



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

Date: October 27, 2025

RE: New Functionality! NaviNet® Disputes Submission

Keystone First/Keystone First CHC/Keystone First VIP Choice and NantHealth | NaviNet are excited to announce that we have added a new functionality which allows for the submission of disputes regarding claim issues and supporting documentation via the NaviNet provider portal.

Providers can now submit disputes regarding claims issues and supporting documentation via the NaviNet provider portal by accessing *Forms and Dashboards* and completing the applicable form. Once the form has been submitted, a document ID number will be provided. This document ID number will need to be included in any follow-up inquiries.

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

- Call the health plan to submit a dispute
- Mail hardcopy requests
- Fax or mail supporting documentation

There is no limit on the number of supporting documents that can be uploaded when submitting a request. However, each supporting document must be 32 MB or smaller and in one of the following file formats:

- .docx, .doc
- .pdf
- .png
- .jpg
- .xls, .xlsx

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 your Provider Network Account Executive.