

To: AmeriHealth Caritas Louisiana Providers

Date: February 2, 2018

Subject: NaviNet Enhancement – Admission and Discharge Alerts

Summary: AmeriHealth Caritas Louisiana is pleased to announce an exciting new feature on NaviNet. Effective January 29, 2018, near real time member admission and discharge (ADT) alerts will be available on NaviNet.

AmeriHealth Caritas Louisiana has contracted with a local Health Information Exchange (HIE) to deliver automatic ADT alerts to notify physicians when our members have been either admitted to or discharged from the hospital or treated in an emergency room within the last 7 days.

This critical information will be available via our secure provider portal, NaviNet, within 24 hours of the event, allowing physicians to efficiently and effectively address member health issues in a timely manner.

Admissions and discharges will be displayed as either Emergency Room Alerts or Inpatient Alerts.

The following information will be displayed for each alert:

Member ID	Alert Type (Emergency Room or Inpatient)
Member Name	Event Type (Admit or Discharge)
Facility	Pregnancy (Y or N)
Date of Birth	High Risk (Y or N)
Admit Date and Time	Readmission (Y or N)
Discharge Date and Time	Alt. Phone Number (contact information given at the time of admission)
Reason (Diagnosis)	

The admission and discharge alerts can be accessed through four NaviNet functionalities.

1. Activity Tab
2. Patient Clinical Documents workflow
3. Eligibility and Benefits workflow
4. Member Clinical Summary workflow

To learn how to access your ADT alerts, please visit the AmeriHealth Caritas Louisiana’s NaviNet Plan Central Page or our website at www.amerihealthcaritasla.com > Providers > NaviNet to see a step-by-step ADT alert user guide.

Questions:

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.