



**To: Keystone First Providers**

**Date: May 5, 2026**

**Re: Let Us Know – Member Intervention Form Update**

**Summary:** Keystone First is committed to assisting health plan providers in engaging Members and supporting their health and well-being. If you identify Members who need help managing their health, please notify us so we can offer timely assistance through our Let Us Know Program.

Currently, providers can Let Us Know if a Member requires support by completing the Member Intervention Form, which is available on our plan website, and faxing it to our Rapid Response Outreach Team (RROT). The form can be used to assist Members with issues such as:

1. Missed appointments
2. Behavioral health needs
3. Medication noncompliance
4. Care management engagement
5. Developmental screening concerns
6. Emergency room misutilization
7. Understanding plan benefits
8. Social determinants of health
9. Tobacco cessation referrals

Beginning May 7, 2026, providers will have the option of submitting the Member Intervention form via the NaviNet Provider Portal. This transition will streamline the submission and notification process to the RROT.

Submitting the Member Intervention Form in NaviNet

1. Log in to the NaviNet Provider Portal.
2. Go to the Forms and Dashboards section under Workflows for Keystone First.
3. Select the Member Intervention form link.
4. Fill out all relevant fields on the form.
5. Click "Submit."
6. After submission, a confirmation message will appear: Member intervention form Submitted.

### Routing and Support

Once submitted, the Member Intervention form is routed directly to the RROT to address any identified concerns.

- A Care Connector from the RROT will contact the provider within 48 to 72 to confirm receipt and to ensure understanding of the request.
- Outreach will then be made to the Member and upon successful contact all requested interventions will be completed.
- Upon completion, the provider will be notified of the outcome, whether successful or unsuccessful.

For questions or help with completing the form, contact the RROT at **1-800-684-5503**.

Thank you for your participation in our network and the continued care you provide for our Members.