

## *Upgrades to Your Remittance Advice!*

May 25, 2005

Dear Keystone Mercy Provider:

As you may know, Keystone Mercy transitioned to a new vendor for the printing and mailing of checks and remittance advices (RAs) in January 2004. An initial advantage of the new RAs is that they were designed to be easy to read.

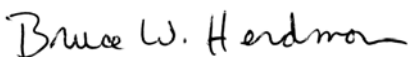
In March 2005 further enhancements were made to the Payment Reduction Summary section of the RA. The Payment Reduction Summary section now includes the Original Date of Service, Check Date and Check Number in order to make it easier for providers to tie RA information to original claims information.

In May 2005 we introduced an additional service to enable you to review your RAs electronically. To use this service, use the "Verify Claims Status" option on the Keystone Mercy website ([www.keystonemercy.com](http://www.keystonemercy.com)). This printable PDF file mirrors the existing RAs your office currently receives. Please note that this service is only available for claims processed since January 1, 2004.

In order to use this new service, your Internet browser must be operating at an optimal security level. Keystone Mercy asks that you verify the encryption capabilities of your Internet browser. To verify that your Internet browser is operating at an optimal security level, or to upgrade your current Internet browser, please visit <https://www.keystonemercy.com/xtra> for additional information.

Keystone Mercy is confident that the PDF RA will be valuable to you and your office staff. Our Provider Services Department is available 24 hours a day/seven days a week at 1-800-521-6007 to answer questions about this new service, or you may contact your Provider Network Representative.

Sincerely,



Bruce W. Herdman, M.B.A, Ph.D.  
Senior Vice President  
Provider Network Management