

# Provider Resources

A Quick Guide on Provider Resources



**Keystone First**  
*VIP Choice*

## Providers

### Self-Service Tools

[Searchable Provider Directory](#)

[Navinet](#)

[Searchable Formulary](#)

[Prior Authorization Lookup Tool](#)

### Resources

[Credentialing](#)

[Clinical resources](#)

[Prior authorization](#)

### Communications

[Provider newsletter](#)

[Network News email alerts](#)

[Provider Manual \(PDF\)](#)

[Plan Updates and Changes](#)

### Training and Education

## Providers

### Coronavirus (COVID-19)

[Important information for providers regarding COVID-19.](#)

As a Keystone First VIP Choice provider, you are a part of a dedicated network that is ready to meet our members' health care needs. As partners in care, we'll work with you to ensure that our members receive access to the quality health care they need and deserve, through a plan which features:

- A coordinated care approach.
- Leading technology solutions.
- Innovative community outreach programs that offer better health outcomes to our members.

Our robust network is designed to provide our members with integrated care. You will find other committed providers like you in the directories below:

- [Find a provider](#)

Search for a PCP, specialist, hospital, or other health care provider in our network. Provider data contained within the online directory is updated daily Monday through Friday.

- [Pharmacy directory \(PDF\)](#) (April 27, 2022)

See a list of all of the pharmacies in our network.

# Website Highlights



## Available resources on the website:

- Provider Manual.
- Prior Authorization Lookup Tool.
- Searchable Provider Directory.
- Searchable Drug Formulary.
- Training Modules.
- Provider Communications.
- Forms.
- Provider Reference Guide.
- Link to NaviNet.
- And much more...

[www.keystonefirstvipchoice.com](http://www.keystonefirstvipchoice.com)

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# Provider Manual Highlights



- Keystone First VIP Choice Overview
- Provider and Network Information
- Provision of Services
- Model of Care and Integrated Care Management
- Utilization Management
- Grievances, Appeals, and Fair Hearings
- Quality Assurance and Performance Improvement Program
- Cultural Competency Program and Requirements
- Behavioral Health Care

The complete Provider Manual can be found on the Keystone First VIP Choice website at [www.keystonefirstvipchoice.com](http://www.keystonefirstvipchoice.com) under the Provider Communications link.

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# NaviNet Provider Portal Highlights



NaviNet is America's leading healthcare provider portal connecting over 40 health plans and 60% of the nation's physicians. NaviNet is not only used by Keystone First VIP Choice, but also payers like Cigna and Aetna.

Through NaviNet providers can:

- Check claim status.
- Print copies of remittances.
- Check member eligibility.
- Enter authorization requests.
- Generate reports.

To sign up for NaviNet go to the link on our website or <https://navinet.secure.force.com/>

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