navigate to the NaviNet Open Home screen.

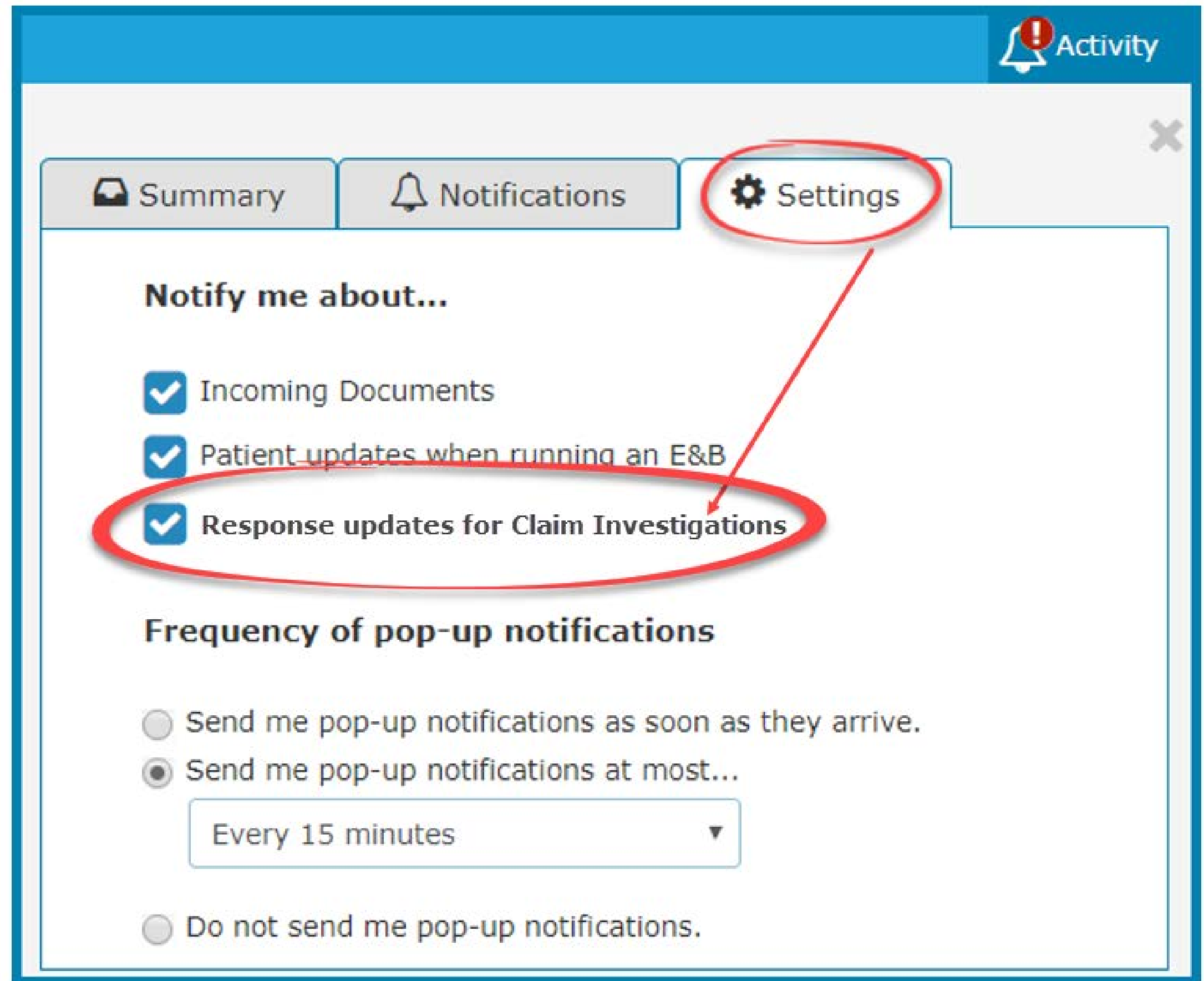
Click Activity located on the top right of your NaviNet toolbar.



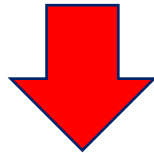
Select the Settings tab.

Check the Response updates for Claim Investigation box.

Select the frequency in which you would like to receive you notifications.



NOTE: Responses will be available to view for 7 days from the date of notification.



Welcome, Jen ▾

Activity

**Claim Investigation Response Available** ✕

A claim investigation response for Laci Smith has been posted by Health Plan.

[View Response](#)

Start Investigation

Investigation List

Back to Investigation List ✕

Status Details Start New Investigation View/Print

**LACI SMITH**  
55555555

Date of Service	Claim ID	Billed Amount	Finalized
09/23/2017 to 09/23/2017	200000000000	\$275.00	✓

**Claim Overpaid**

Raised on	Reference	
Today	--	Prev Next

Today

Jennifer Jones Hello, the member's eligibility has been updated, please review for claim adjustment.

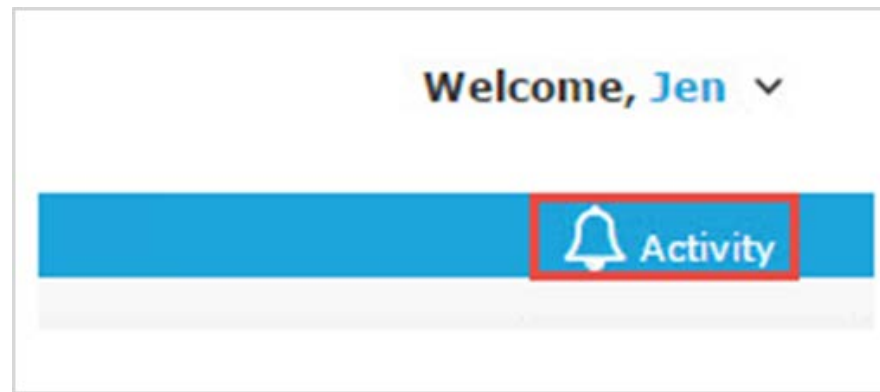
**NEW** Thank you for your response, we will respond to your request within 10 business days.

Once you have enabled the Claims Investigations Notifications you will begin receiving updates for existing claim inquiries you sent to Keystone First.

# Notifications Tab

Sign in to navigate to the NaviNet Open Home screen

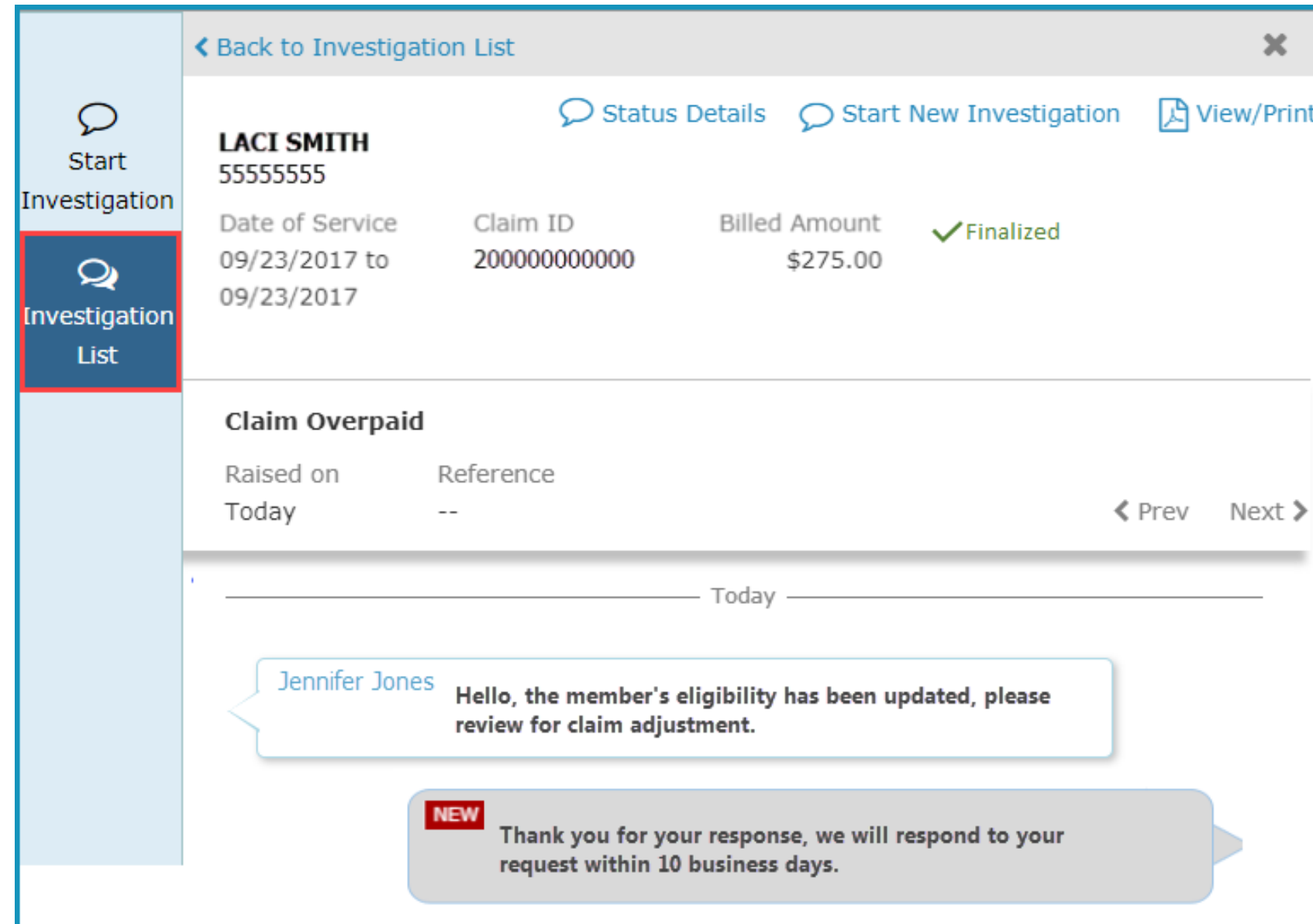
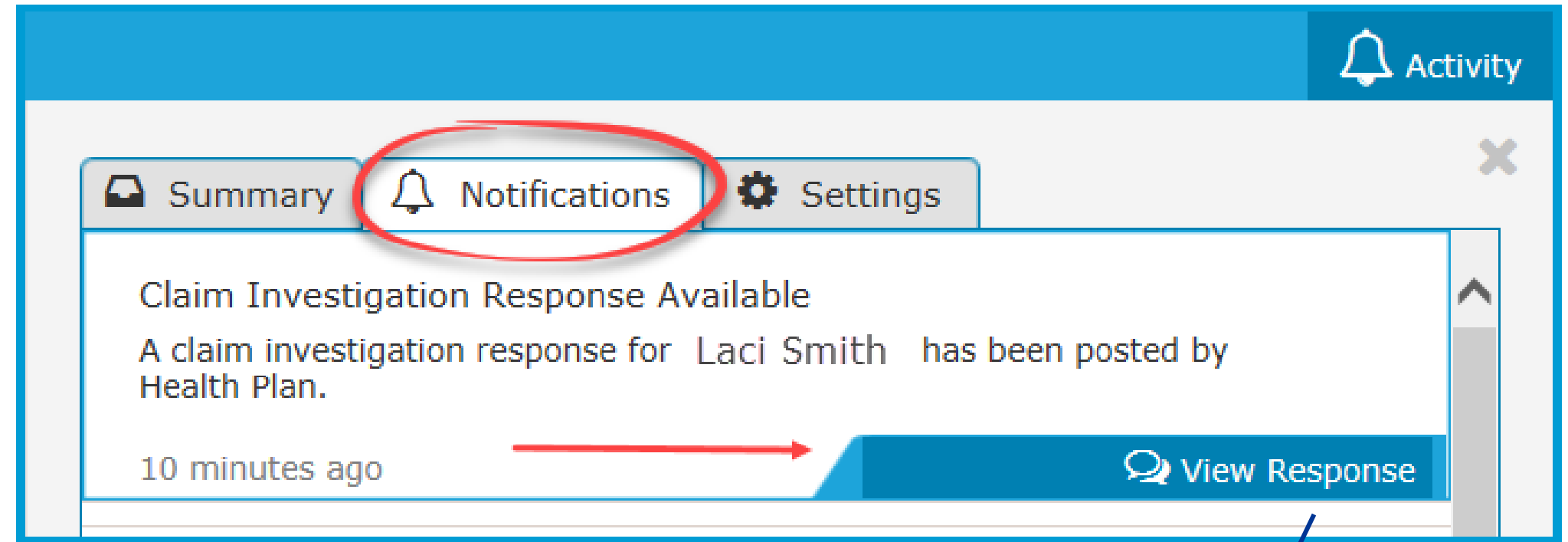
Click Activity located on the top right of your NaviNet toolbar



Select the Notifications tab

Hover over the bottom section of each notification to View Response

Click on Open Investigations to view Claim Investigations sent to the Health Plan



# Start New Investigation From Investigation List

Investigation List

Start Investigation

Investigation List

**LACI SMITH**  
55555555

Date of Service: 09/23/2017 to 09/23/2017

Claim ID: 200000000000

Billed Amount: \$275.00

Finalized

Status Details

Start New Investigation

On the upper-right of the Investigation screen is a Start New Investigation link. Click this to create a new message for Keystone First.

Start Investigation

**LACI SMITH**  
55555555

Date of Service: 09/23/2017 to 09/23/2017

Claim ID: 200000000000

Billed Amount: \$275.00

Finalized

Reason: Select reason for investigation ...

Enter investigation details ...  
2000 characters left

**Contact Information**

First name ... Last name ...

Email address ...

Telephone number ... Ext: Optional

Cancel Send



# Status Details

Investigation List

Start Investigation

Investigation List

**LACI SMITH**  
55555555

Date of Service: 09/23/2017 to 09/23/2017

Claim ID: 200000000000

Billed Amount: \$275.00

Finalized

Status Details

Start New Investigation

On the upper-left of the window is a blue Status Details link. Click this to be redirected to the claim details page.

# Claims Details Page

Back to Claim Status Search | Claim Status:

Claim Status Details | **LACI SMITH**  
Born on 01/01/2000

Investigate View/Print

Finalized (Claim Status as of 10/09/2017) Claim ID: 200000000000 Service Dates: 09/23/2017 to 09/23/2017

**INSURANCE DETAILS**  
Health Plan  
Member ID: 55555555

**BILLING ENTITY**  
SMITHTOWN PEDIATRICS  
Tax ID: 012345678  
Provider PIN: 123456

**Total Billed: \$275.00**

**Total Paid: \$0.00**