



Keystone First Community HealthChoices Claims Investigation



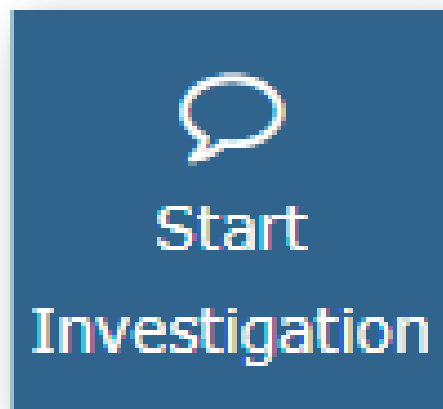
The **Claim Inquiry** function, also referred to in this guide as a Claim Investigation, allows ancillary, facility and professional providers the ability to submit a claim inquiry on claims that were previously finalized. For each submitted transaction, users will receive an electronic response indicating 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



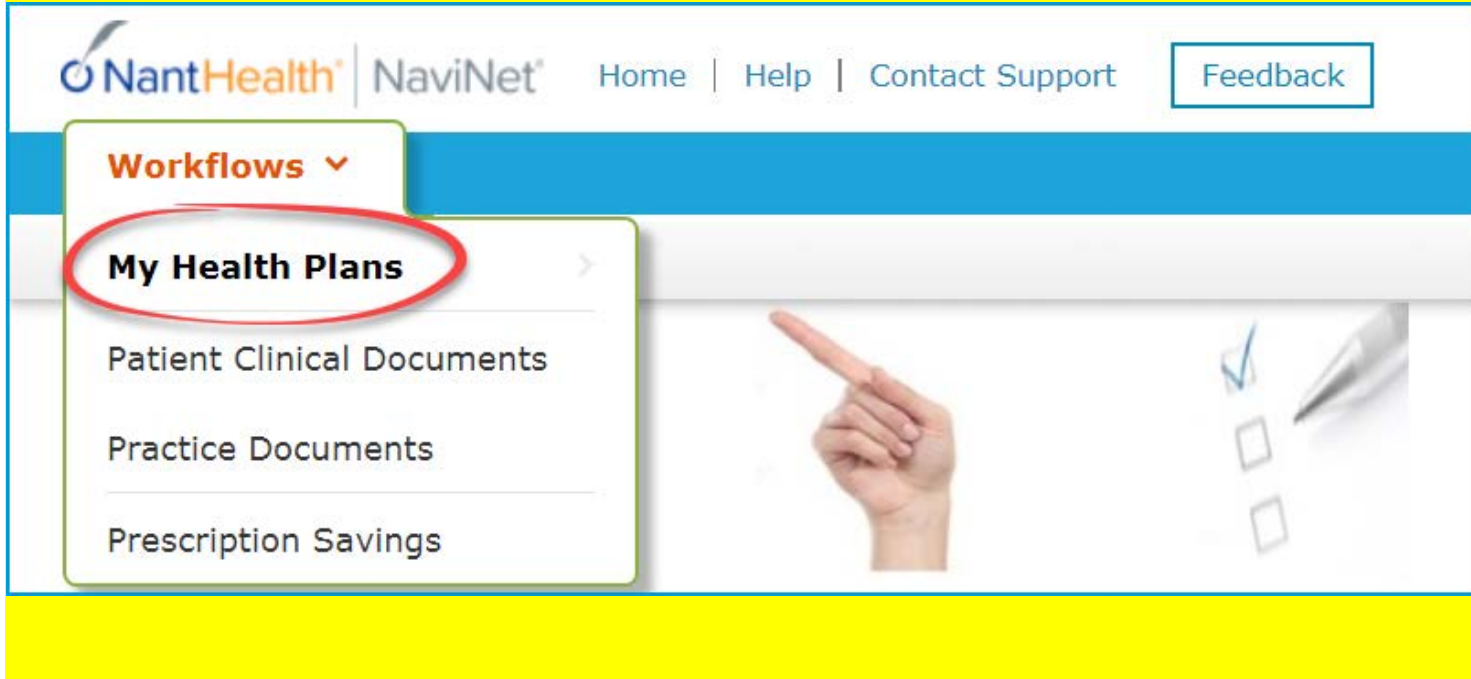
Claim Status Inquiry Workflow



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 Community HealthChoices.



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. At the top, there are links for '< Back to' and 'Claim Status:'. Below the title 'Claim Status: Search', there is a 'Print' link and a note: 'Online Remittance Advice will be available for claims paid on or after 01/04/2016.' A 'Reset Search Fields' link is also present. The form includes several input fields: 'Billing Entity' (with placeholder 'Type Name or ID to find provider...'), 'Patient Details' section with 'Member ID', 'Last Name', 'First Name' (with placeholder 'Optional'), and 'Date of Birth' (with placeholder 'mm/dd/yyyy'). The 'Claim Status Details' section includes 'Service Start' (08/17/2017) and 'Service End' (11/15/2017), both with calendar icons, and a 'Claim ID' field (with placeholder 'Optional'). 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

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

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

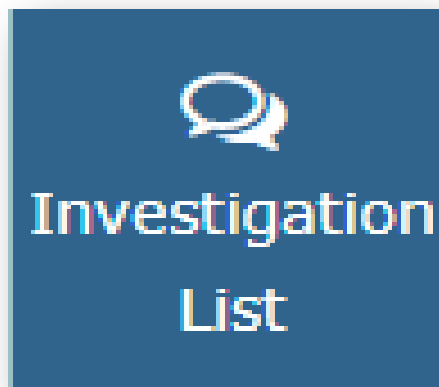
Date of Service	Claim ID	Billed Amount	Finalized
09/23/2017 to 09/23/2017	2000000000000	\$275.00	✓

► **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.

NEW

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

The screenshot shows a web application interface for an investigation list. At the top, there is a navigation bar with a 'Back to Investigation List' link and a close button. Below this, there are three action links: 'Status Details', 'Start New Investigation', and 'View/Print'. 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, there is a section for 'Claim Overpaid' with a table showing 'Raised on' (Today) and 'Reference' (--). At the bottom, there is a message from 'Jennifer Jones' stating 'Hello, the member's eligibility has been updated, please review for claim adjustment.' A red 'NEW' icon is placed next to a response message: 'Thank you for your response, we will respond to your request within 10 business days.'

Claim Status

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

Communication between
You & Keystone First
Community
HealthChoices

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 communication log shows a message from "User" (Jennifer Jones) and a response from "Health Plan" (marked as "NEW").

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	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

The screenshot displays a user interface for managing claim investigations. On the left, a sidebar contains 'Start Investigation' and 'Investigation List' (highlighted with a red box). The main area shows a list of investigations for 'LACI SMITH' (Member ID: 55555555). The selected investigation is 'Claim Overpaid', with a 'View/Print' button circled in red. A detailed view of this claim is shown on the right, including patient and claim details.

Investigation List:

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

Claim Overpaid Details:

Field	Value
Raised on	11/15/2017
Reference	--
Patient Name	LACI SMITH
Member ID	55555555
Date of Birth	01/01/2000
Claim ID	200000000000
Date of Service	09/23/2017 to 09/23/2017
Claim Value	\$275.00
Status	Finalized

Communications:

11/15/2017

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

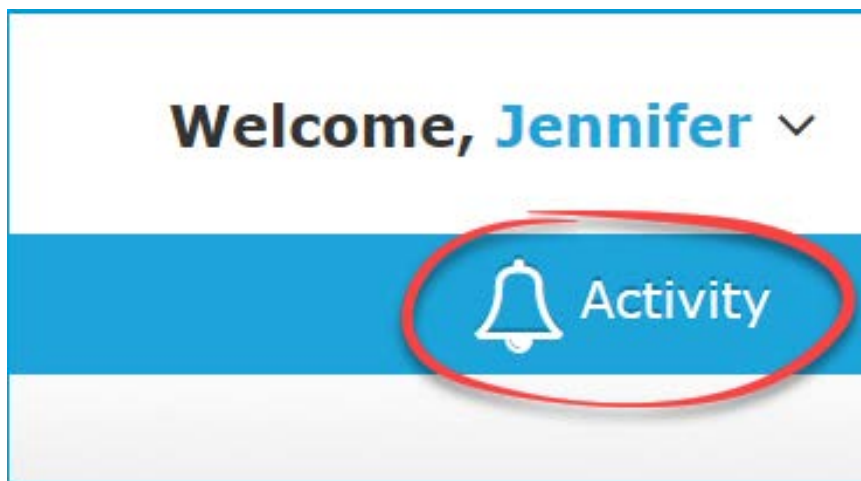
Health Plan: Thank you for your response, we will respond to your request within 10 business days.

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

Note: The reference field will not be populated.



Claim Investigations



Enabling Notifications

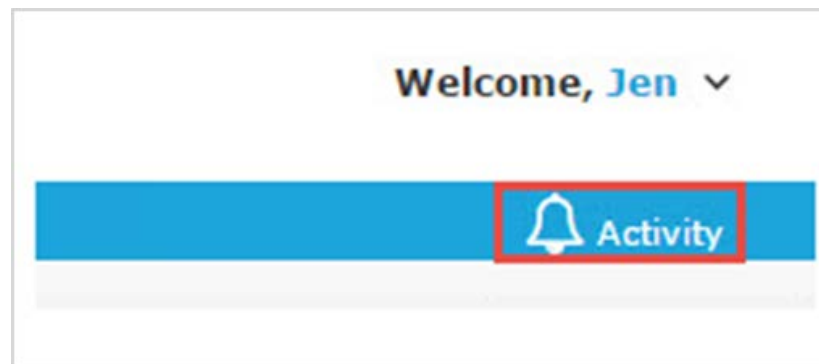
Enabling Claim Investigation Notifications

How will I be notified once the Plan responds to my inquiry?

Settings Tab Enabling Notifications

Sign in to navigate to the NaviNet Open Home screen.

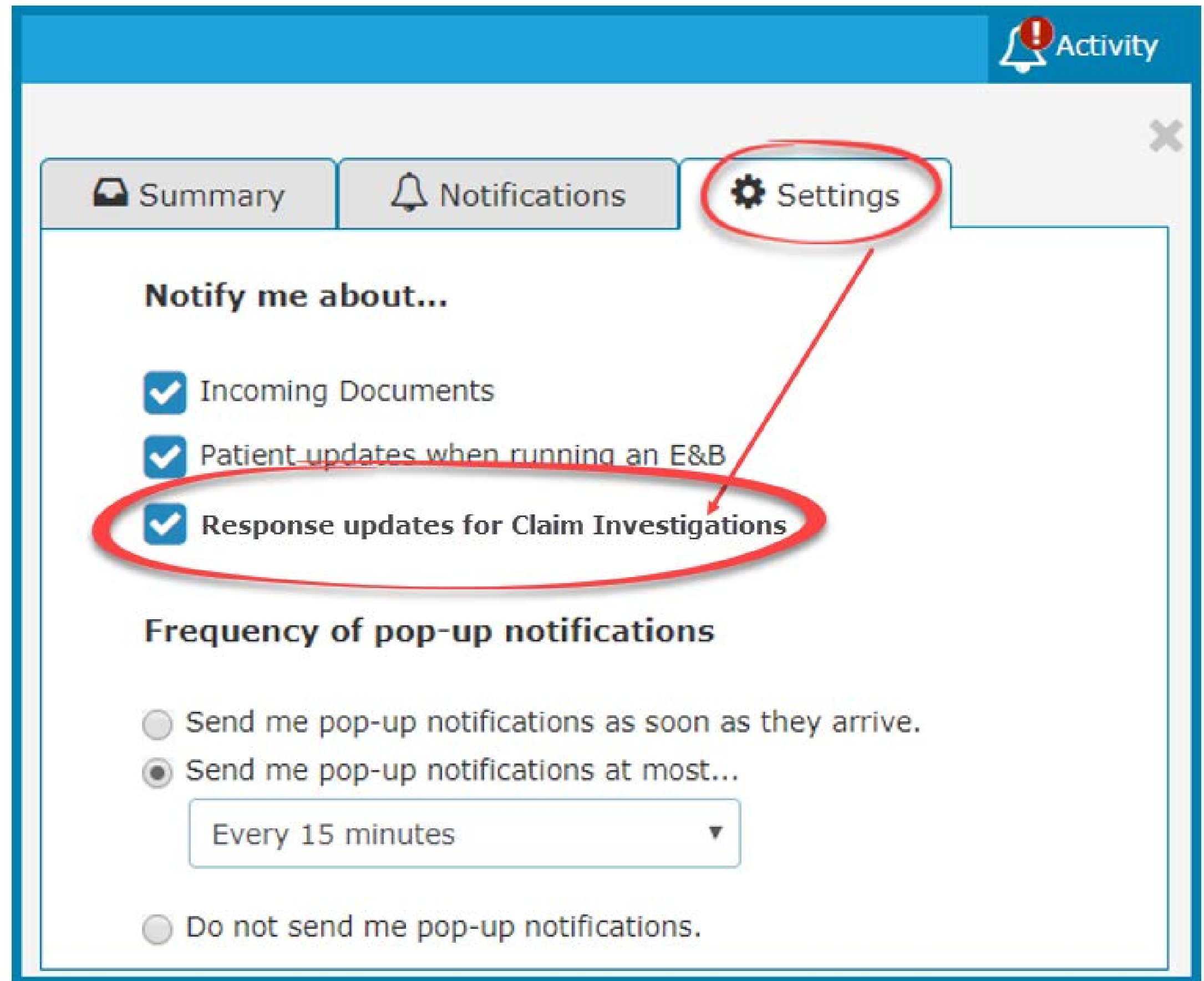
Click Activity located on the top right of your NaviNet toolbar.



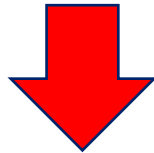
Select the Settings tab.

Check the Response updates for Claim Investigation box.

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

A screenshot of the NaviNet Settings tab for notifications. The "Settings" tab is selected and circled in red. Under the heading "Notify me about...", three checkboxes are checked: "Incoming Documents", "Patient updates when running an E&B", and "Response updates for Claim Investigations", which is also circled in red. A red arrow points from the "Settings" tab to the "Response updates for Claim Investigations" checkbox. Under the heading "Frequency of pop-up notifications", the second radio button is selected, and a dropdown menu shows "Every 15 minutes". The third radio button, "Do not send me pop-up notifications.", is unselected.

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	--

Today

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

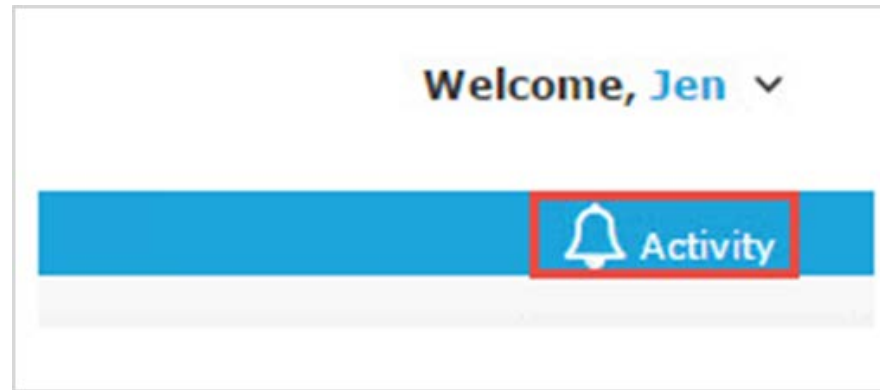
NEW Thank you for your response, we will respond to your request within 10 business days.

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

Notifications Tab

Sign in to navigate to the NaviNet Open Home screen

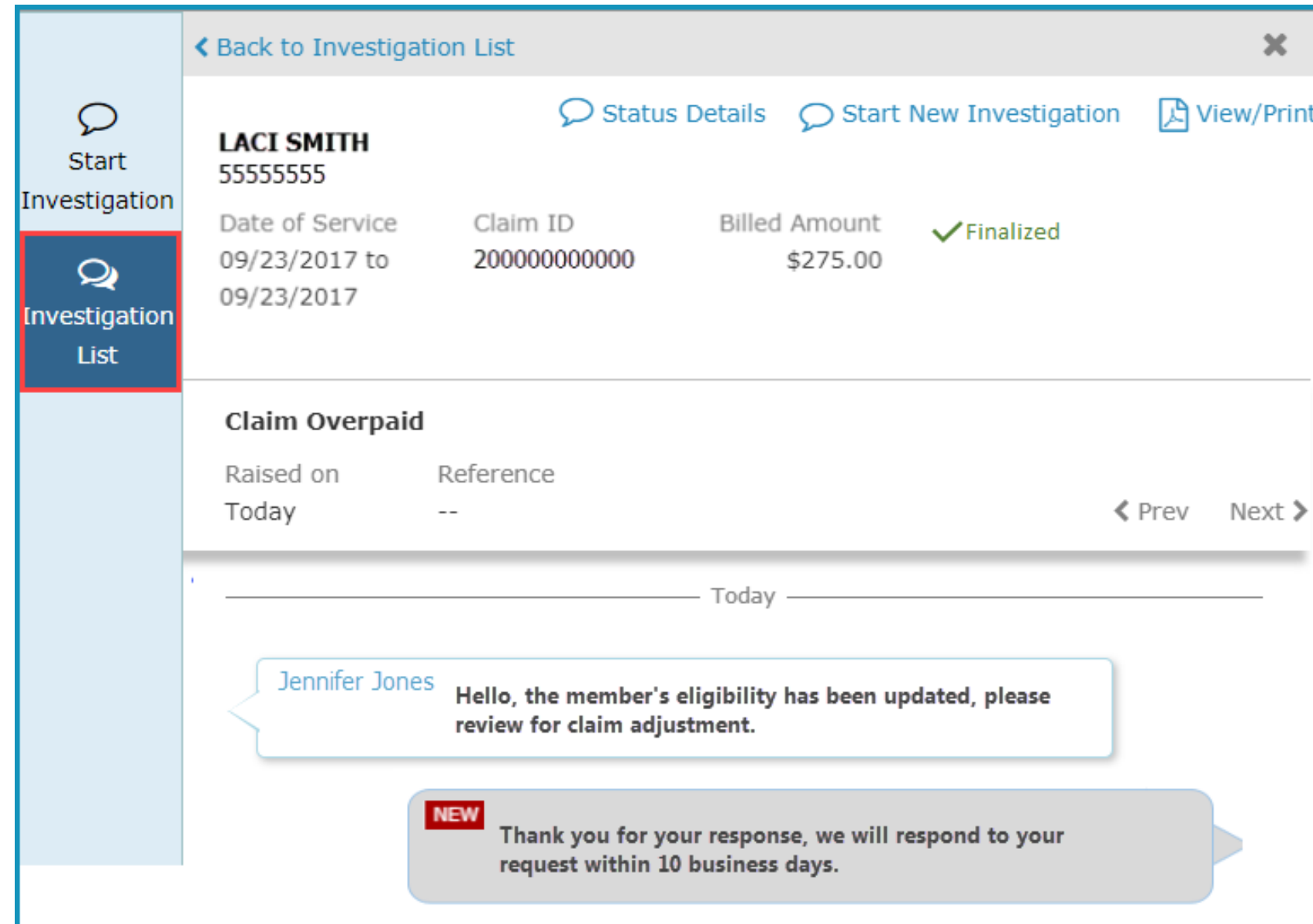
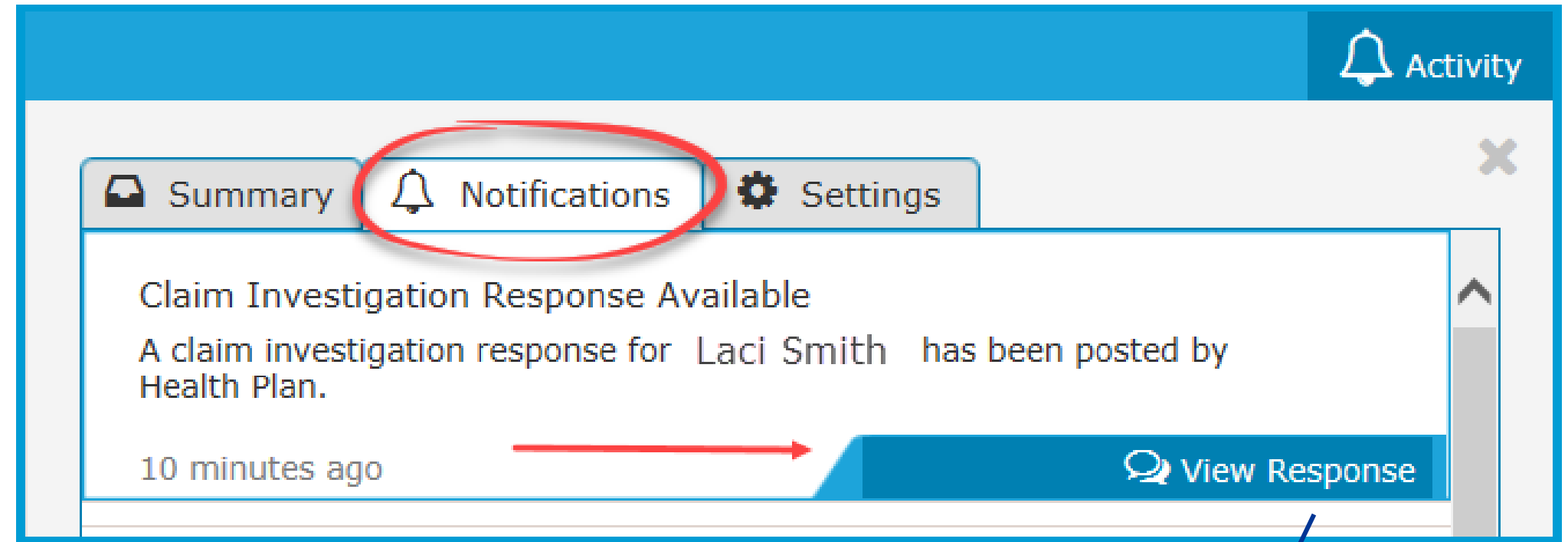
Click Activity located on the top right of your NaviNet toolbar



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 Community HealthChoices.

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: 555555555

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

Total Billed: \$275.00

Total Paid: \$0.00