



To: Keystone First Family of Health Plans Providers

Date: March 3, 2026

Subject: NaviNet Claim Appeals Status Check Update

Summary: At the end of 2025, Keystone First Family of Health Plans and NantHealth|NaviNet expanded the functionality for the submission of appeals regarding claim issues and supporting documentation to include the capability of viewing the status of the appeal and a copy of the determination letter. This notice is to advise providers of a change in the search fields under the Check Appeals Status functionality.

The process for viewing the status of a previously submitted appeal has not changed. Providers will continue to access *Forms and Dashboards* and select the **Check Appeal Status** link.

The update is the addition of a **Payee ID** dropdown to the search data elements. Effective February 19, 2026, providers will be required to search by selecting the Payee ID (the plan specific provider or group ID the claim is being paid to, in box 33 of the CMS-1500 claim form), from the Payee ID dropdown AND one of following data elements:

- Claim ID OR
- Member ID OR
- Submission Date Range

The addition of the Payee ID allows our system to better filter the claim status results to help ensure the most accurate response to your search.

Questions:

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at **1-800-521-6007**.