



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

Date: May 14, 2024

Re: Remittance Advice Payment Recovery Details Now Available!

Summary: Due to the Change Healthcare/Optum security incident, remittance advices generated after February 21, 2024, have not included certain claim recovery information. Keystone First/Keystone First CHC/ Keystone First VIP Choice is pleased to inform you that a solution has been developed in collaboration with Change Healthcare/Optum to provide the detailed payment recovery information missing from the provider remittance advice. This solution will provide payment recovery details on the remittance advice or 835 you receive with your payments for claims processed on and after May 6, 2024.

For claims processed February 21, 2024, through May 5, 2024, Keystone First/Keystone First CHC/ Keystone First VIP Choice has generated a comprehensive claims recovery report available in the NaviNet provider portal. The claims recovery report provides payment recovery details by your member account number, claim number, provider tax ID, payee/group ID, and NPI.

To access the claims recovery report:

- Log in to the NaviNet provider portal.
- Select applicable health plan.
- Go to **Report Inquiry**, under **Workflows for this Plan**.
- Click on **Administrative Reports > Claim Recovery Report**.

If you do not have access to the NaviNet provider portal, please visit: <https://register.navinet.net/> to sign up.

Questions:

For questions, please contact your Provider Network Management Account Executive or Provider Services at **1-800-521-6007**.

We appreciate your partnership and patience as we work to re-establish services and will continue to share additional information as it becomes available.