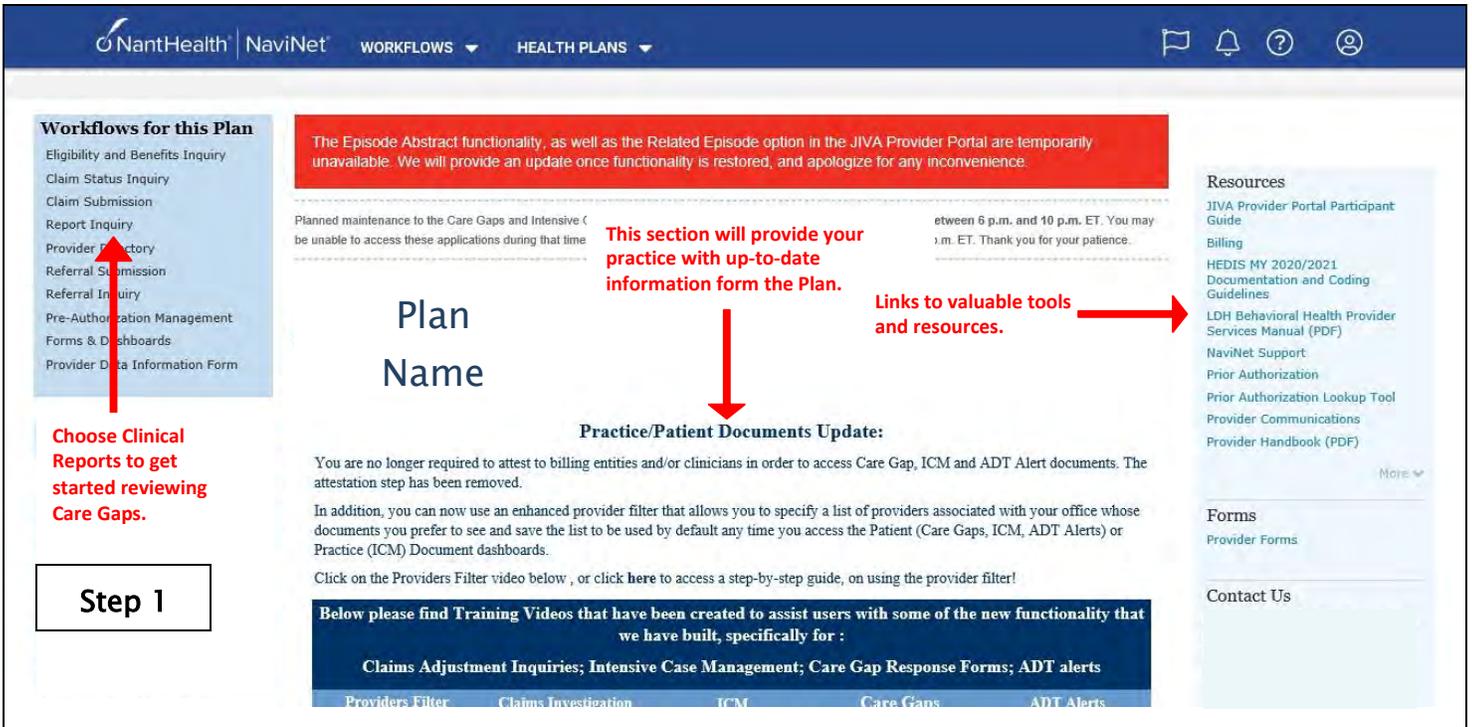


How to Access Care Gap Reports in NaviNet

Three easy steps to viewing these critical reports



Step 1

Choose Clinical Reports to get started reviewing Care Gaps.

This section will provide your practice with up-to-date information from the Plan.

Links to valuable tools and resources.

Plan Name

Practice/Patient Documents Update:

You are no longer required to attest to billing entities and/or clinicians in order to access Care Gap, ICM and ADT Alert documents. The attestation step has been removed.

In addition, you can now use an enhanced provider filter that allows you to specify a list of providers associated with your office whose documents you prefer to see and save the list to be used by default any time you access the Patient (Care Gaps, ICM, ADT Alerts) or Practice (ICM) Document dashboards.

Click on the Providers Filter video below, or click [here](#) to access a step-by-step guide, on using the provider filter!

Below please find Training Videos that have been created to assist users with some of the new functionality that we have built, specifically for :

Claims Adjustment Inquiries; Intensive Case Management; Care Gap Response Forms; ADT alerts

Providers Filter Claims Investigation ICM Care Gaps ADT Alerts

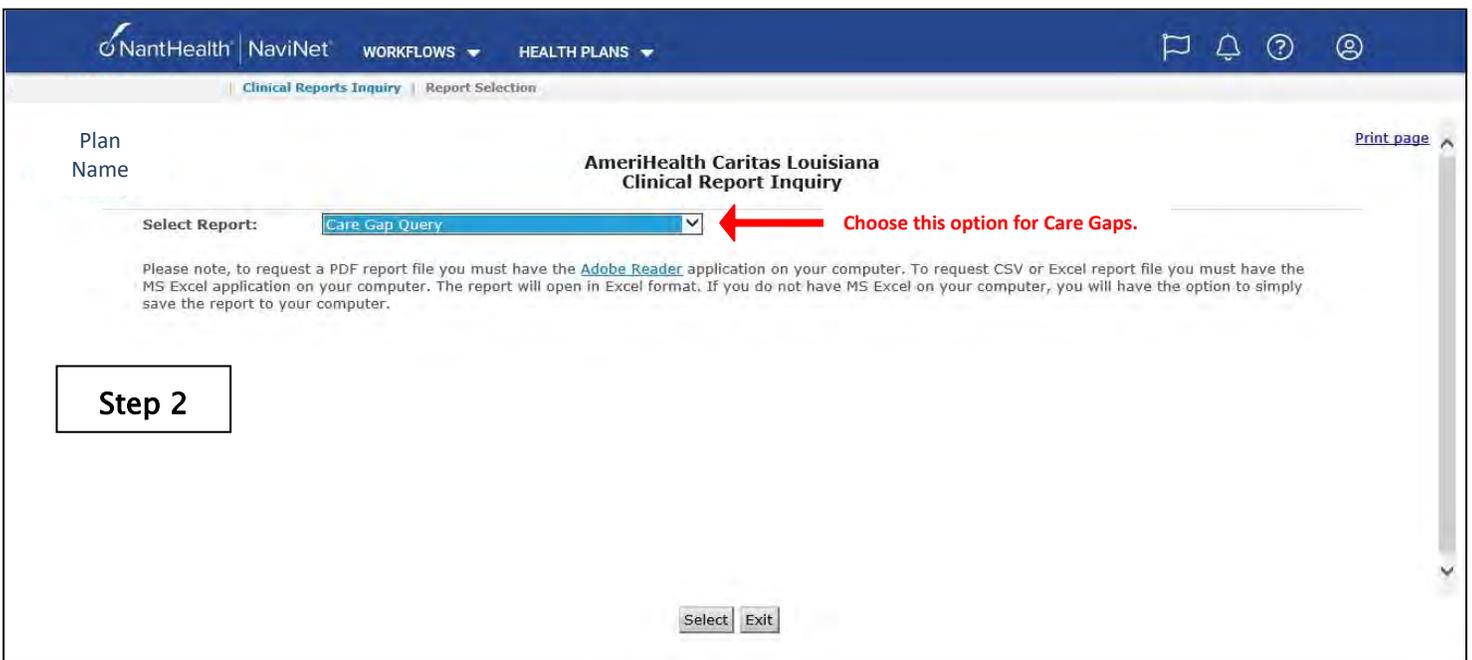
Resources

- JIVA Provider Portal Participant Guide
- Billing
- HEDIS MY 2020/2021 Documentation and Coding Guidelines
- LDH Behavioral Health Provider Services Manual (PDF)
- NaviNet Support
- Prior Authorization
- Prior Authorization Lookup Tool
- Provider Communications
- Provider Handbook (PDF)

Forms

Provider Forms

Contact Us



Step 2

Choose this option for Care Gaps.

Plan Name

AmeriHealth Caritas Louisiana
Clinical Report Inquiry

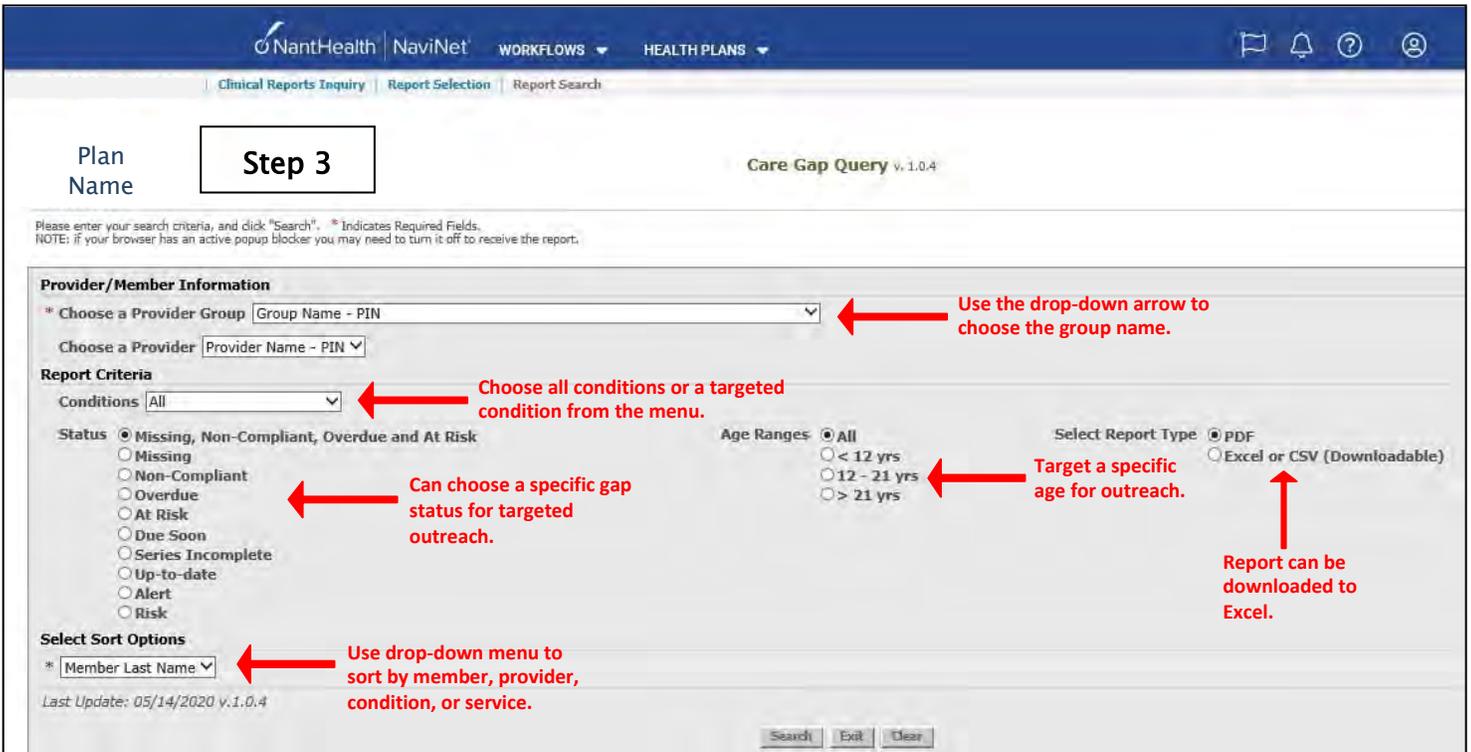
Select Report: **Care Gap Query**

Please note, to request a PDF report file you must have the [Adobe Reader](#) application on your computer. To request CSV or Excel report file you must have the MS Excel application on your computer. The report will open in Excel format. If you do not have MS Excel on your computer, you will have the option to simply save the report to your computer.

Select Exit

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Step 3

Care Gap Query v.1.0.4

Please enter your search criteria, and click "Search". * Indicates Required Fields.
NOTE: if your browser has an active popup blocker you may need to turn it off to receive the report.

Provider/Member Information

* Choose a Provider Group Use the drop-down arrow to choose the group name.

Choose a Provider

Report Criteria

Conditions Choose all conditions or a targeted condition from the menu.

Status Missing, Non-Compliant, Overdue and At Risk

- Missing
- Non-Compliant
- Overdue
- At Risk
- Due Soon
- Series Incomplete
- Up-to-date
- Alert
- Risk

Can choose a specific gap status for targeted outreach.

Age Ranges All

- < 12 yrs
- 12 - 21 yrs
- > 21 yrs

Target a specific age for outreach.

Select Report Type PDF

- Excel or CSV (Downloadable)

Report can be downloaded to Excel.

Select Sort Options

* Use drop-down menu to sort by member, provider, condition, or service.

Last Update: 05/14/2020 v.1.0.4