

Important Update
Keystone Mercy Delays the Transition to JIVA to February 5, 2012

Keystone Mercy is delaying the transition from iEXCHANGE to JIVA from January 16, 2012 (as previously announced) to February 5, 2012. Please continue to submit requests for prior authorization service extensions and admission status via iEXCHANGE until February 5 when we will transition to JIVA.

JIVA will offer the same prior authorization and admission-related functions you currently perform in iEXCHANGE through the Keystone Mercy provider portal, NaviNet. As a reminder, JIVA will only be accessible through NaviNet, therefore, to ensure you are ready to begin using JIVA when it launches, please register for NaviNet now. Log on to www.navinet.net to register, or call 1-888-482-8057 to speak to NaviNet Customer Service.

All Keystone Mercy patient service history currently stored in iEXCHANGE will not be carried over to JIVA; therefore, we are requesting that you take appropriate steps to retain this information prior to the JIVA launch date.

There will be no additional training webinars added, so please make sure that you attend your scheduled webinar, because the implementation date, though delayed, is right around the corner!

We apologize for any inconvenience this delay in implementation may have caused. If you have questions, please feel free to contact your Provider Account Executive.