



**To: Keystone First Family of Health Plans Providers**

**Date: February 26, 2026**

**Re: Vendor letters added to the claims overpayment response process in NaviNet**

In August 2025, Keystone First Family of Health Plans introduced improvements to the claims overpayment response process. The enhanced process provides a more efficient way to respond to overpayment letters by reducing the need to mail written correspondence and minimize response times.

With the initial implementation of this new functionality, providers were able to approve or dispute claims overpayments and submit supporting documentation electronically in real-time through NaviNet for requests generated by Keystone First Family of Health Plans ONLY. Beginning **April 1, 2026 for HMS Gainwell and May 1, 2026 for Apixio**, the electronic response process will also include requests generated by vendors.

**PLEASE NOTE:** Providers will continue to receive notification of overpayments by mail for ALL overpayments. However, with the new functionality, providers will have the option to respond to these letters via NaviNet. If an overpayment letter is received from a vendor not specifically mentioned in this document, please follow the response instructions noted in the letter.

#### **What are you able to do with this new functionality?**

- Easily access the Overpayment – Approve/Dispute Submission Form.
- Review the overpayments summary page and approve and/or dispute claims with overpayments down to the claim line level in real-time.
- Attach and submit supporting documentation (Explanation of Benefits [EOB], Eligibility/third-party liability [TPL] verification documentation, etc.) directly in NaviNet.
- Check for resolution on disputed overpayments.
- Pull reports of claim overpayments.

#### **How do you access the overpayments in NaviNet?\***

- Log-in to NaviNet. (Note: You must be registered for NaviNet to access the overpayment letters. Register at [www.navinet.net](http://www.navinet.net))
- Access Forms and Dashboard from your NaviNet Plan Central page.
- Scroll down and open the Overpayments Dashboard.
- Enter Payee # or Tax ID to search for open requests.
- Approve or Dispute overpayment requests. (If disputed, you may attach supporting documentation.)

*\*More detailed instructions are included in the User Guide located on NaviNet.*

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