



To: AmeriHealth Caritas Louisiana Providers

Date: March 23, 2016

Subject: How Can NaviNet Help You?

Summary: Simplify health care administration with NaviNet. AmeriHealth Caritas Louisiana offers a free and secure way to quickly access member and provider information and much more.

How Can NaviNet Help YOU?

- Verify eligibility and benefits.**
- Inquire on the status of a claim.**
- Check claims data.**
- Request referral to behavioral health providers.**
- Submit Claims.**
- View remittance advices.**
- Check member care gap reports to identify needed services.**
- Refer to at-a-glance member clinical summaries.**
- Extract admission and discharge reports.**

Submit authorization requests through JIVA - You have single-sign-on access to JIVA enabling you to:

- Request inpatient, outpatient, home-care and DME services.
- Submit extension of service authorization requests.
- Verify elective admission authorization status.
- Receive admission notifications and view authorization history.
- Submit clinical review for auto-approval of requests for services.

How Can I Get NaviNet for My Office?

If you are ready to sign up for NaviNet here are a few ways to get started.

1. Complete the online [registration request](#) form to register.
2. Contact NaviNet Customer Care at 1-888-482-8057 with questions regarding NaviNet.
3. Contact your Provider Account Executive directly for more information on how to get started with NaviNet.
4. Contact Provider Services at 1-888-922-0007

Already registered? Learn more about what NaviNet can do to help you simplify administration:

<https://support.navinet.net/health-plans/navinet-basics>

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.