

To: Keystone First Providers

Date: April 5, 2023

Re: Integrated Care Plan (ICP) sharing in Navinet

Whole-person care is a holistic and patient-centered approach that may lead to better health outcomes and higher patient satisfaction. Keystone First is committed to supporting the whole-person care you provide to our members.

In that light, understanding the physical, mental, emotional, and social needs of your Keystone First patients is why we are providing you with a copy of the individualized Integrated Care Plan (ICP) specifically developed for your Keystone First patients who are our highest risk members. Members who qualify for an ICP are 18 years of age or older and diagnosed with a serious and persistent mental illness (SPMI). The intention of the ICP is to open lines of communication and make sure that all parties involved in your patient's care are aware of the needs and goals of the individual.

What information is in an ICP?

The ICP is used both by the patient's Physical Health Managed Care Organization (PH-MCO) and Behavioral Health Managed Care Organization (BH-MCO). It contains important information about your patient's care team, physical and behavioral concerns, treatment utilization, medications, and patient specific goals. Completed ICPs can be accessed through NaviNet.

What do you need to do?

We are asking you to use the ICP for the care of your Keystone First patients diagnosed with SPMI. If you need to discuss the contents of the ICP with us, with the BH-MCO, or with the patient's behavioral health provider, please use the contact information that is included in the ICP.

You will find detailed instructions on how to access the ICP in NaviNet on our website at www.keystonefirstpa.com → Providers → Resources → Go to NaviNet.

If you have any questions or need assistance accessing the ICP, please contact your Provider Account Executive.