



NAVINET BASICS

Provider User Guide

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OVERVIEW

The purpose of this User Guide is to demonstrate how to access and navigate through the NaviNet portal in order to help you access and navigate NaviNet and all its features.

Learning Objectives

In this guide, you will learn to do the following:

1. Log in to NaviNet
2. Password Resets
3. Access provider's specific Health Plan
4. How to use NaviNet Support
5. How to use the plan specific Workflows:
 - Benefits and Eligibility Inquiry
 - Claims Status Inquiry
 - Claims Submission
 - Report Inquiry
 - Provider Directory
 - Pre-Authorization Management
 - Forms and Dashboards

IMPORTANT NOTE

While this guide will focus on the NaviNet functions/workflows used by AmeriHealth Caritas Family of Companies, NaviNet has a very informative website to assist providers. The Support section on the NaviNet website provides additional user guides and video tutorials, as outlined in the NaviNet Support section of this guide.

AmeriHealth Caritas is not responsible for maintaining or updating the NaviNet site; and this guide may not necessarily reflect the most current updates to the NaviNet site.

Not all the functionalities represented in this user guide are supported for all health plans.

Through NaviNet, you can access and submit:

- Prior authorizations
- Real-time clinical Healthcare Effectiveness Data and Information Set (HEDIS) alerts
- Claims information and updates
- Member eligibility information
- Benefits information
- Drug authorizations

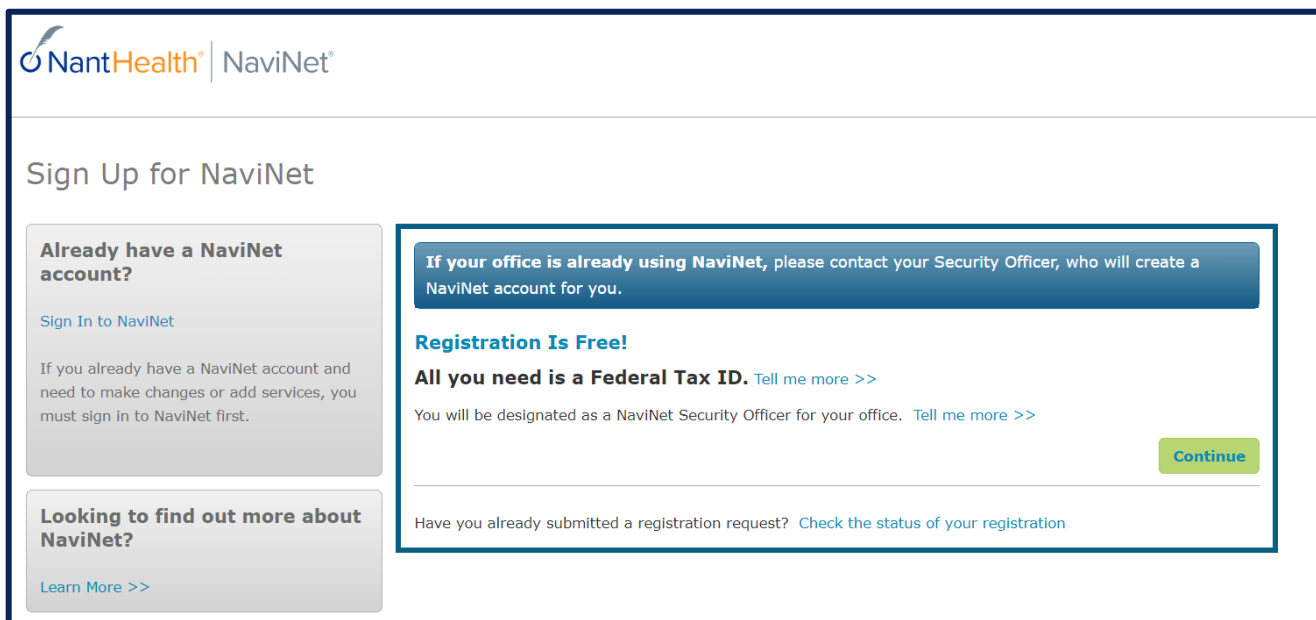
NaviNet allows you and health plans to share administrative, financial, and clinical data in one place.

If you haven't signed up for NaviNet yet, be sure to register at <https://register.navinet.net>.



What you need to know:

NaviNet is an easy-to-use, no-cost, secure web-based platform that links you to your health plans. NaviNet helps speed up the provider-health plan connection and can often replace paper transactions.

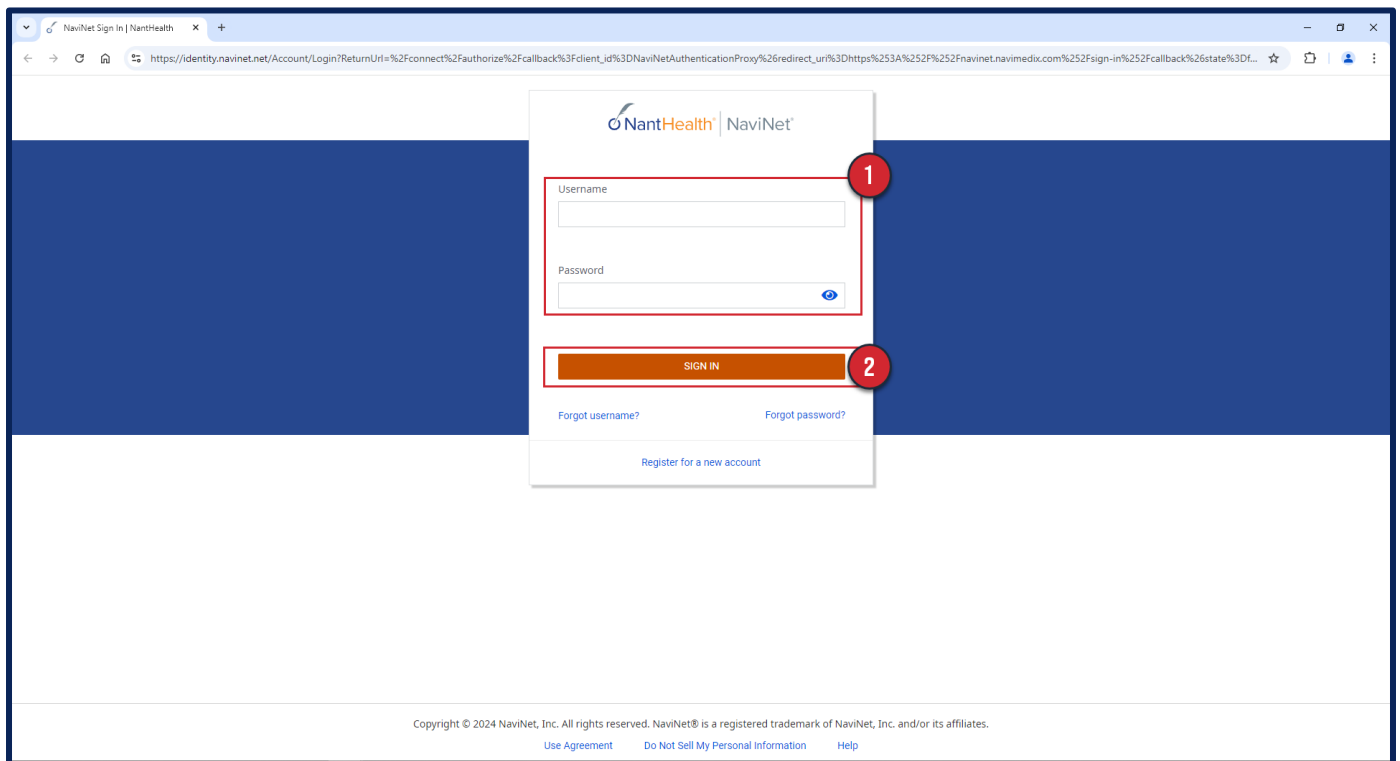


The screenshot shows the NantHealth NaviNet registration page. At the top, the NantHealth logo and 'NaviNet' text are displayed. Below this is the heading 'Sign Up for NaviNet'. The page is divided into two main sections. On the left, there are two gray boxes: the top one is titled 'Already have a NaviNet account?' with a 'Sign In to NaviNet' link and a paragraph stating that existing users must sign in to make changes; the bottom one is titled 'Looking to find out more about NaviNet?' with a 'Learn More >>' link. On the right, a large white box with a blue border contains the main registration information. It starts with a blue header box that says 'If your office is already using NaviNet, please contact your Security Officer, who will create a NaviNet account for you.' Below this, it says 'Registration Is Free!' followed by 'All you need is a Federal Tax ID. Tell me more >>'. A line of text states 'You will be designated as a NaviNet Security Officer for your office. Tell me more >>' with a green 'Continue' button to its right. At the bottom of this box, it asks 'Have you already submitted a registration request?' with a link to 'Check the status of your registration'.

To login to NaviNet:

You can access NaviNet directly from your internet browser using the following link: <https://navinet.navimedix.com>.

1. Enter your username and password.
2. Click Sign in.



The screenshot shows a web browser window with the NaviNet login page. The page has a dark blue header and footer. The main content area is white. In the center, there is a login form with the NantHealth NaviNet logo at the top. The form contains two input fields: 'Username' and 'Password'. A red circle with the number '1' is placed over the Username field. Below the Password field is a red 'SIGN IN' button, which is highlighted with a red circle and the number '2'. Below the button are two links: 'Forgot username?' and 'Forgot password?'. At the bottom of the form is a link: 'Register for a new account'. The footer contains copyright information and links for 'Use Agreement', 'Do Not Sell My Personal Information', and 'Help'.

NantHealth | NaviNet

Username

Password

SIGN IN

[Forgot username?](#) [Forgot password?](#)

[Register for a new account](#)

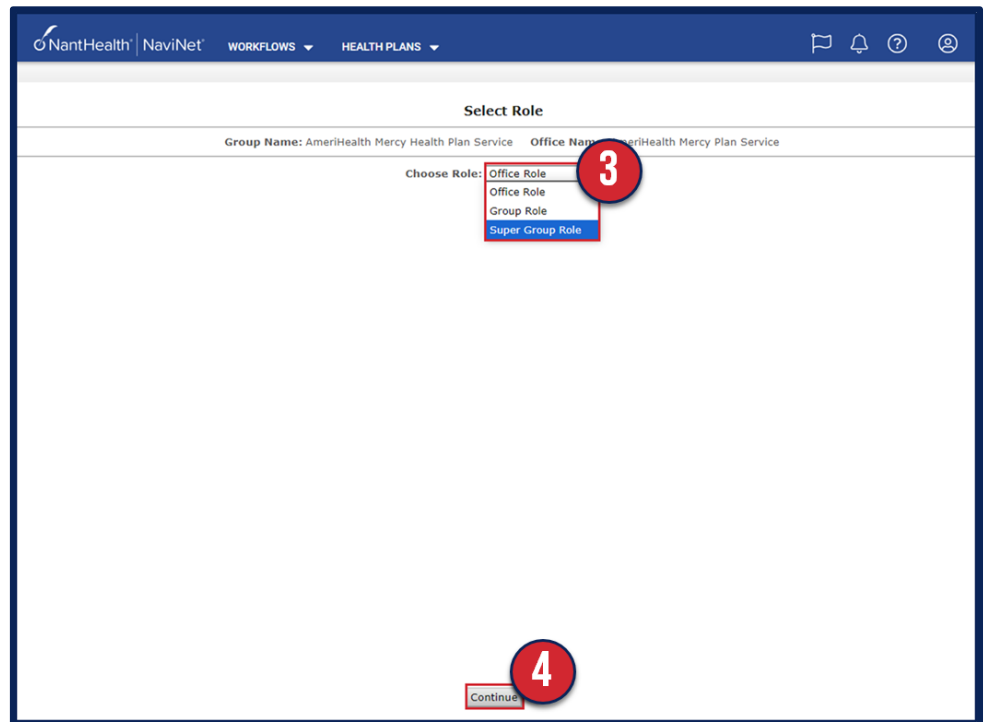
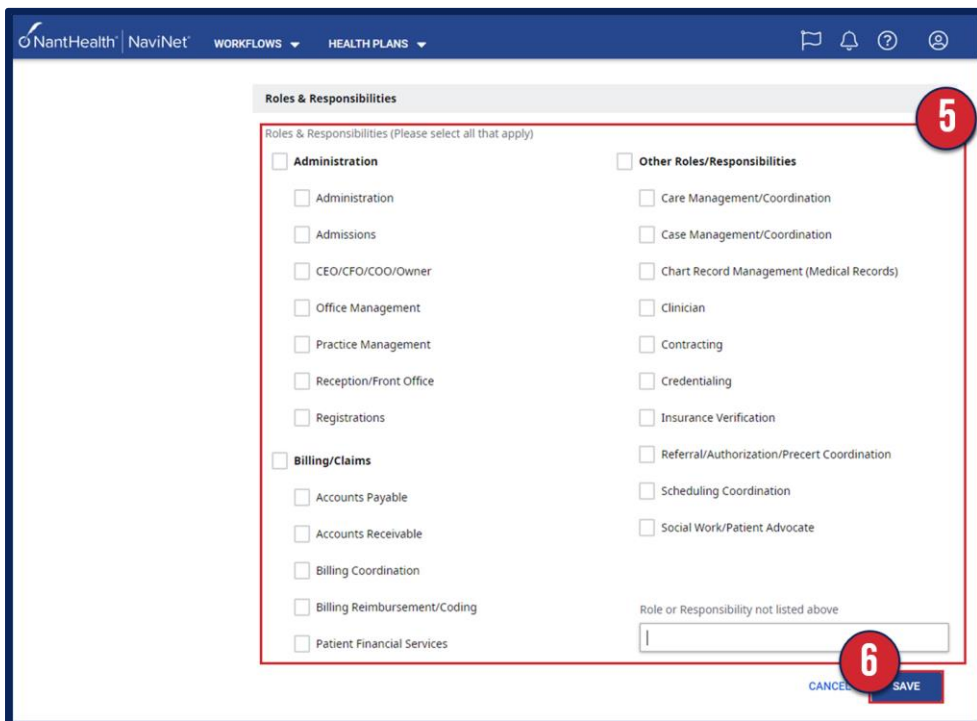
Copyright © 2024 NaviNet, Inc. All rights reserved. NaviNet® is a registered trademark of NaviNet, Inc. and/or its affiliates.

[Use Agreement](#) [Do Not Sell My Personal Information](#) [Help](#)

Role

Once you are logged in, you are placed into your 'profile' and will have access to member and claim information specific to the practice.

3. Select the appropriate role from the drop-down
4. Click Continue

Roles and Responsibilities

Once you open your profile, you will be taken to the verification page, where you can identify your roles and responsibilities.

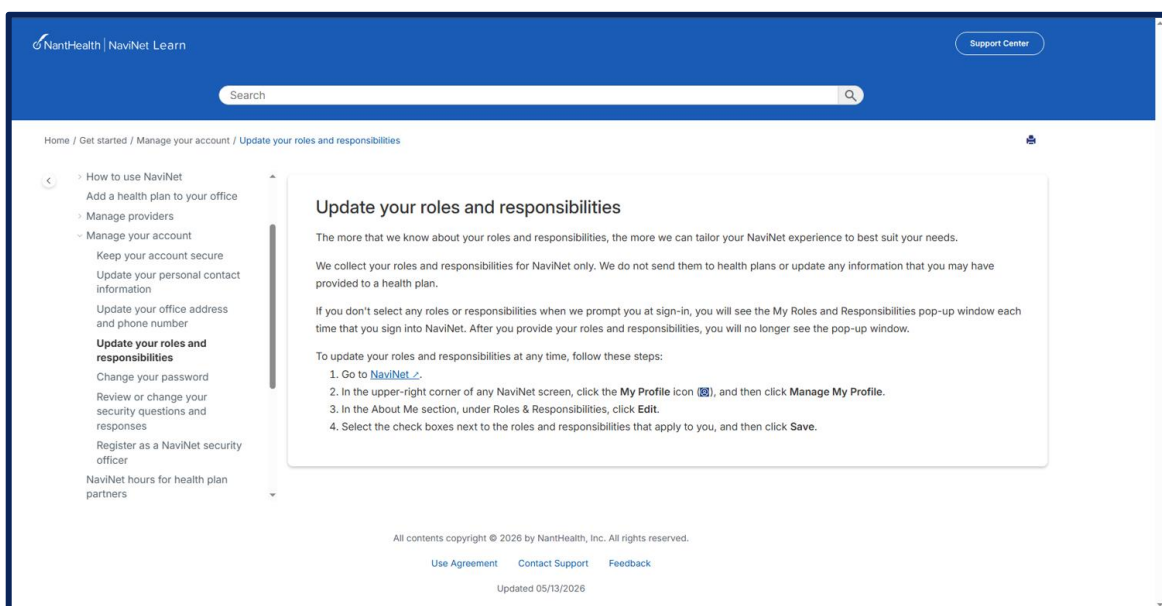
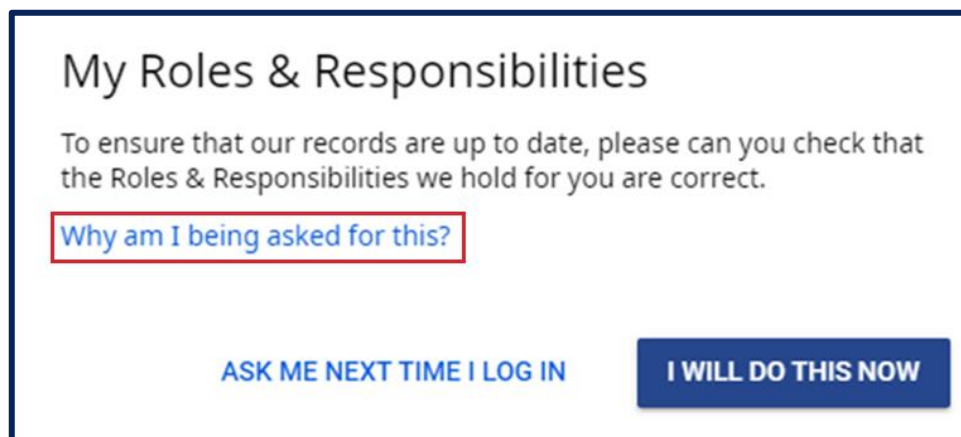
5. Check the values that best match your roles or responsibilities at your office.
6. Click Save

Roles and Responsibilities Cont'd.

NaviNet will ask you to confirm your roles and responsibilities once a year when you sign in. The more NaviNet knows about the user's roles and responsibilities, the more they can tailor your NaviNet experience to best suit your needs.

The My Roles & Responsibilities pop-up will appear every time you log in until you complete that section.

- To complete the Roles & Responsibilities pop-up request, click on I WILL DO THIS NOW.
- The “Why are you asking for this?” link will take you to the NaviNet Support page for FAQs relating to roles and responsibilities and other NaviNet Questions.

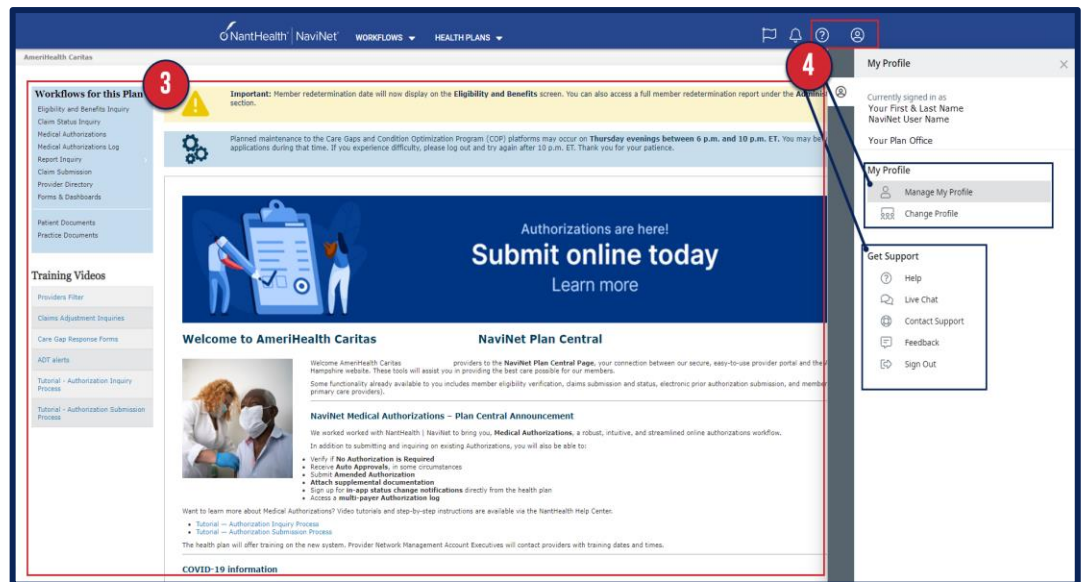
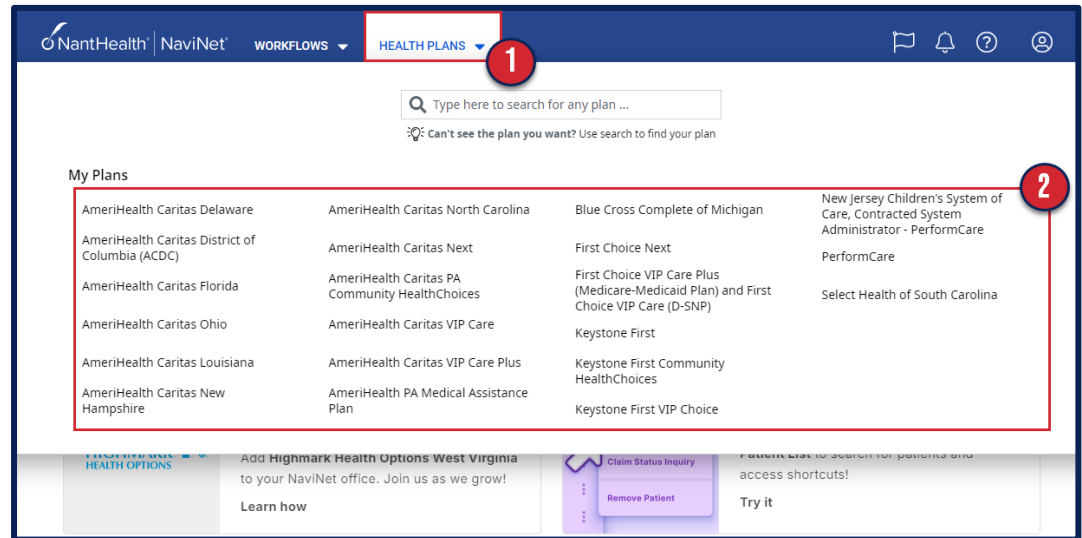


My Health Plan

Once logged into NaviNet, the NaviNet Homepage will display.

To view a specific health plan central page, you can choose a specific health plan by completing the following:

1. Click on Health Plans from the top menu bar.
2. Select the health plan from the My Plans options.
3. The health plan's NaviNet central page will display.
4. The Help and My Profile icons give you access to:
 - Your account
 - Change profile
 - Get support/help or to Contact Support

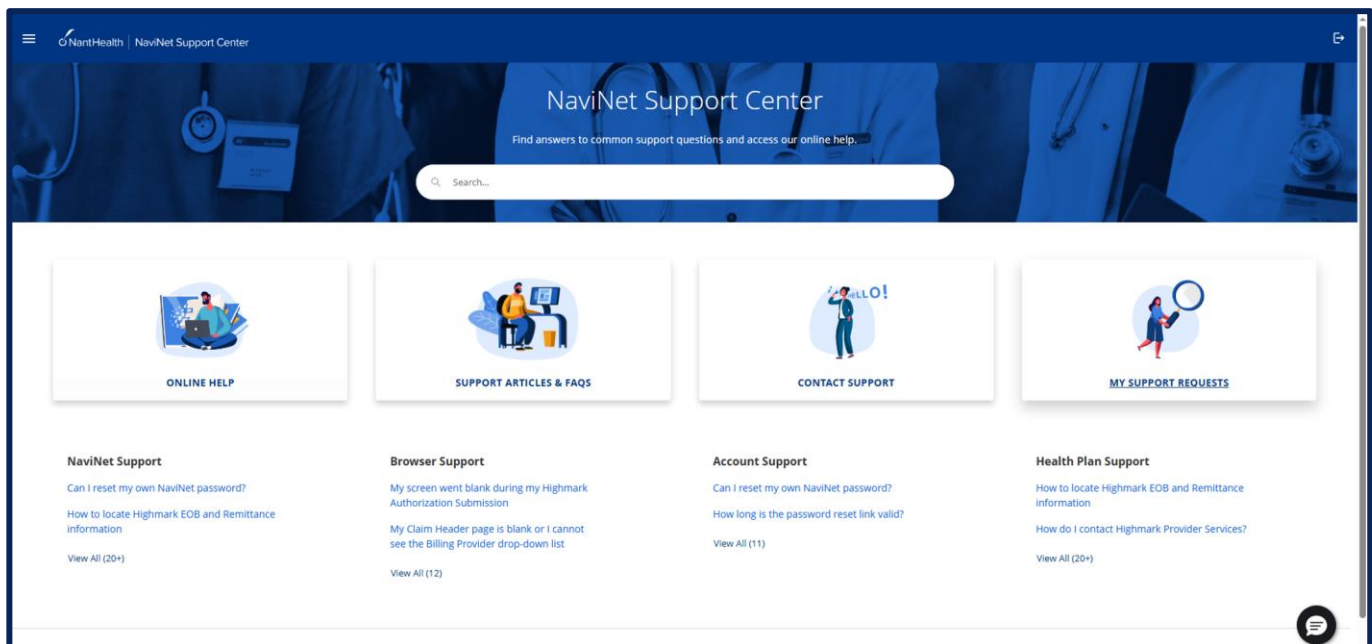


Note: Do not use your Web browser's back button. Use the navigation bar at the top of your screen to navigate between health plans, and the links under Workflows for this Plan to navigate between desired functions. Using your browser's back button can impact functionality and may cause errors.

Support Center

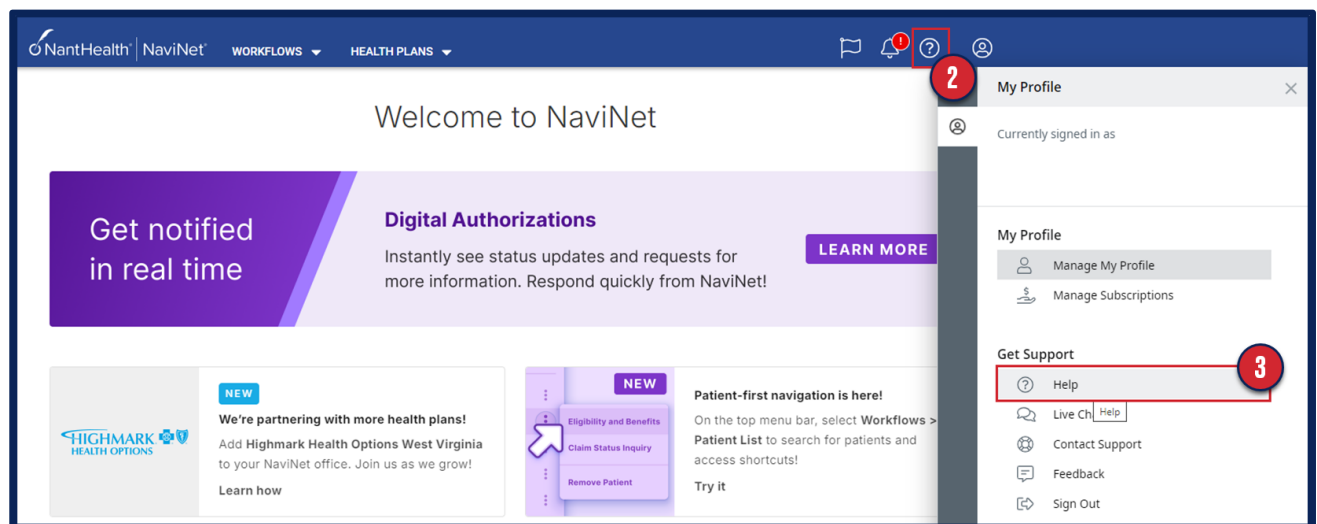
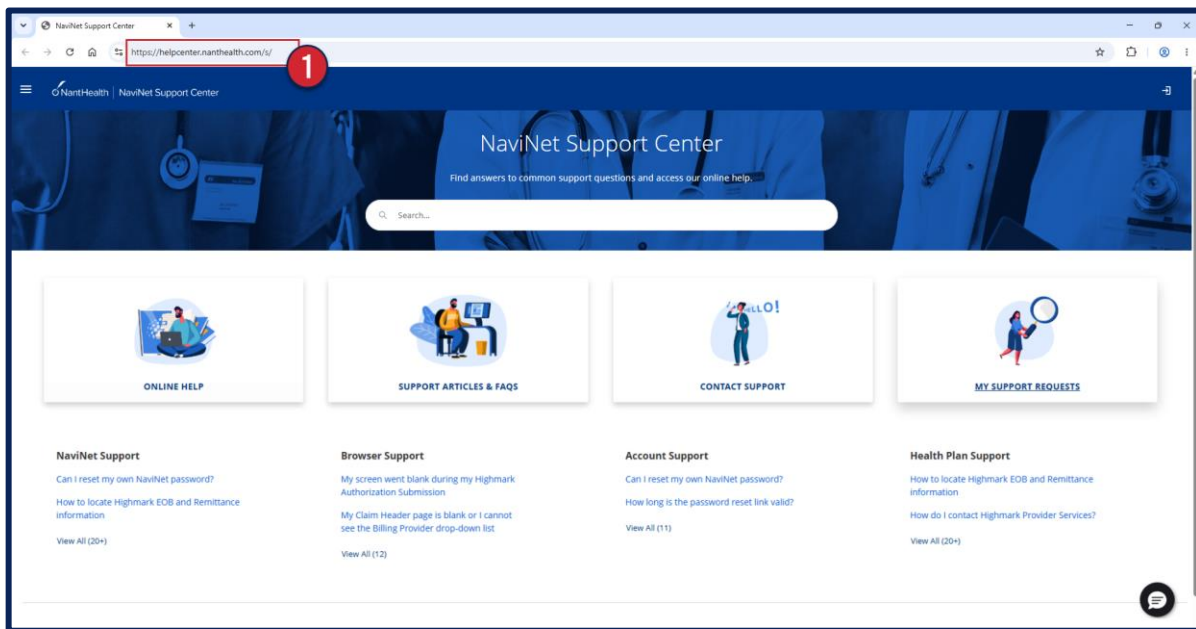
NaviNet has a robust Support Center to assist you with the following:

- Find answers by reading support articles and Frequently Asked Questions (FAQs)
- Access user guides and training videos
- Review the latest NaviNet updates
- Contact NaviNet Support via chat or by opening a support request
- Get involved with the NaviNet User Panel
- Send feedback and suggestions
- Links to other helpful information to assist with NaviNet and its functionality



You can access the NaviNet Support Center by:

1. Entering the following link on your browser: <https://helpcenter.nanthealth.com/s/>
2. Or by clicking on the question mark at the upper right on the Plan Central Page
3. Then clicking 'Help' under Get Support



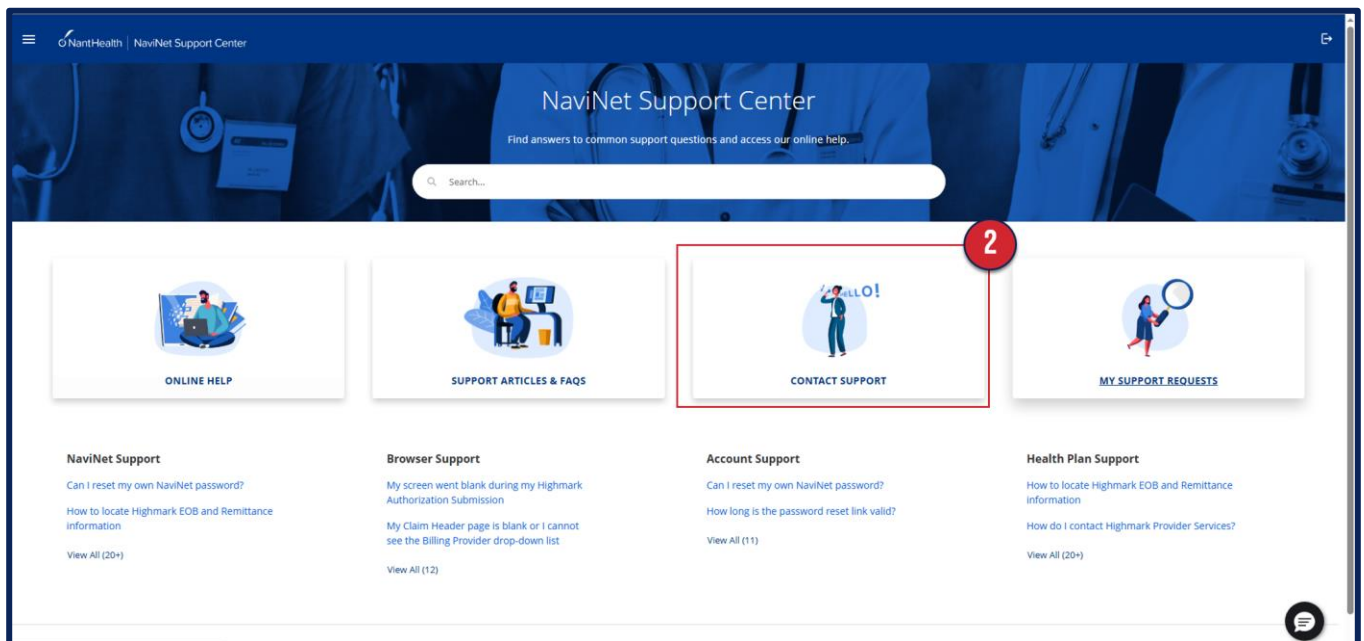
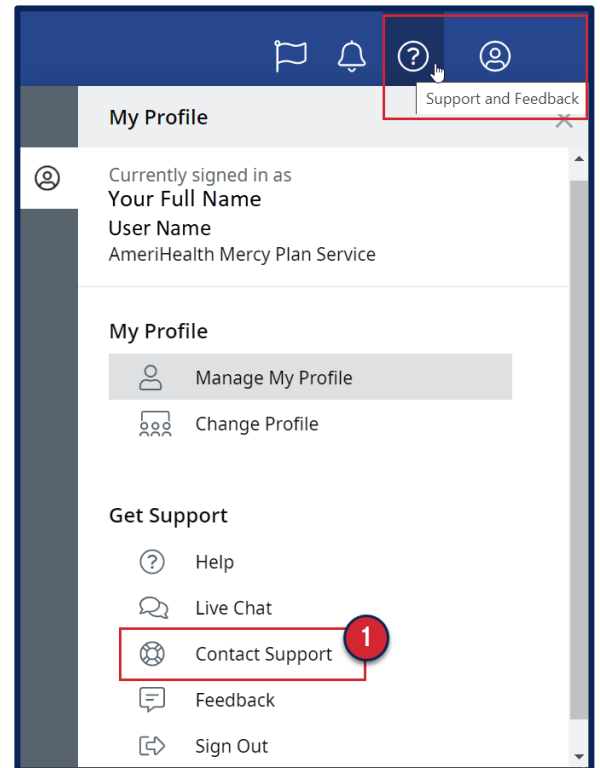
Note: You may need to login to access full content in the Support Center.

Contact Support

In addition to the Support Center, a support team is available via an online support case or chat.

You can view the support team contact information by:

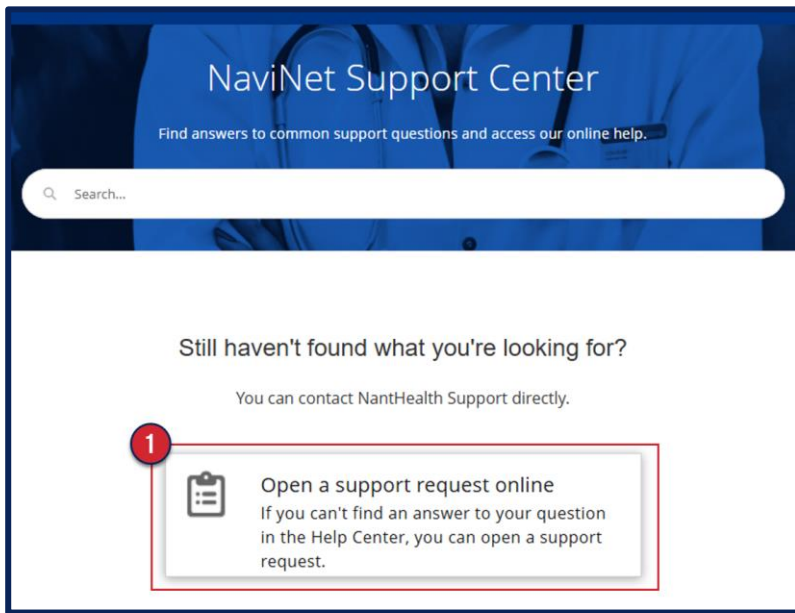
1. Clicking 'Contact Support' in the Support and Feedback menu.
2. Clicking Contact Support on the Support Center landing page



Open a Support Case Online

If you are encountering a technical/registration issue or need assistance with the portal, you can also open a support case online.

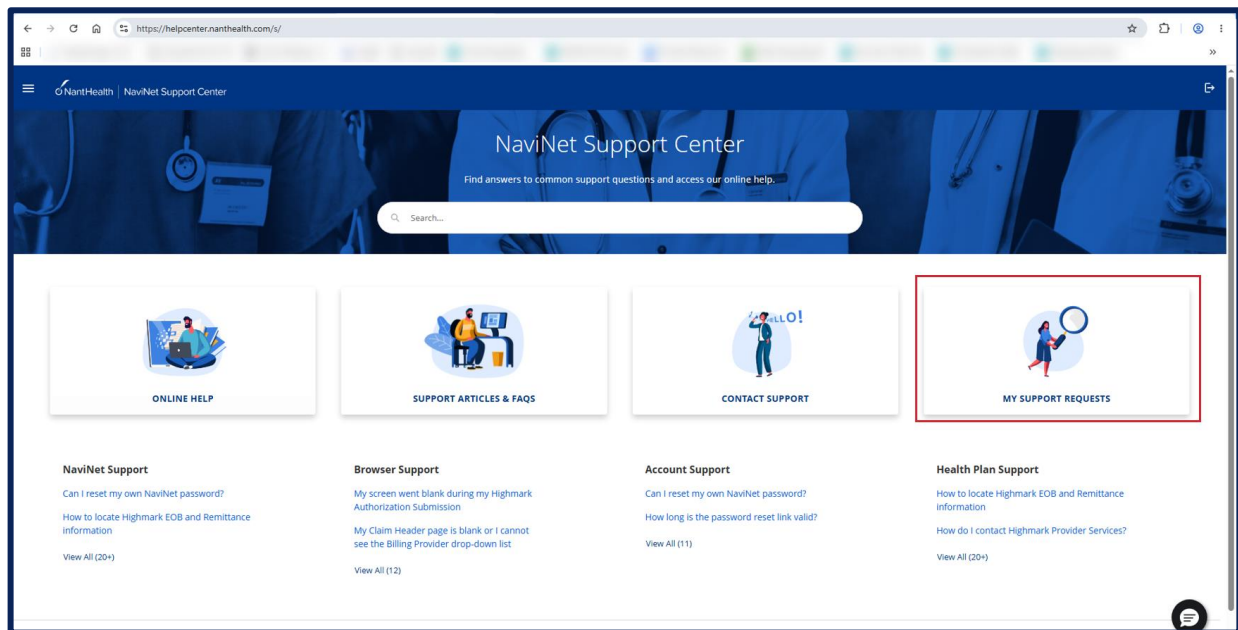
1. Click on the Open a support request online box.
2. Complete the New Support Request form.
3. Click Submit.



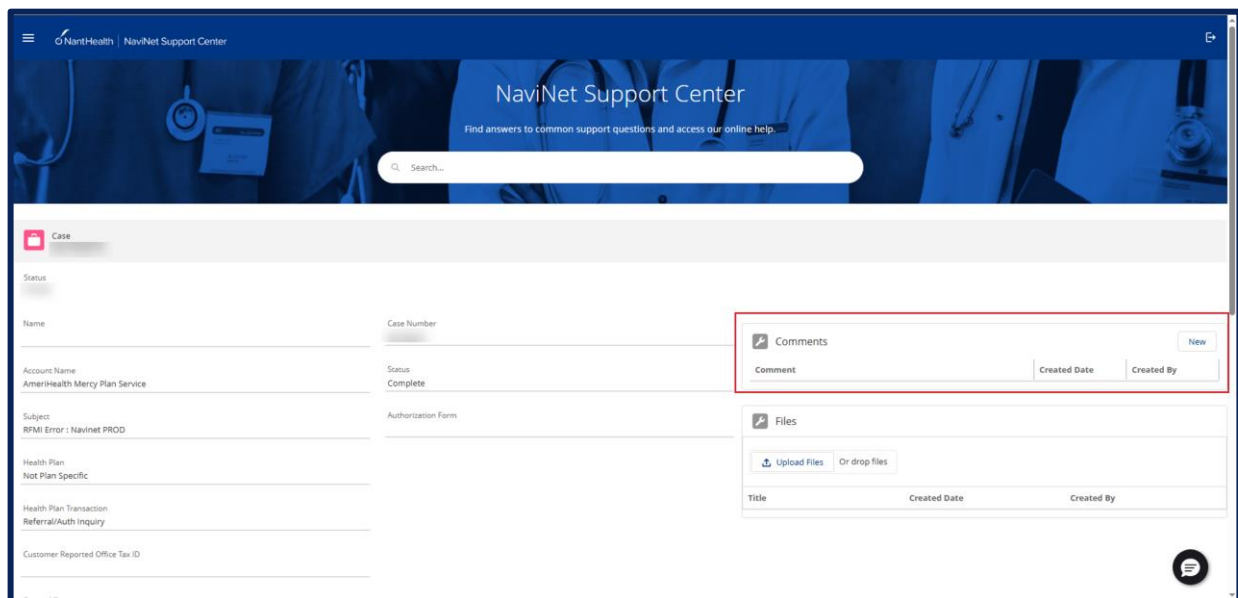
Open a Support Case Online Cont'd.

You can view/track the status of the request by clicking on My Support Requests in the NaviNet Support Center or by visiting:

<https://helpcenter.nanthealth.com/s/case/Case/Default>

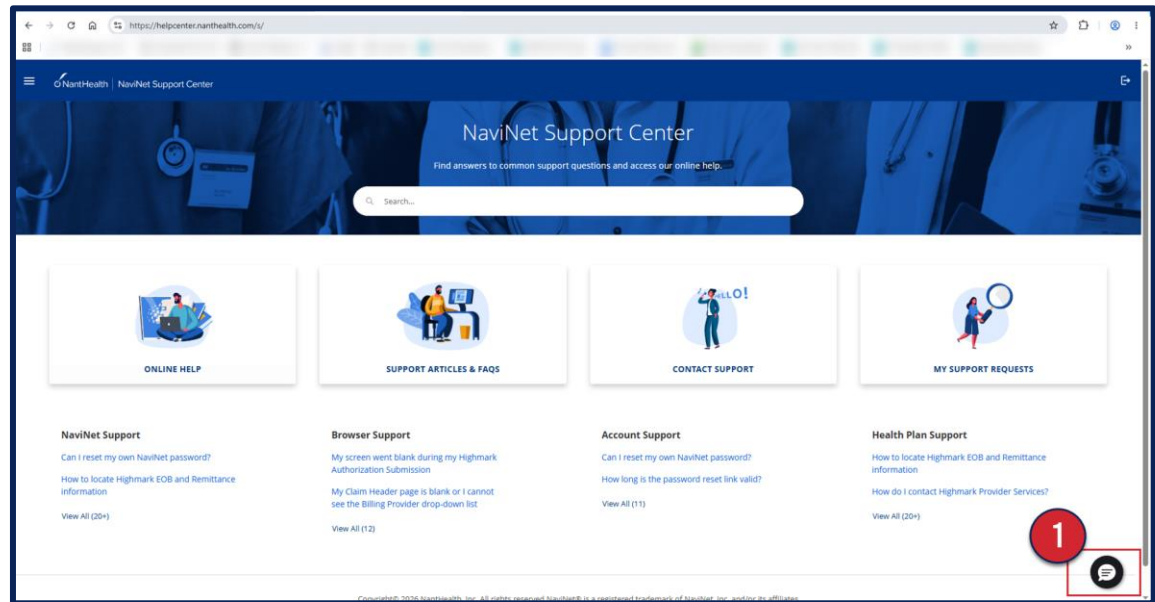


Additionally, you can open your support case to add comments. If the case has been assigned to an agent, you will automatically receive a notification to alert you of any new responses.



AskNant AI assistant

AskNant chatbot is also available on all NaviNet screens for all NaviNet offices. If you don't want to search for an answer to your question in the Support Center, you may choose this option to find answers more quickly.



1. Click on the AskNant AI Assistant icon on the lower right side of the page.
2. A new screen will display. Type your question and press enter.

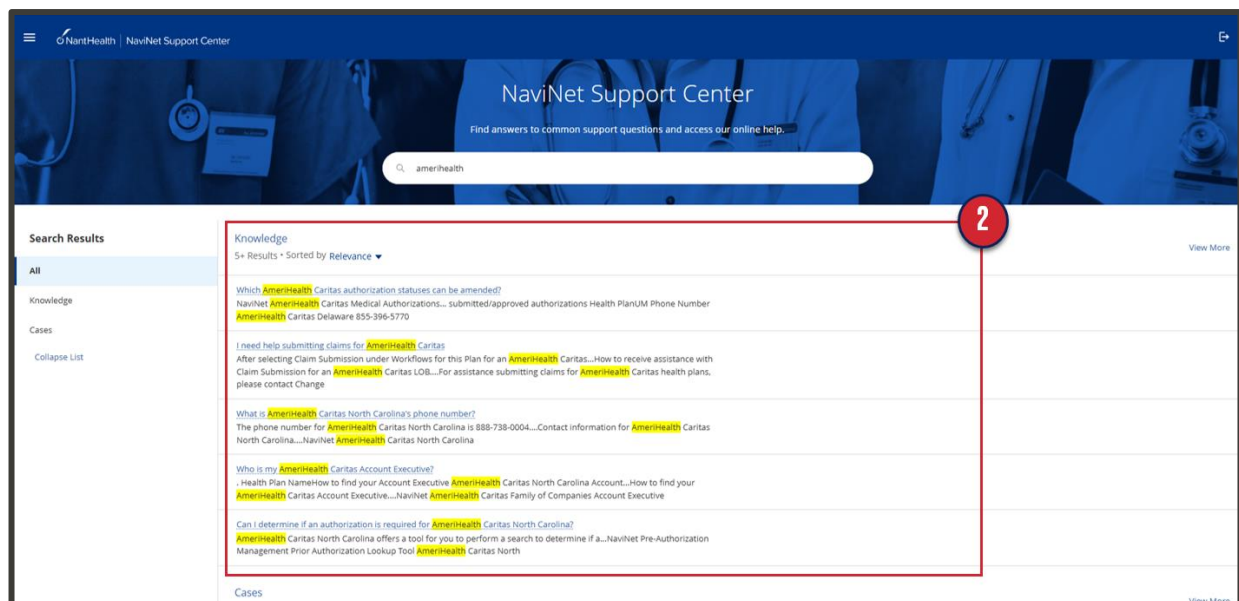
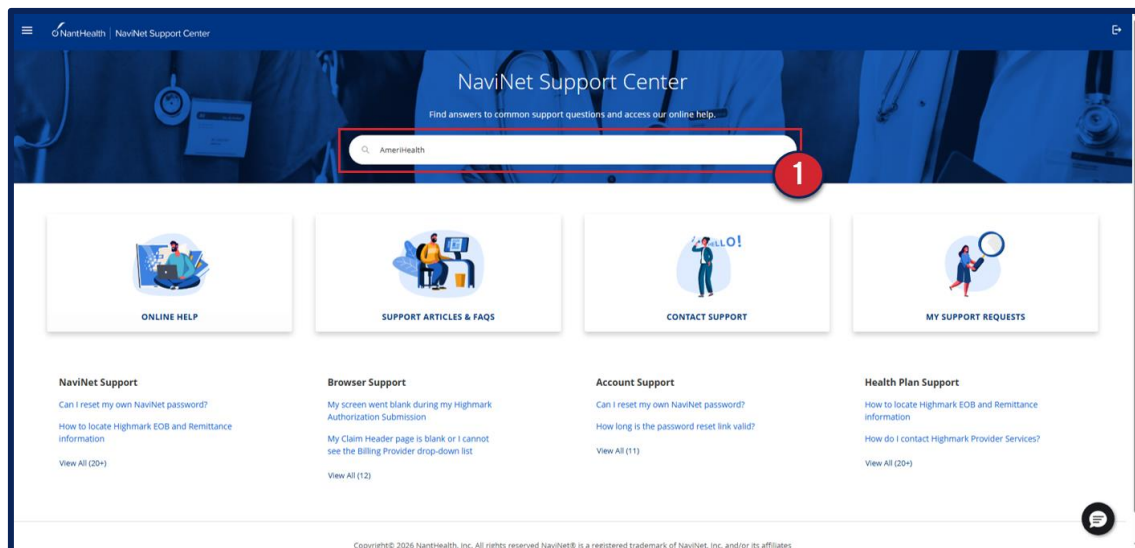


Health Plan Resources

Within the NaviNet Support Center, you can pull applicable resources and guides for your specific plan.

To access plan-specific resources:

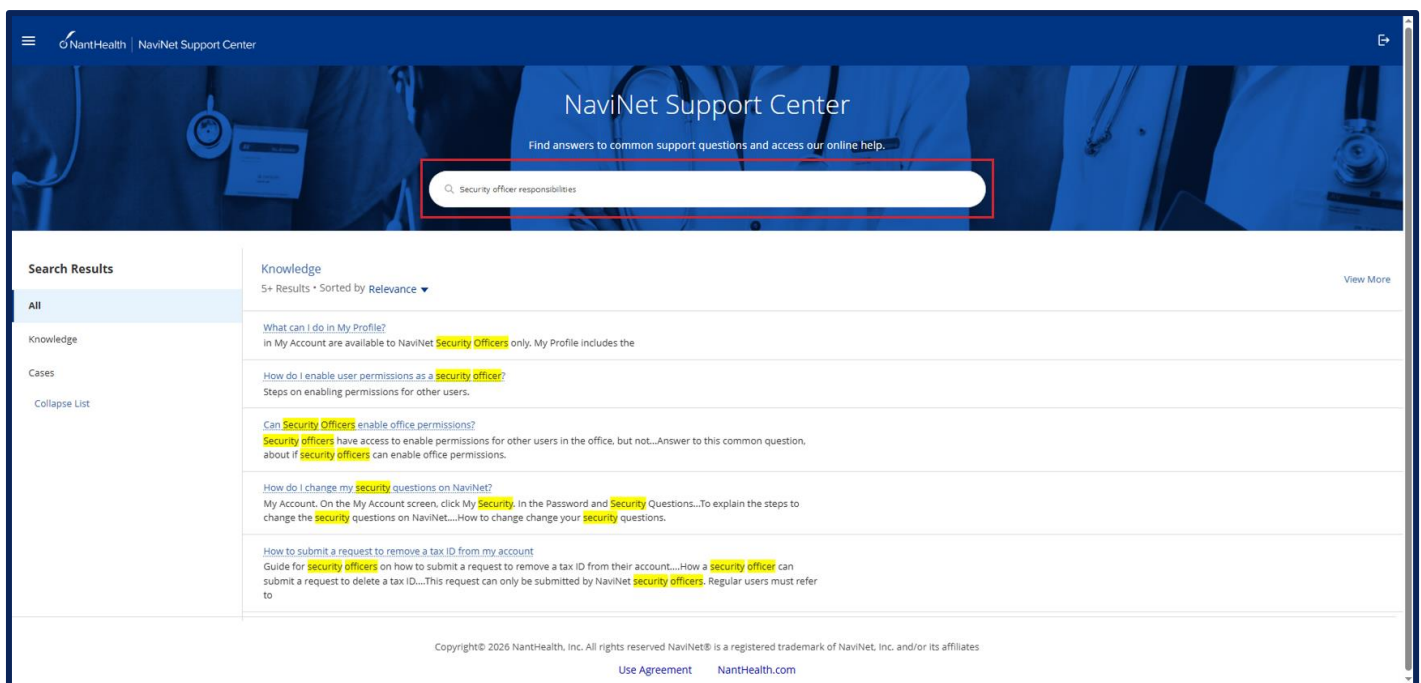
1. Type in the plan name in the search field and press the Enter key on your keyboard.
2. Select a title from the results.
3. The resource will display.



NaviNet Security Officer

A NaviNet security officer manages user access to NaviNet. To ensure HIPAA compliance, each provider office should designate a Security Officer to be aware of the electronic storage and transmission of member information within and from their office.

- The person who registers the practice for NaviNet will be automatically assigned as the Security Officer.
- To learn more about the security officer's roles and responsibilities, type "security officer responsibilities" in the search field.



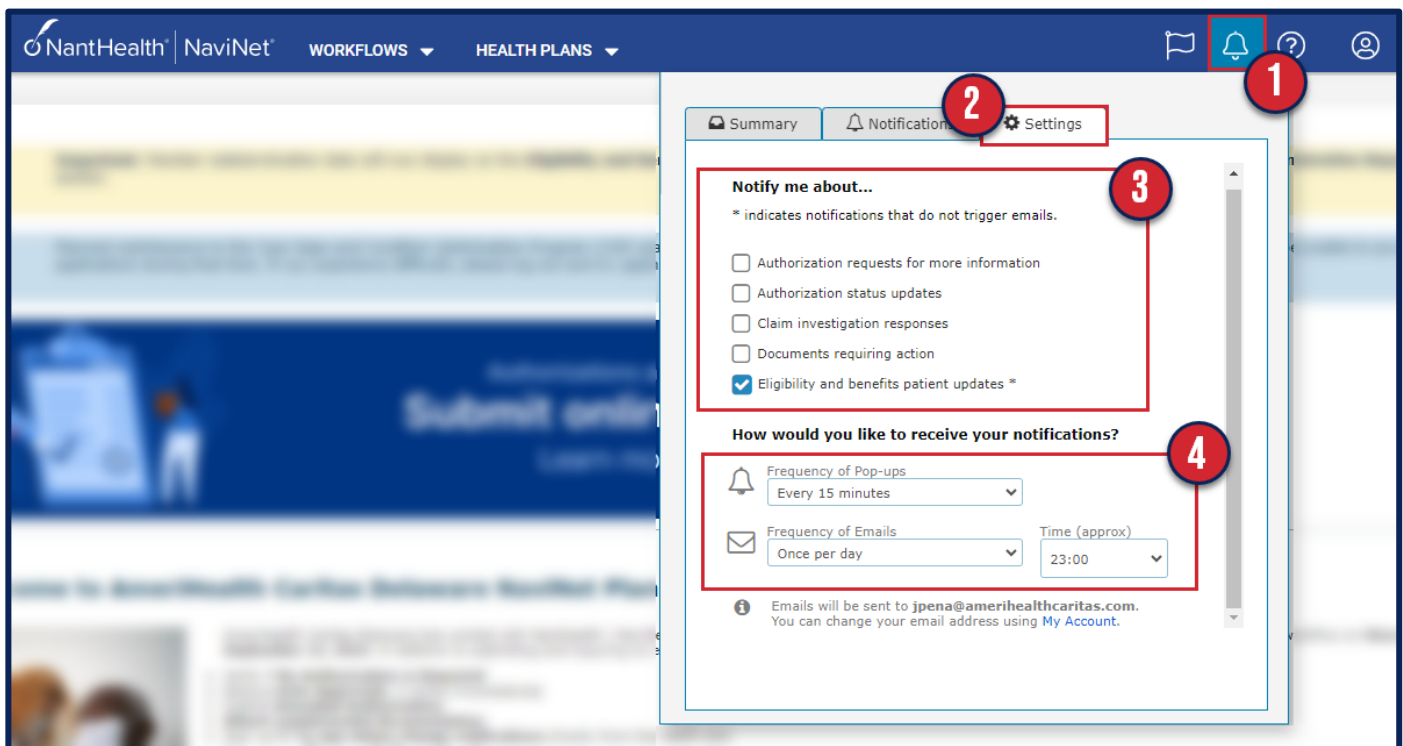
Note: Since the person who enrolls the office is automatically assigned as the Security Officer, it is important that the office determine who is best suited for this role prior to beginning the enrollment process.

Activity Icon

NaviNet notifications inform you about updates that may require your attention. Notifications can be a badge, pop-up window, or email. You choose the type and frequency of your notifications.

To update your notification preferences at any time:

1. Click the Activity icon (bell) in the upper-right corner of any screen
2. Click the Settings tab
3. Under “**Notify me about**”, select the types of notifications that you want to receive, such as Eligibility and benefits patient updates
4. Select the frequency in which you would like to receive your notifications from the Frequency of pop-ups and Emails drop-down menus

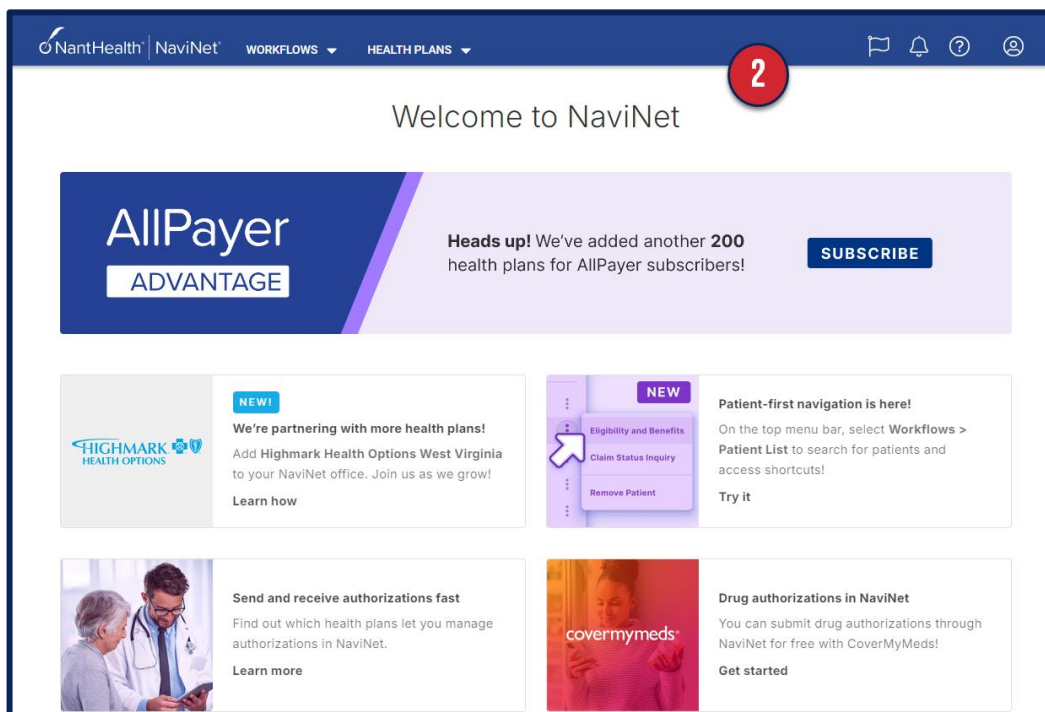
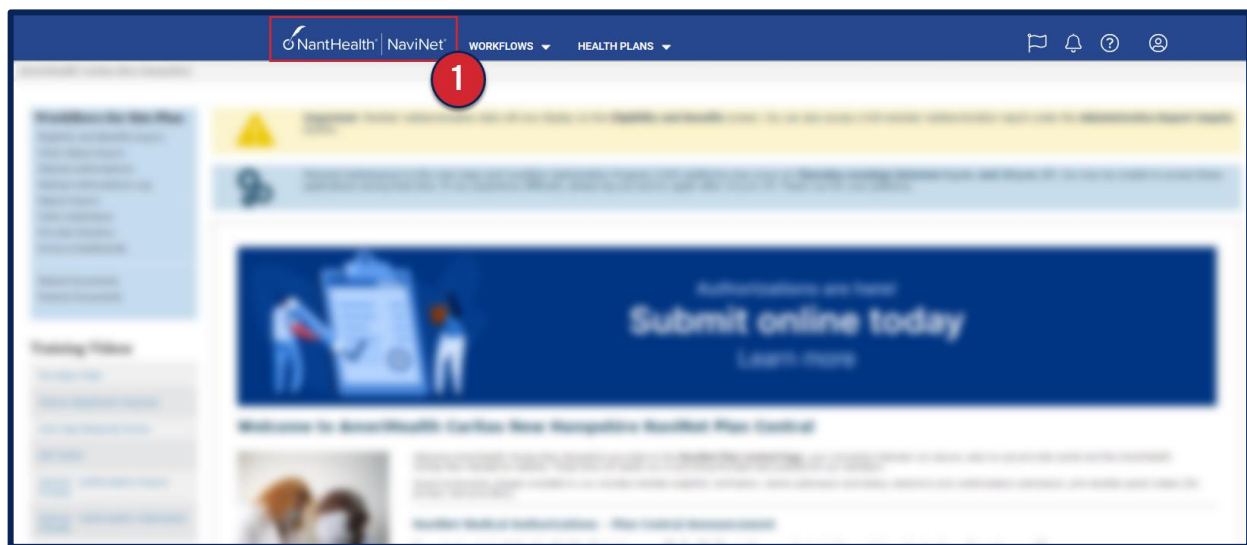


NantHealth | NaviNet Logo

The NaviNet logo allows you to return to the NaviNet homepage from any screen.

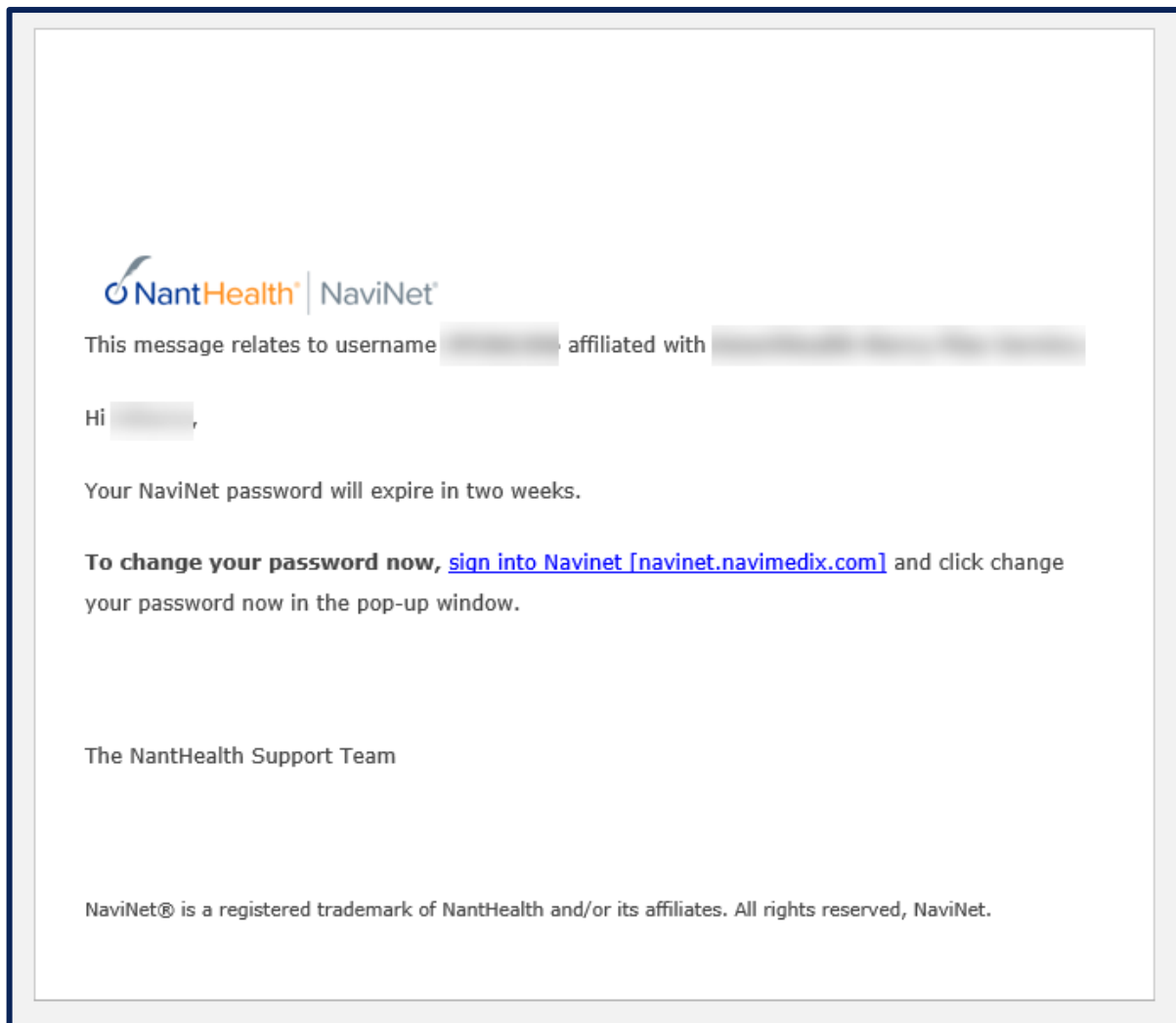
To return to the NaviNet homepage at any time:

1. Click the NantHealth | NaviNet logo on the toolbar
2. The NaviNet homepage displays.



Password Security

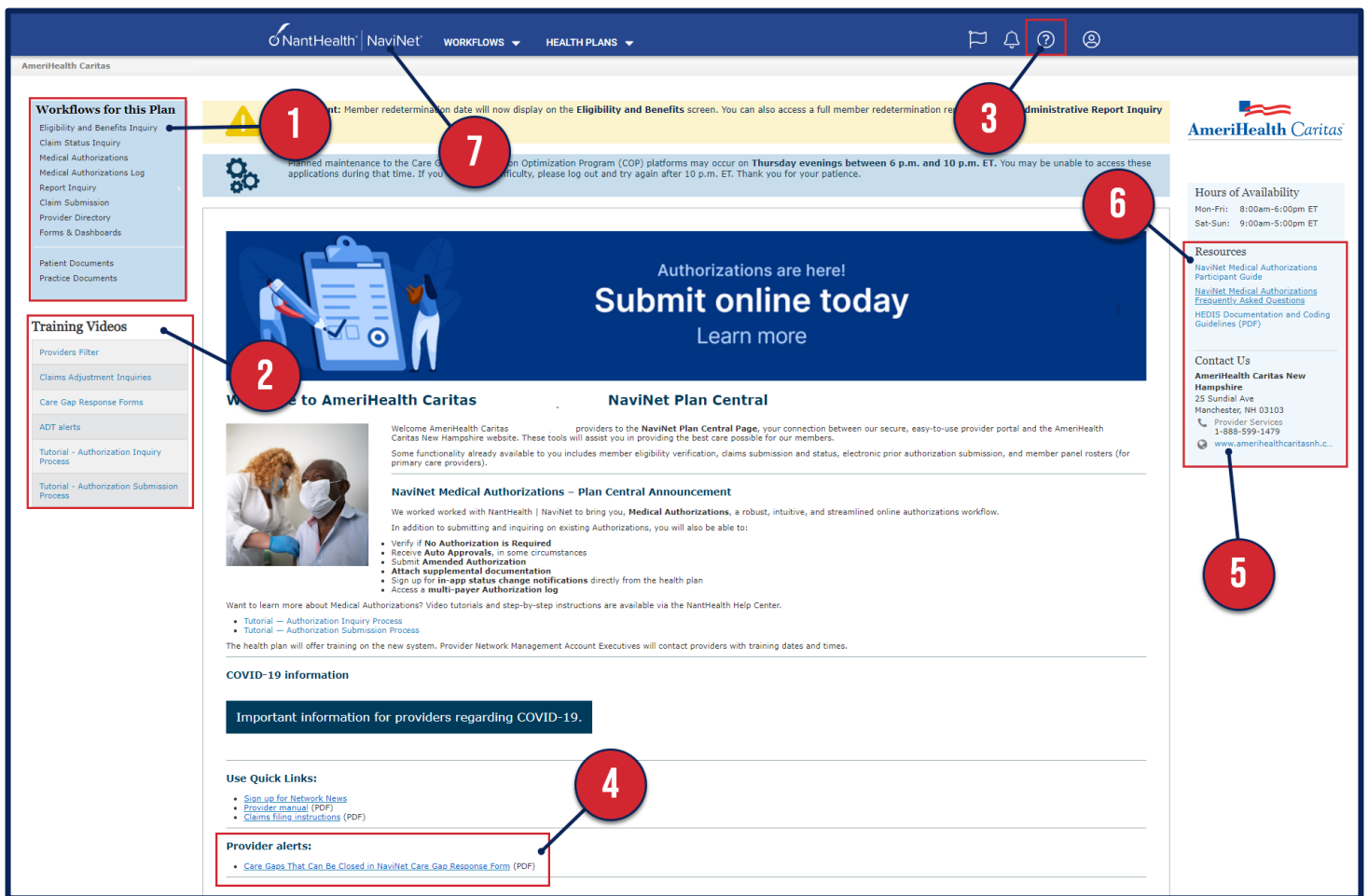
Every 90 days, your NaviNet password will expire and will need to be changed. You will receive an email from noreply@NaviNet.net alerting you this will occur. Please follow the instructions in the email to change your password.



NaviNet Plan Central Page

The NaviNet Plan Central page provides access to the following specific to the health plan:

1. Claims and Billing Information
2. Educational Tools
3. FAQs
4. Plan Updates
5. Contact information
6. Resource Information
7. NaviNet Homepage



The screenshot displays the NaviNet Plan Central page interface. Numbered callouts highlight the following elements:

- 1:** Workflows for this Plan (left sidebar menu)
- 2:** Training Videos (left sidebar menu)
- 3:** Administrative Report Inquiry (top right navigation)
- 4:** Use Quick Links (bottom section)
- 5:** Contact Us (right sidebar menu)
- 6:** Resources (right sidebar menu)
- 7:** Member redetermination date will now display on the Eligibility and Benefits screen (top banner)

The page content includes a central banner for "Authorizations are here! Submit online today", a "NaviNet Medical Authorizations - Plan Central Announcement" section, and a "COVID-19 information" section with important provider information.

You can access workflows from the Plan Central Home Page (workflows may vary according to the health plan).

Some workflows available and covered in this guide:

- [Eligibility and Benefits Inquiry](#)
- [Claims Status Inquiry](#)
- [Medical Authorization Log](#)
- [Report Inquiry](#)
- [Claim Submission](#)
- [Provider Directory](#)
- [Forms and Dashboards](#)

Workflows for this Plan

Eligibility and Benefits Inquiry

Claim Status Inquiry

Medical Authorizations

Medical Authorizations Log

Report Inquiry >

Claim Submission

Provider Directory

Forms & Dashboards

Patient Documents

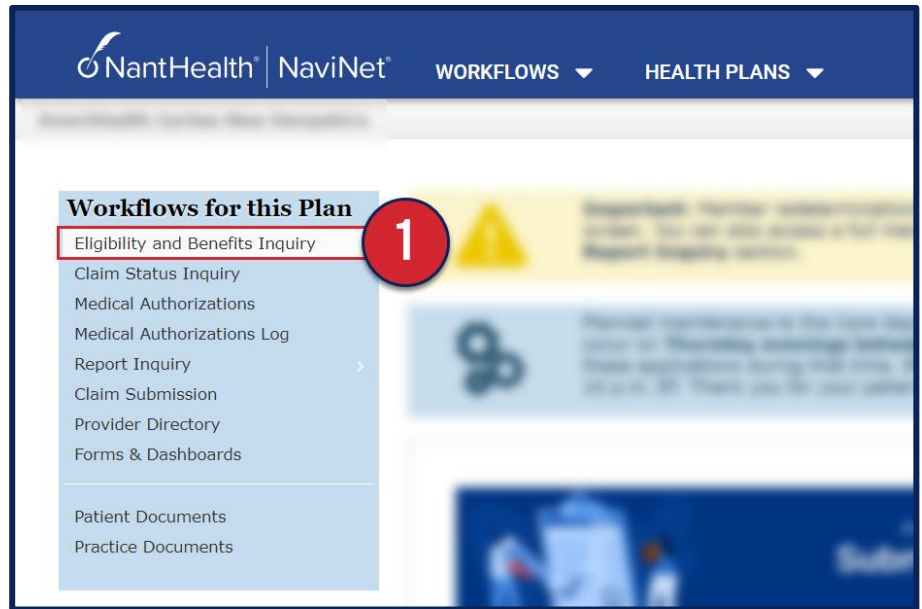
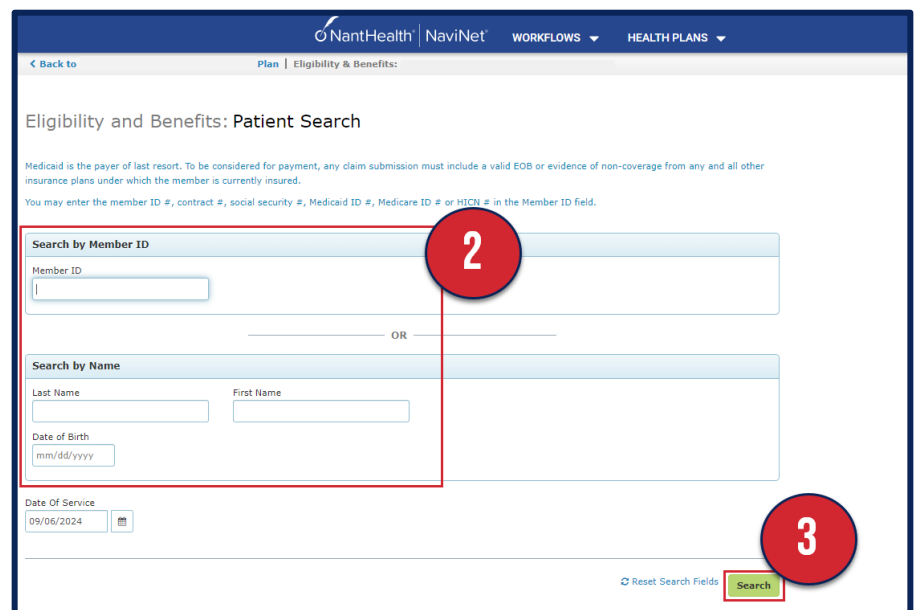
Practice Documents

Visit the [NaviNet Support Center](#) to find more information about other workflows not mentioned in this guide.

Eligibility and Benefits Inquiry

To access member eligibility and benefits information:

1. Click Eligibility and Benefits Inquiry from the Workflows for this Plan.
2. On the Patient Search screen, enter any of the following Patient (member) information:
 - Member ID #
 - Contract #
 - Social Security #
 - Medicaid #
 - Medicare ID #
 - HICN (Health Insurance Claim Number)
 - Last Name, First Name and Date of Birth
3. Click Search.

Plan | Eligibility & Benefits:

Eligibility and Benefits: Patient Search

Medicaid is the payer of last resort. To be considered for payment, any claim submission must include a valid EOB or evidence of non-coverage from any and all other insurance plans under which the member is currently insured.

You may enter the member ID #, contract #, social security #, Medicaid ID #, Medicare ID # or HICN # in the Member ID field.

Search by Member ID

Member ID

OR

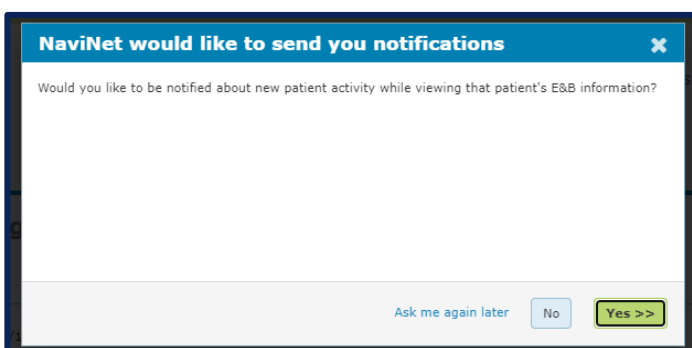
Search by Name

Last Name First Name

Date of Birth

Date Of Service

[Reset Search Fields](#)

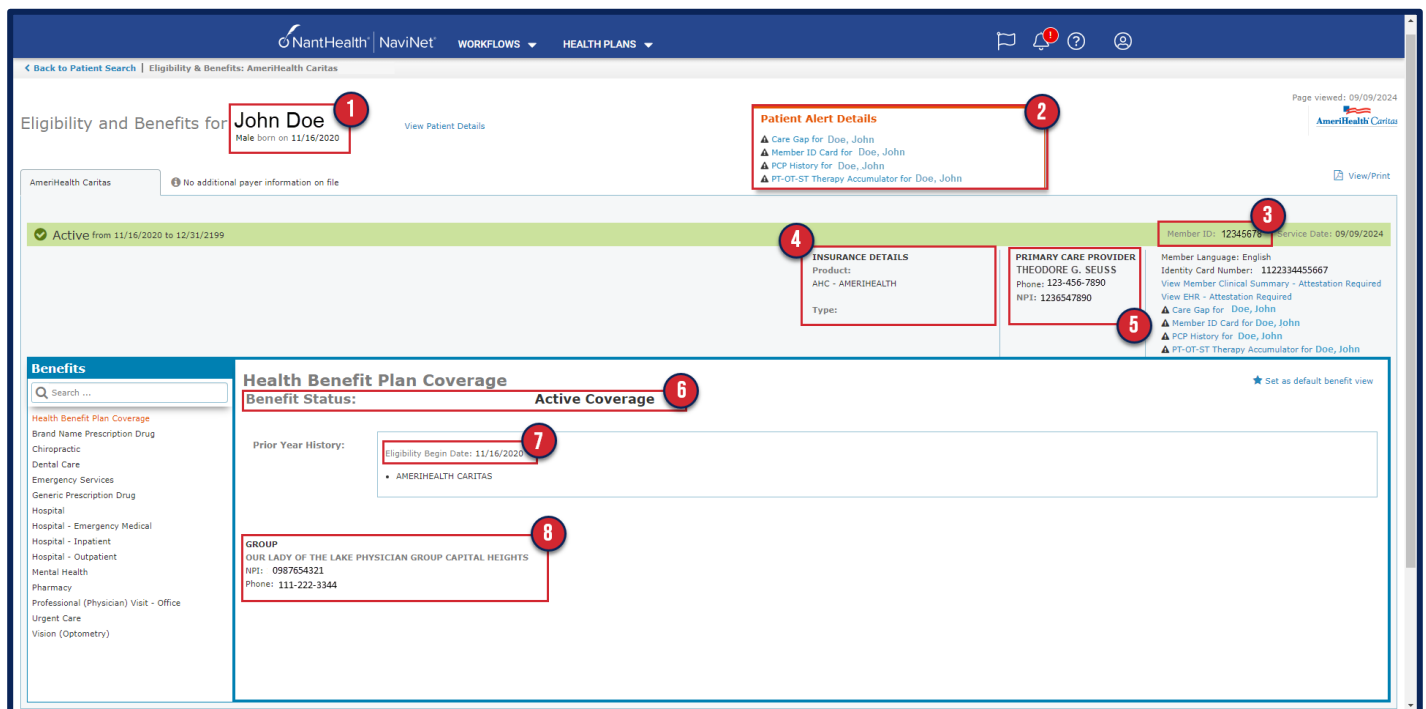


When performing a member search, a notification box will appear. This box allows you to set up notifications about the status of the patient's activity.

Eligibility and Benefits Inquiry Cont'd.

Once you click Search, the Eligibility and Benefits screen will be displayed. This screen highlights the following member eligibility and benefit details:

1. Name, Gender, and DOB
2. Patient Alert Details
3. Member ID
4. Insurance Plan and Product details
5. Member's Primary Care Provider
6. Current eligibility status
7. Original eligibility date
8. Provider Group details



The screenshot displays the 'Eligibility and Benefits' screen for a patient named John Doe. The interface includes a top navigation bar with 'NantHealth | NaviNet' and a sidebar for 'Benefits'. The main content area is divided into several sections:

- 1. Patient Information:** Displays the patient's name 'John Doe', gender 'Male', and date of birth '11/16/2020'.
- 2. Patient Alert Details:** A section listing alerts such as 'Care Gap for Doe, John', 'Member ID Card for Doe, John', 'PCP History for Doe, John', and 'PT-OT-ST Therapy Accumulator for Doe, John'.
- 3. Member Information:** Shows the 'Member ID: 12345678' and 'Service Date: 09/09/2024'.
- 4. Insurance Details:** Lists the 'Product: AHC - AMERHEALTH' and 'Type:'.
- 5. Primary Care Provider:** Identifies 'THEODORE G. SEUSS' with contact information: 'Phone: 123-456-7890' and 'NPI: 1236547890'.
- 6. Health Benefit Plan Coverage:** Shows the 'Benefit Status: Active Coverage'.
- 7. Eligibility Date:** Displays the 'Eligibility Begin Date: 11/16/2020'.
- 8. Provider Group:** Lists the 'GROUP: OUR LADY OF THE LAKE PHYSICIAN GROUP CAPITAL HEIGHTS' with contact information: 'NPI: 0987654321' and 'Phone: 111-222-3344'.

Eligibility and Benefits Inquiry Cont'd.

The Benefits section details the member's benefits and displays co-pay and authorization requirements (if applicable).

Benefits

[Health Benefit Plan Coverage](#)
[Brand Name Prescription Drug](#)
[Chiropractic](#)
[Dental Care](#)
[Emergency Services](#)
[Generic Prescription Drug](#)
[Hospital](#)
[Hospital - Emergency Medical](#)
[Hospital - Inpatient](#)
[Hospital - Outpatient](#)
[Mental Health](#)
[Pharmacy](#)
[Professional \(Physician\) Visit - Office](#)
[Urgent Care](#)
[Vision \(Optometry\)](#)

Brand Name Prescription Drug ★ Set as default benefit view

Co-Pay:	\$0 Authorization : Not Required
Co-Insurance:	0% Authorization : Not Required
Deductible:	\$0 per Calendar Year Individual Authorization : Not Required \$0 Remaining Individual Authorization : Not Required

Benefit Begin Date: 11/16/2020

Benefits

[Health Benefit Plan Coverage](#)
[Brand Name Prescription Drug](#)
[Chiropractic](#)
[Dental Care](#)
[Emergency Services](#)
[Generic Prescription Drug](#)
[Hospital](#)
[Hospital - Emergency Medical](#)
[Hospital - Inpatient](#)
[Hospital - Outpatient](#)
[Mental Health](#)
[Pharmacy](#)
[Professional \(Physician\) Visit - Office](#)
[Urgent Care](#)
[Vision \(Optometry\)](#)

Emergency Services ★ Set as default benefit view

Co-Pay:	\$0 Authorization : Not Required
Co-Insurance:	0% Authorization : Not Required
Deductible:	\$0 per Calendar Year Individual Authorization : Not Required \$0 Remaining Individual Authorization : Not Required

Benefit Begin Date: 11/16/2020

Benefits

[Health Benefit Plan Coverage](#)
[Brand Name Prescription Drug](#)
[Chiropractic](#)
[Dental Care](#)
[Emergency Services](#)
[Generic Prescription Drug](#)
[Hospital](#)
[Hospital - Emergency Medical](#)
[Hospital - Inpatient](#)
[Hospital - Outpatient](#)
[Mental Health](#)
[Pharmacy](#)
[Professional \(Physician\) Visit - Office](#)
[Urgent Care](#)
[Vision \(Optometry\)](#)

Hospital - Inpatient ★ Set as default benefit view

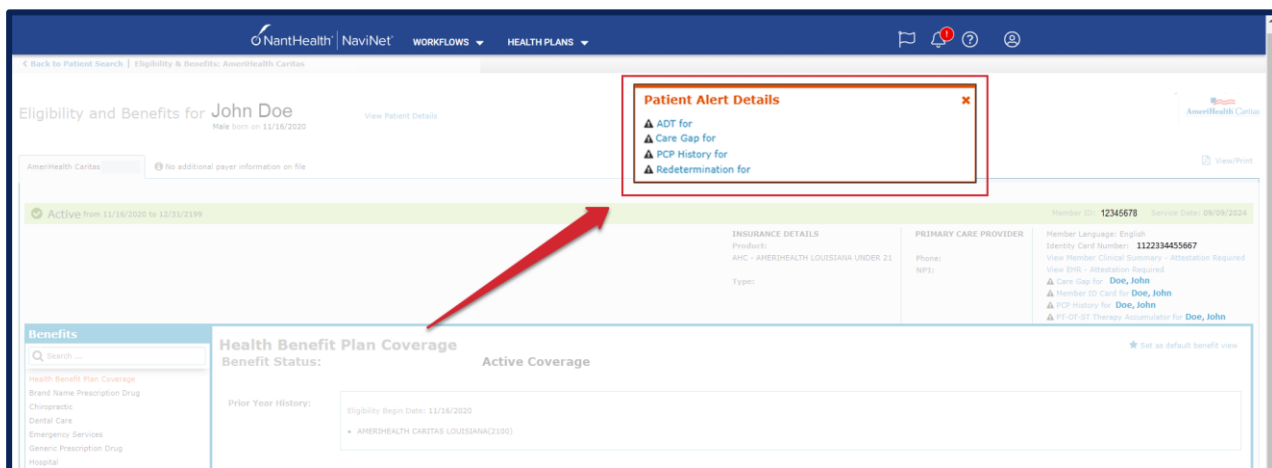
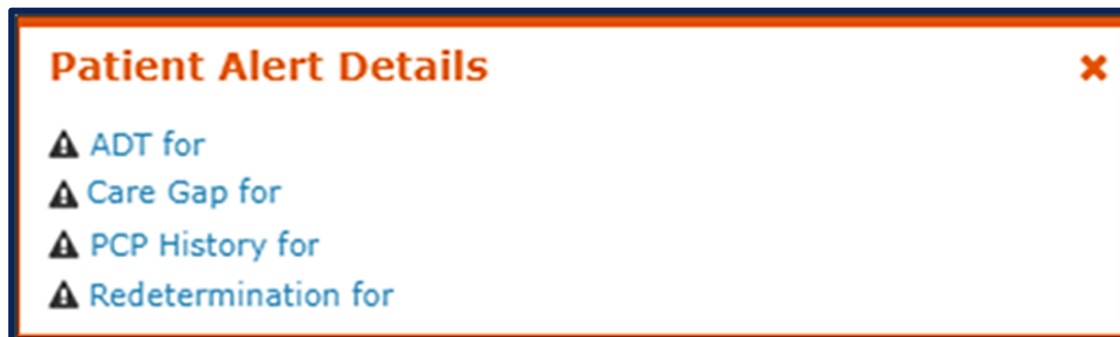
Co-Pay:	\$0 Authorization : Required
Co-Insurance:	0% Authorization : Required
Deductible:	\$0 per Calendar Year Individual Authorization : Required \$0 Remaining Individual Authorization : Required

Benefit Begin Date: 11/16/2020

Patient Alert Details

The Patient Alert Details notification window appears on the patient's Eligibility and Benefits screen. This notification displays the following hyperlinked alerts that you can see for your members (if applicable):

- Admit and Discharge (ADT) alerts
- Care Gaps that need to be addressed
- Member ID Card
- Patient's PCP history
- Member Redetermination
- Vision Accumulator



Admission and Discharge (ADT) Alerts

These alerts identify any time a member has been admitted, discharged, or transferred to/from a facility.

- The ADT alert is available for seven days.



Emergency Room ALERT -

Member ID : [REDACTED] Member Name : [REDACTED] Facility Name : [REDACTED] Date Of Birth : [REDACTED] Admit Date Time : [REDACTED] Discharge Date Time : [REDACTED] Reason : [REDACTED]	Alert Type : [REDACTED] Event Type : [REDACTED] High Risk Indicator : [REDACTED] Readmission : [REDACTED] Alt. Phone Number : [REDACTED] Pregnancy Indicator : [REDACTED]
--	--

Redetermination Alert

This alert indicates this member has an upcoming eligibility redetermination date. This is the scheduled date when the member needs to renew their eligibility.



Run Date : [REDACTED]

Redetermination Report

Member ID	Member Name	Redetermination Date
[REDACTED]	[REDACTED]	10/31/2024

End of Report

Disclaimer: The indicated redetermination dates for each member are only as current as of the last date the health plan received updates from the Medicaid agency. Some of the members on your panel may have been passively renewed or taken the necessary steps to recertify their Medicaid eligibility since this data was last updated.

Care Gap Alert

This alert identifies outstanding Care Gaps for the member. Care Gaps identify missing recommended preventive care services.



Important Clinical Information

Print this document and place it at the front of the member's medical record for review by a healthcare professional

Please click on 1 Clinical Document(s) link in the NaviNet E and B screen to resolve the care gaps on this member

Care Gap Worksheet

Member

Name: [REDACTED]

ID#: [REDACTED]

Age/DOB: [REDACTED]

SSN(Last 4): [REDACTED]

Phone: [REDACTED]

PCP Assigned

Name: [REDACTED]

Address: [REDACTED]

Phone: [REDACTED]

**** Claims Processed Through End of Month July 2024 ****

Alert Service(s) - Due Soon/Over Due/Missing - Response Required

Condition	Service Due	Last Service	Status	Frequency
EPSTD	EPSTD-Annual Vision Screen		Non-Compliant	Annually
Preventive Health	Weight Assessment and Counseling for Nutrition and Physical Activity for Children-Activity		Non-Compliant	Annually
Preventive Health	Weight Assessment and Counseling for Nutrition and Physical Activity for Children-BMI		Non-Compliant	Annually
Preventive Health	Weight Assessment and Counseling for Nutrition and Physical Activity for Children-Nutrition		Non-Compliant	Annually

Data source: The data in the Care Gap Worksheet is derived from claims information submitted to and processed by the Health Plan . The information may lag behind the actual delivery of services depending on when the claim was submitted and processed.

PCP History Alert

This alert displays the different PCPs the member has had.



Retroactive PCP Assignment

MEMBER ID : [REDACTED] **MEMBER NAME:** [REDACTED]

PCP ID	PCP NAME	DATE FROM	DATE TO
[REDACTED]	[REDACTED]	11/11/2020	12/31/2021
[REDACTED]	[REDACTED]	1/1/2022	6/30/2023
[REDACTED]	[REDACTED]	7/1/2023	

END OF REPORT

Vision Accumulator

Vision providers can view whether a member has used their vision benefits for the current benefit year.

If your patient has used their vision benefits the **Patient Alert** pop-up will include an option for **Vision Accumulator**.

Selecting the Vision Accumulator link opens another screen, which displays:

- Eye Exam Visit Count
- Frame and Lens, including
 - Allowance, Used and Balance (if applicable)
 - Frame Visit count
 - Lens Visit Count
 - Contact Lens Visit Count

2025 Calendar year

MEMBER ID : [REDACTED]

MEMBER NAME : [REDACTED]

Eye Exam

Eye Exam Visit Count : 1

Frame & Lens

Allowance : \$100.00

Used : \$39.40

Balance : \$60.60

Frame Visit Count : 1

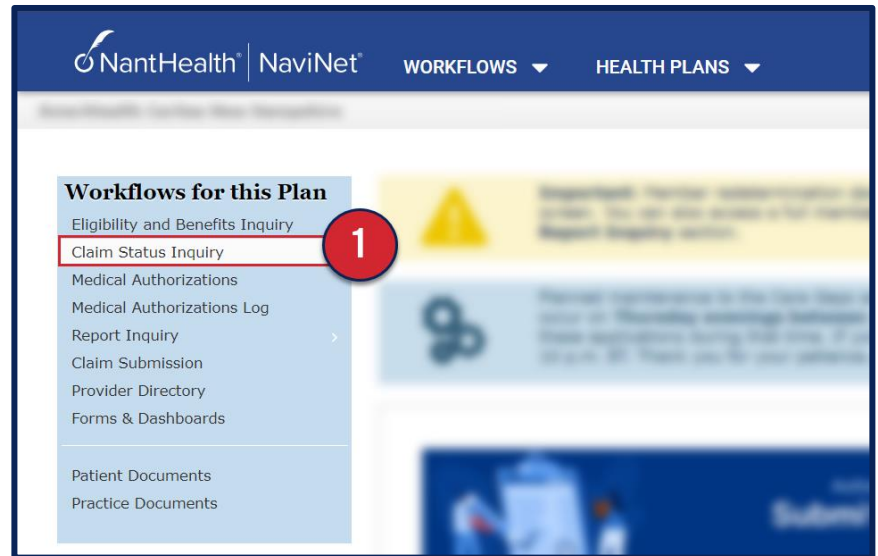
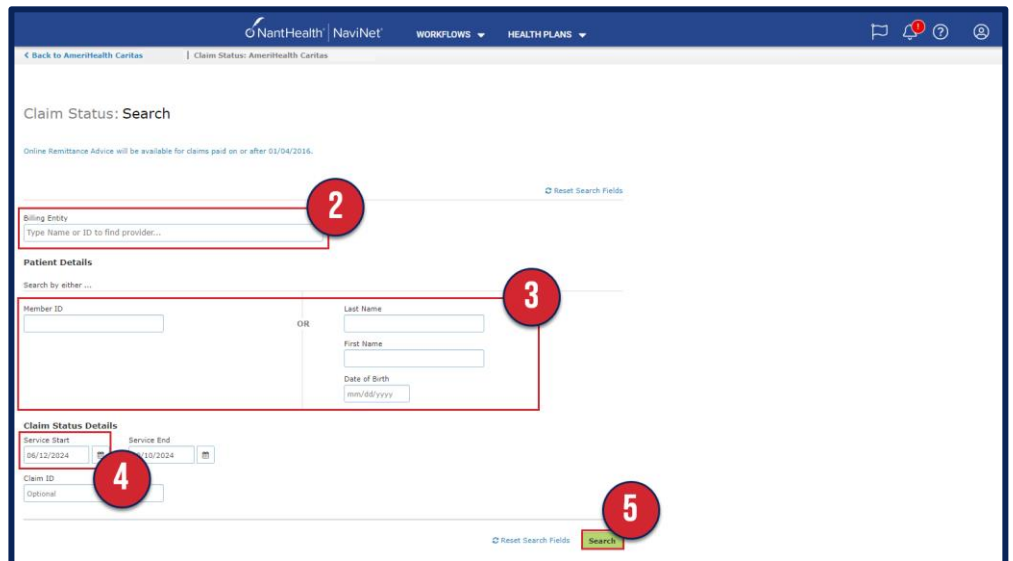
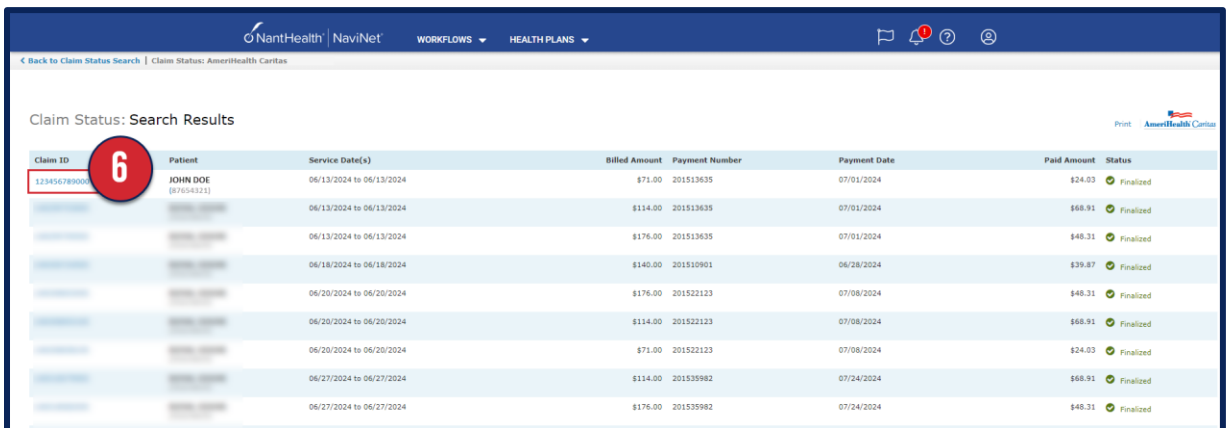
Lens Visit Count : 1

Contact Lens Visit Count : 0

The Claims Status Inquiry workflow gives you access to real-time claim details for members.

To access this workflow:

1. Click on Claims Status Inquiry from the Workflows for this Plan.
2. From the Claim Status Search screen, select the Billing Entity (all providers or a specific practitioner).
3. Enter the Member ID or the member's Name and Date of Birth.
4. Enter the date of service.
5. Click Search.
6. Select the Claim ID from the Claim Status Search Results screen.

Claim ID	Patient	Service Date(s)	Billed Amount	Payment Number	Payment Date	Paid Amount	Status
1234567890	JOHN DOE (87654321)	06/13/2024 to 06/13/2024	\$71.00	201513635	07/01/2024	\$24.03	Finalized
		06/13/2024 to 06/13/2024	\$114.00	201513635	07/01/2024	\$68.91	Finalized
		06/13/2024 to 06/13/2024	\$176.00	201513635	07/01/2024	\$48.31	Finalized
		06/18/2024 to 06/18/2024	\$140.00	201510901	06/28/2024	\$39.87	Finalized
		06/20/2024 to 06/20/2024	\$176.00	201522123	07/08/2024	\$48.31	Finalized
		06/20/2024 to 06/20/2024	\$114.00	201522123	07/08/2024	\$68.91	Finalized
		06/20/2024 to 06/20/2024	\$71.00	201522123	07/08/2024	\$24.03	Finalized
		06/27/2024 to 06/27/2024	\$114.00	201539982	07/24/2024	\$68.91	Finalized
		06/27/2024 to 06/27/2024	\$176.00	201539982	07/24/2024	\$48.31	Finalized

The Claim Status Details screen will display once you select the claim. The following information can be found on this screen:

1. Name, Gender, and DOB
2. Claim Status
3. Claim ID
4. Insurance Details
5. Billing Entity
6. Total Billed and Total Paid
7. Payment Number
8. Claim and Service Line Details
9. Provider Services contact information



WORKFLOWS
HEALTH PLANS






[Back to Claim Status Search Results](#) | Claim Status: AmeriHealth Caritas

Claim Status Details

1

JOHN DOE

Male born on 11/11/2020

2

Finalized (Claim Status as of 07/01/2024)

3

Claim ID: 123456780000 Service Dates: 06/13/2024 to 06/13/2024

Investigate View/Print

The claim/encounter has completed the adjudication cycle and no more action will be taken. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).

4

INSURANCE DETAILS

AmeriHealth Caritas

Member ID: 87654321

BILLING ENTITY

ALL PROVIDER

Tax ID: 000000000

Provider PIN: ALL PROVIDER

5

6

Total Billed:

\$71.00

Total Paid:

\$24.03

Payment Number: 112233445

(Paid on 07/01/2024)

7

Additional Information

Gender: Male

Date of Birth: 11/11/2020

Remittance Advice: [View ERA](#)

8

Claim and Service Line Details:

Service	Units	Date(s)	Revenue Code	Status	Billed Amount	Paid Amount
1 97530-GO	1.0	06/13/2024 to 06/13/2024	--	Finalized	\$71.00	\$24.03

The claim/encounter has completed the adjudication cycle and no more action will be taken. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).

9

For questions about this claim, contact PROVIDER SERVICES, phone (888) 756-0000

Disclaimer:

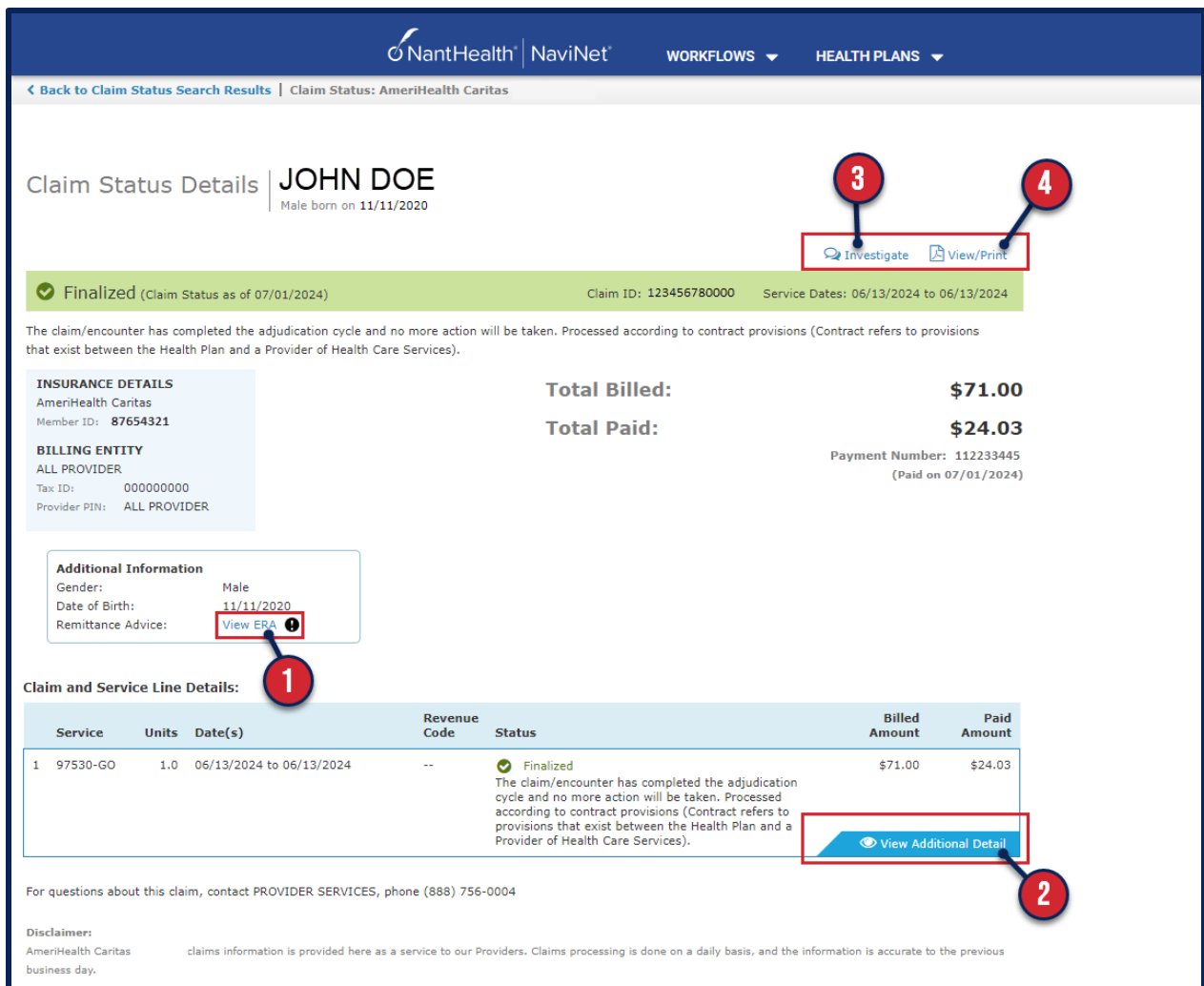
AmeriHealth Caritas

claims information is provided here as a service to our Providers. Claims processing is done on a daily basis, and the information is accurate to the previous business day.

Additional Information Links

On the Claims Status Details page, you will find a few links that provide additional information about the claim.

1. **View ERA** – this link will download a PDF copy of the remittance advice.
2. **View Additional Detail** – this link provides specific information on the claim lines billed.
3. **Investigate** – You can request and initiate the claim investigation process.
4. **View /Print** – This option gives you the opportunity to print the Claim Status Detail.



Claim Status Details | JOHN DOE
Male born on 11/11/2020

[Investigate](#) [View/Print](#)

✓ **Finalized** (Claim Status as of 07/01/2024) Claim ID: 123456780000 Service Dates: 06/13/2024 to 06/13/2024

The claim/encounter has completed the adjudication cycle and no more action will be taken. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).

INSURANCE DETAILS AmeriHealth Caritas Member ID: 87654321 BILLING ENTITY ALL PROVIDER Tax ID: 000000000 Provider PIN: ALL PROVIDER	Total Billed: \$71.00 Total Paid: \$24.03 Payment Number: 112233445 (Paid on 07/01/2024)
--	---

Additional Information
 Gender: Male
 Date of Birth: 11/11/2020
 Remittance Advice: [View ERA](#)

Claim and Service Line Details:

Service	Units	Date(s)	Revenue Code	Status	Billed Amount	Paid Amount
1 97530-GO	1.0	06/13/2024 to 06/13/2024	--	✓ Finalized The claim/encounter has completed the adjudication cycle and no more action will be taken. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).	\$71.00	\$24.03

[View Additional Detail](#)

For questions about this claim, contact PROVIDER SERVICES, phone (888) 756-0004

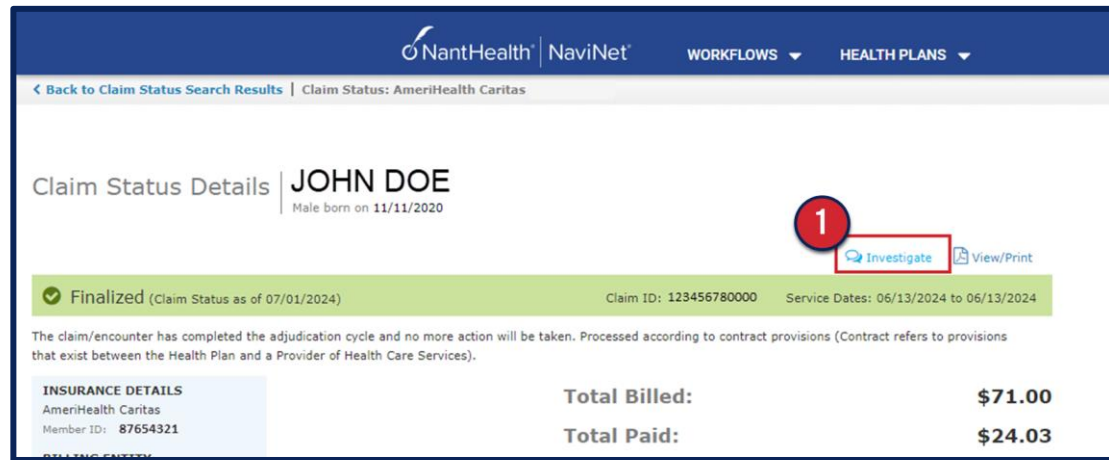
Disclaimers:
 AmeriHealth Caritas claims information is provided here as a service to our Providers. Claims processing is done on a daily basis, and the information is accurate to the previous business day.

New Investigation

The [Claim Inquiry function](#), also referred to in this guide as a Claim Investigation, allows ancillary, facility, and professional providers the ability to submit a claim inquiry on claims that were previously finalized.

To submit a claim:

1. Click Investigate on the Claims Status Detail page.
2. On the Start Investigation pop-up, select the Reason for the investigation.
3. Enter investigation details. Please be as specific as possible.
4. To Add an attachment to the investigation, click **Add Document** to choose a document, or drag and drop a document into the applicable field.



NantHealth | NaviNet

WORKFLOWS HEALTH PLANS

< Back to Claim Status Search Results | Claim Status: AmeriHealth Caritas

Claim Status Details | **JOHN DOE**
Male born on 11/11/2020

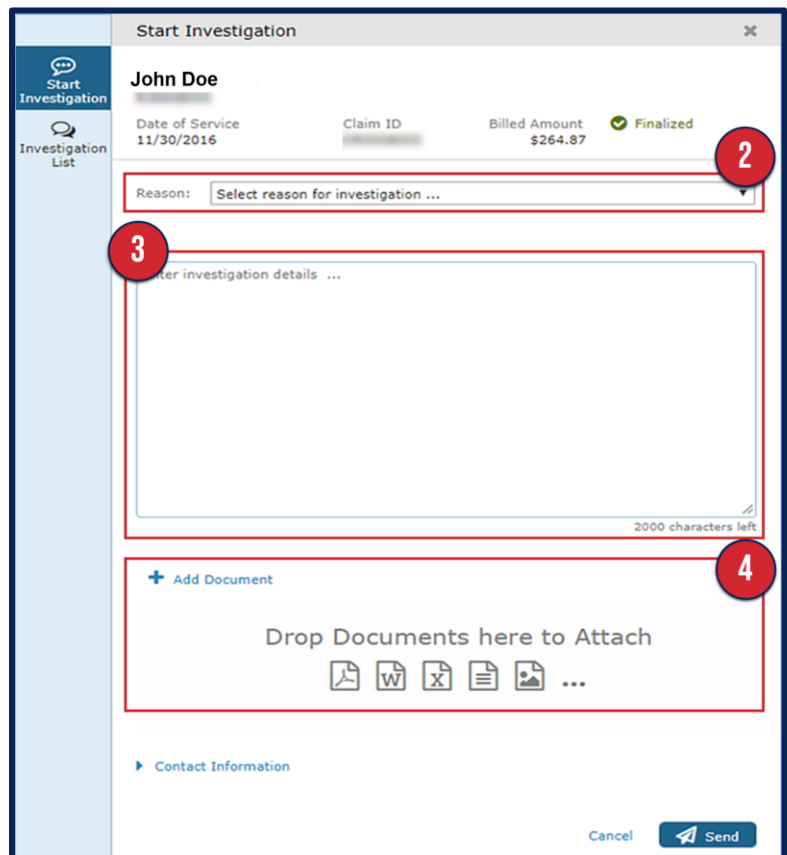
1 Investigate View/Print

Finalized (Claim Status as of 07/01/2024) Claim ID: 123456780000 Service Dates: 06/13/2024 to 06/13/2024

The claim/encounter has completed the adjudication cycle and no more action will be taken. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).

INSURANCE DETAILS
AmeriHealth Caritas
Member ID: 87654321

Total Billed: \$71.00
Total Paid: \$24.03



Start Investigation

John Doe

Date of Service 11/30/2016 Claim ID Billed Amount \$264.87 Finalized

Reason: Select reason for investigation ...

3 Enter investigation details ...

4 Add Document

Drop Documents here to Attach

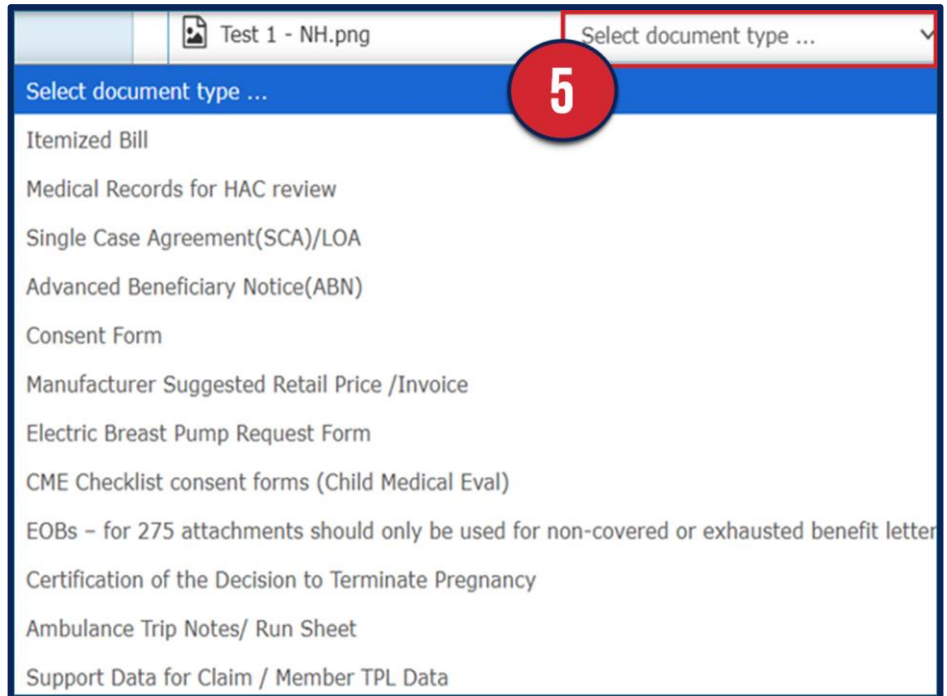
Contact Information

Cancel Send

New Investigation Cont'd.

5. Select the document type from the dropdown menu.
6. Type your contact information.
7. Click Send.

The system sends the investigation message to the plan, and your message appears in the Investigation List pane.



Test 1 - NH.png

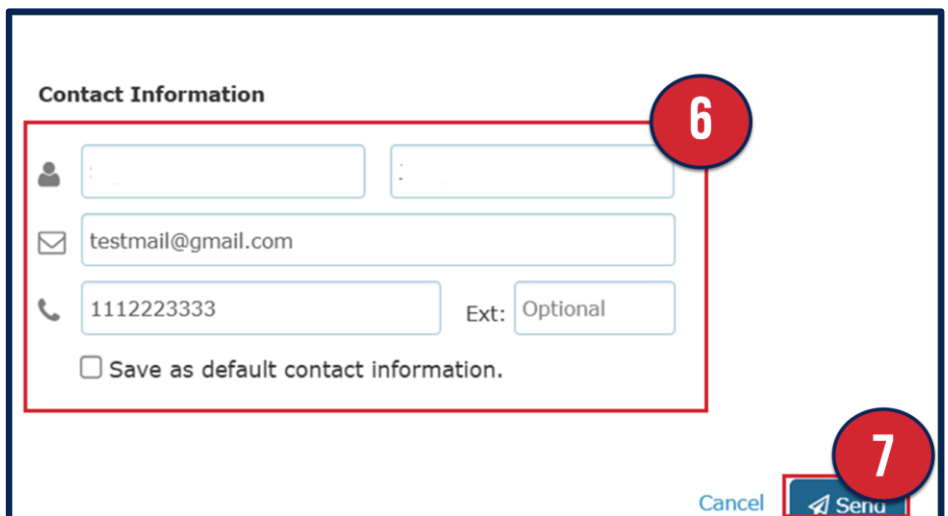
Select document type ...

Select document type ...

- Itemized Bill
- Medical Records for HAC review
- Single Case Agreement(SCA)/LOA
- Advanced Beneficiary Notice(ABN)
- Consent Form
- Manufacturer Suggested Retail Price /Invoice
- Electric Breast Pump Request Form
- CME Checklist consent forms (Child Medical Eval)
- EOBs – for 275 attachments should only be used for non-covered or exhausted benefit letter
- Certification of the Decision to Terminate Pregnancy
- Ambulance Trip Notes/ Run Sheet
- Support Data for Claim / Member TPL Data



Note: Email address is required, but notifications will NOT be sent via email.



Contact Information

6

1112223333

Ext: Optional

☐ Save as default contact information.

Cancel Send

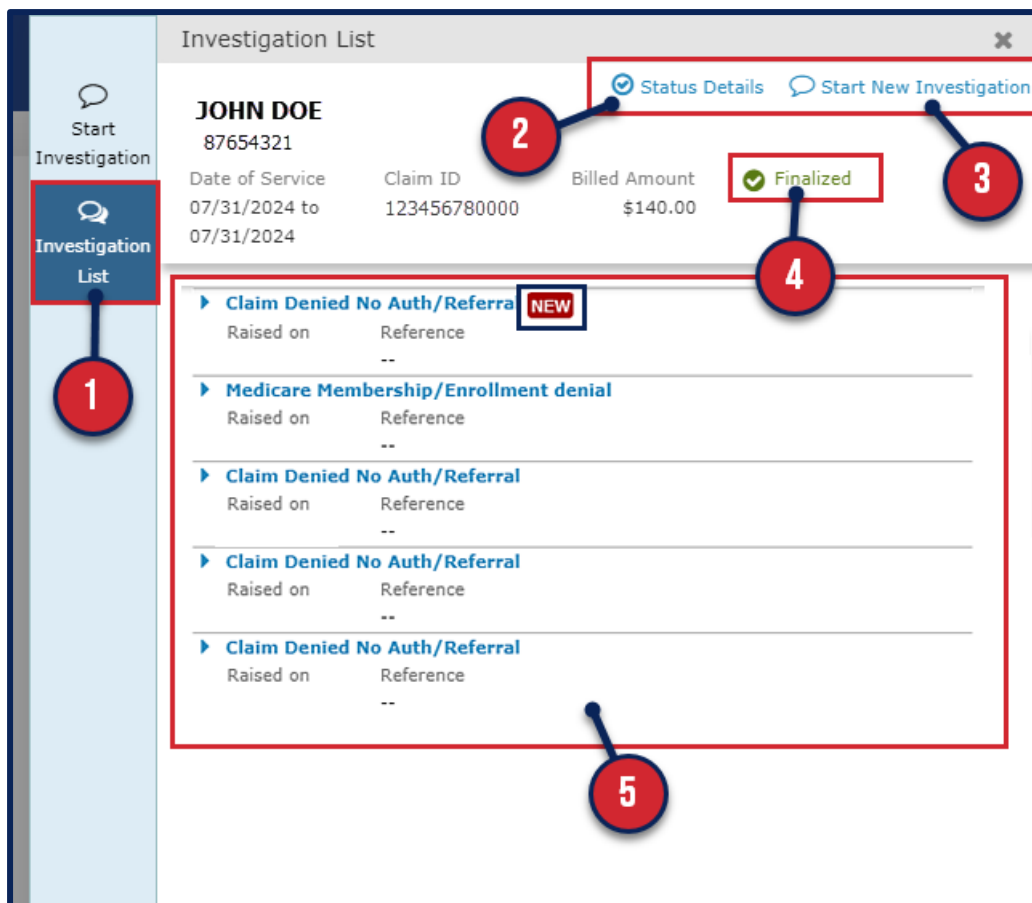
7

Investigation List

Your inquiry will now show on the investigation list.

Items that can be seen on the Investigation List:

1. **Investigation List Icon** – Click this icon to see the list of existing investigations.
2. **Status Details** – One the upper-left of the window is a blue Status Details link. Click this to be redirected to the claim details page.
3. **Start New Investigation**—The Start New Investigation link is at the upper right of the Investigation screen. Click this to create a new message for the health plan.
4. **Claim Status** – On the upper right of the Investigation screen, the status of the claim is displayed.
5. **Investigation Communications** – Click on an investigation to view the health plan response.
 - **NEW** Icon – this icon will appear next to the investigation with a health plan response that you have not yet viewed.



The screenshot shows the 'Investigation List' window for 'JOHN DOE' (ID: 87654321). The window includes a sidebar with 'Start Investigation' and 'Investigation List' buttons. The main area displays claim details and a list of investigations. Numbered callouts identify key UI elements: 1 points to the 'Investigation List' sidebar button; 2 points to the 'Status Details' link; 3 points to the 'Start New Investigation' link; 4 points to the 'Finalized' status indicator; and 5 points to the 'NEW' icon next to the first investigation item.

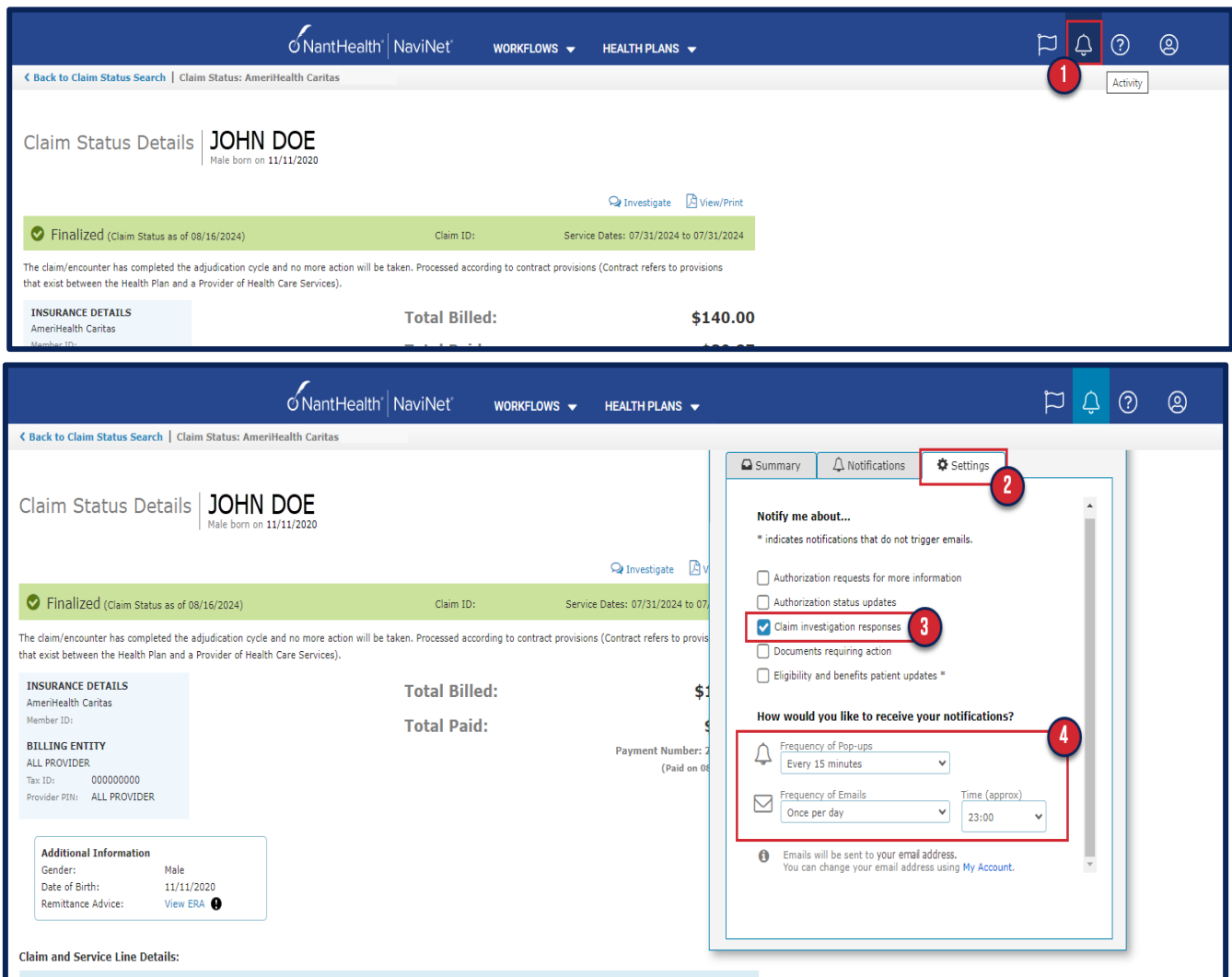
Date of Service	Claim ID	Billed Amount	Status
07/31/2024 to 07/31/2024	123456780000	\$140.00	Finalized

Investigation Title	Raised on	Reference	Action
Claim Denied No Auth/Referral	--	--	NEW
Medicare Membership/Enrollment denial	--	--	
Claim Denied No Auth/Referral	--	--	
Claim Denied No Auth/Referral	--	--	
Claim Denied No Auth/Referral	--	--	

Enabling Claim Investigation Notifications

To enable Claim investigation notifications:

1. Click the Activity Icon (bell) on the Menu bar
2. Select the Settings tab
3. Check the box for Claim investigation responses
4. Select the frequency in which you would like to receive your notifications



The first screenshot shows the 'Claim Status Details' for JOHN DOE. In the top right corner, the Activity icon (bell) is highlighted with a red box and the number 1. The second screenshot shows the 'Settings' tab for notifications. The 'Settings' tab is highlighted with a red box and the number 2. Under 'Notify me about...', the 'Claim investigation responses' checkbox is checked and highlighted with a red box and the number 3. Under 'How would you like to receive your notifications?', the 'Frequency of Pop-ups' dropdown is set to 'Every 15 minutes' and the 'Frequency of Emails' dropdown is set to 'Once per day', both highlighted with a red box and the number 4. The 'Time (approx)' dropdown is set to '23:00'.

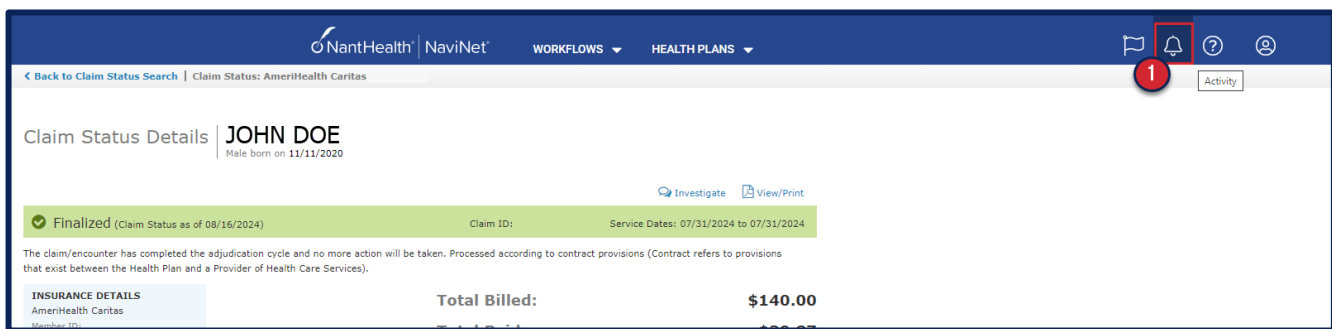


Note: Your e-mail is required to receive the notifications for the claim's investigation function

Notifications

To view the notifications:

1. Click the Activity Icon (bell) on the Menu bar
2. Select the Notifications tab
3. Select the notification you want to view
4. Click View Response to view Claim investigation sent to the health plan.



Claim Status Details | JOHN DOE
Male born on 11/11/2020

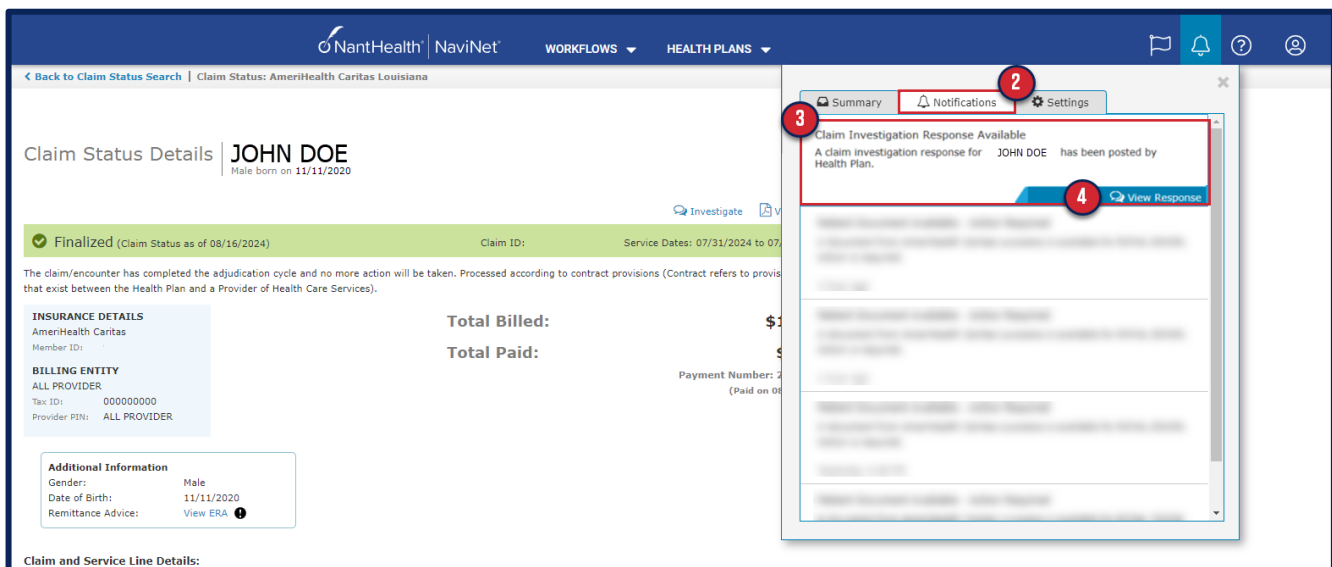
[Investigate](#) [View/Print](#)

Finalized (Claim Status as of 08/16/2024) Claim ID: Service Dates: 07/31/2024 to 07/31/2024

The claim/encounter has completed the adjudication cycle and no more action will be taken. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).

INSURANCE DETAILS
AmeriHealth Caritas
Member ID: [REDACTED]

Total Billed: **\$140.00**



Claim Status Details | JOHN DOE
Male born on 11/11/2020

[Investigate](#) [View/Print](#)

Finalized (Claim Status as of 08/16/2024) Claim ID: Service Dates: 07/31/2024 to 07/31/2024

The claim/encounter has completed the adjudication cycle and no more action will be taken. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).

INSURANCE DETAILS
AmeriHealth Caritas
Member ID: [REDACTED]

BILLING ENTITY
ALL PROVIDER
Tax ID: 000000000
Provider PIN: ALL PROVIDER

Additional Information
Gender: Male
Date of Birth: 11/11/2020
Remittance Advice: [View ERA](#)

Total Billed: **\$140.00**

Total Paid: **\$0.00**

Payment Number: 2 (Paid on 08/16/2024)

Claim Investigation Response Available
A claim investigation response for JOHN DOE has been posted by Health Plan.

[View Response](#)

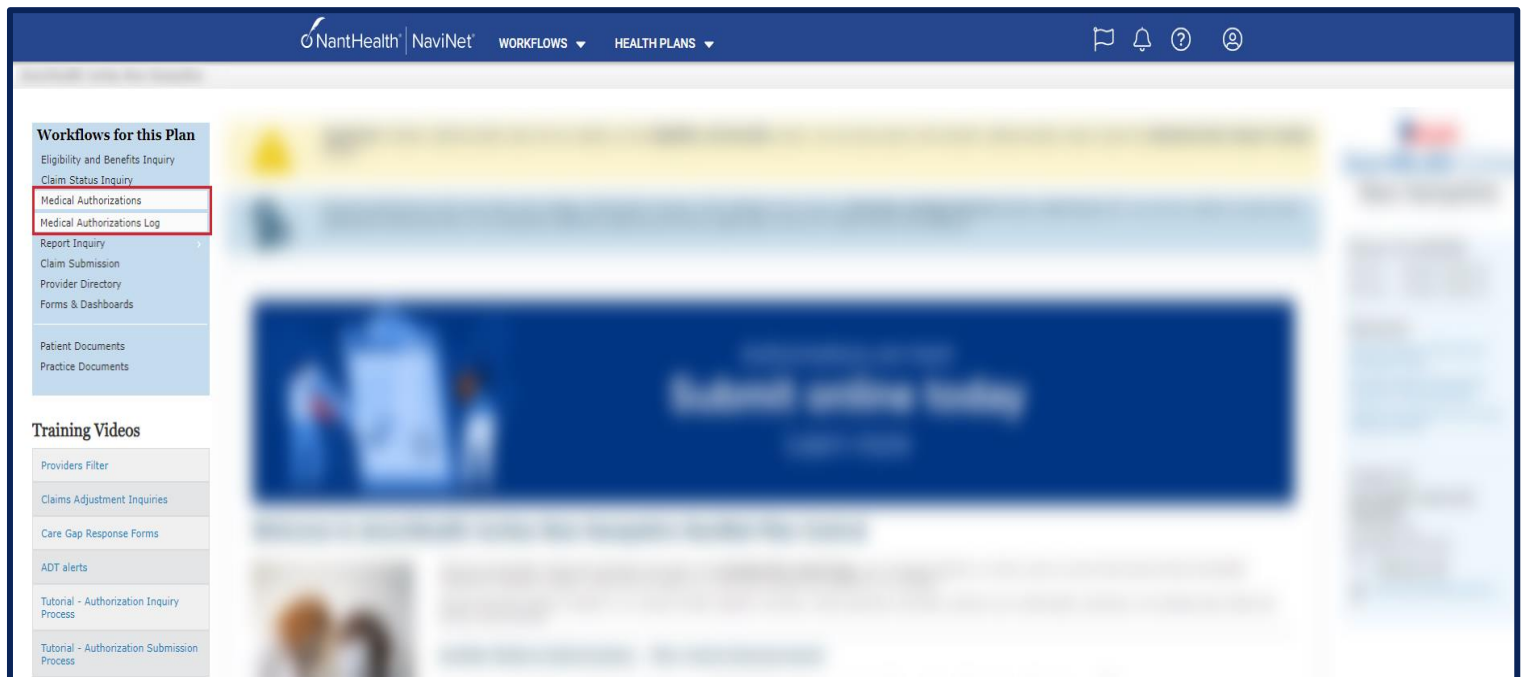


Note: Responses will be available to view for 7 days from the date of the notification.

The Medical Authorization workflow is a robust, intuitive, and streamlined online authorization workflow.

In addition to submitting and inquiring about existing Authorizations, you will be able to:

- Verify if No Authorization is required
- Receive Auto Approvals, in some circumstances
- Submit Amended Authorization
- Attach supplemental documentation
- Sign up for in-app status change notifications directly from the health plan
- Access a multi-payer Authorization log



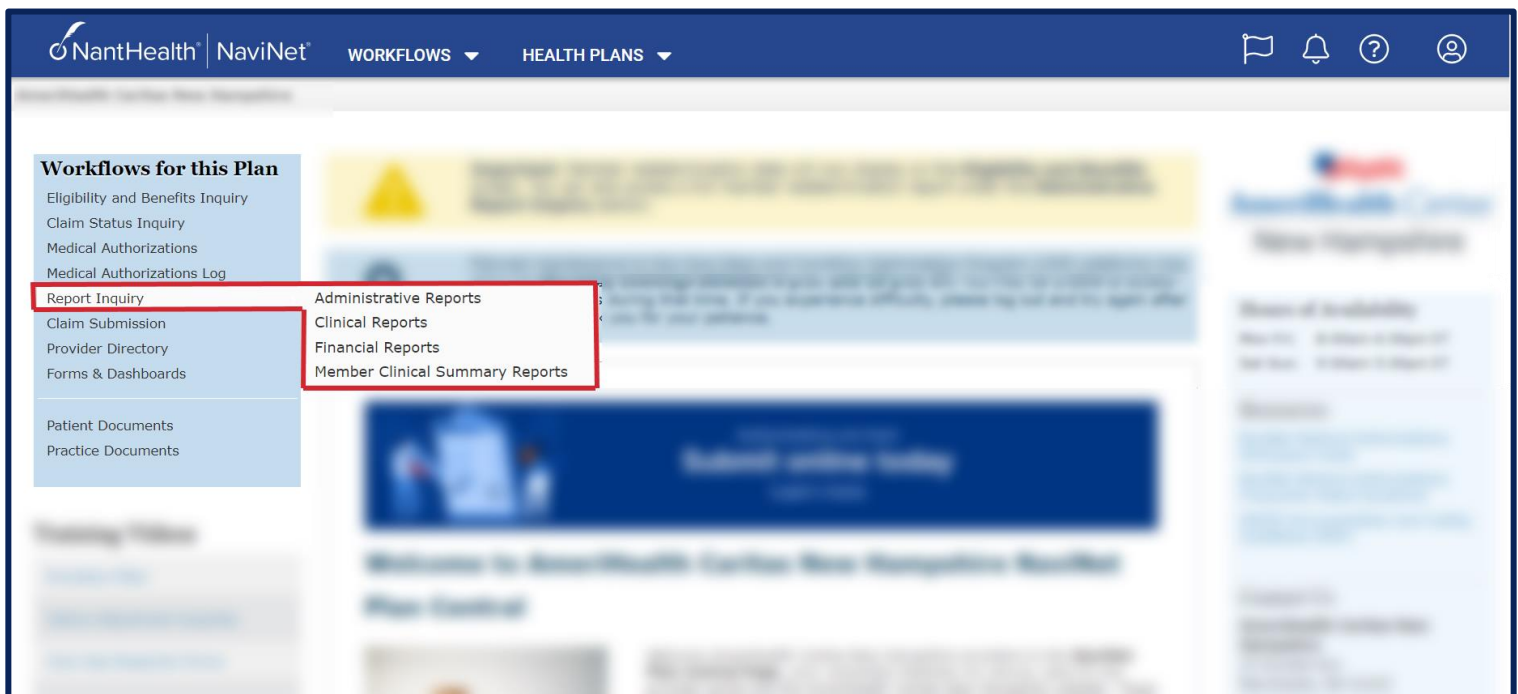
Note: For additional information on submitting authorizations and the medical authorization log, please reference the NaviNet Medical Authorization Participation Guide located on the NaviNet page of most plan websites. If you cannot locate the guide, contact your Provider Network Management Account Executive.

Use Report Inquiry to access a variety of reports.

The following reports are available in this workflow. The types of reports available may vary by health plan:

- [Administrative Reports](#)
- [Clinical Reports](#)
- [Financial Reports](#)
- [Member Clinical Summary Reports](#)

Review the Reports section of this guide for more information on the available reports, including those listed above.



Report Inquiry

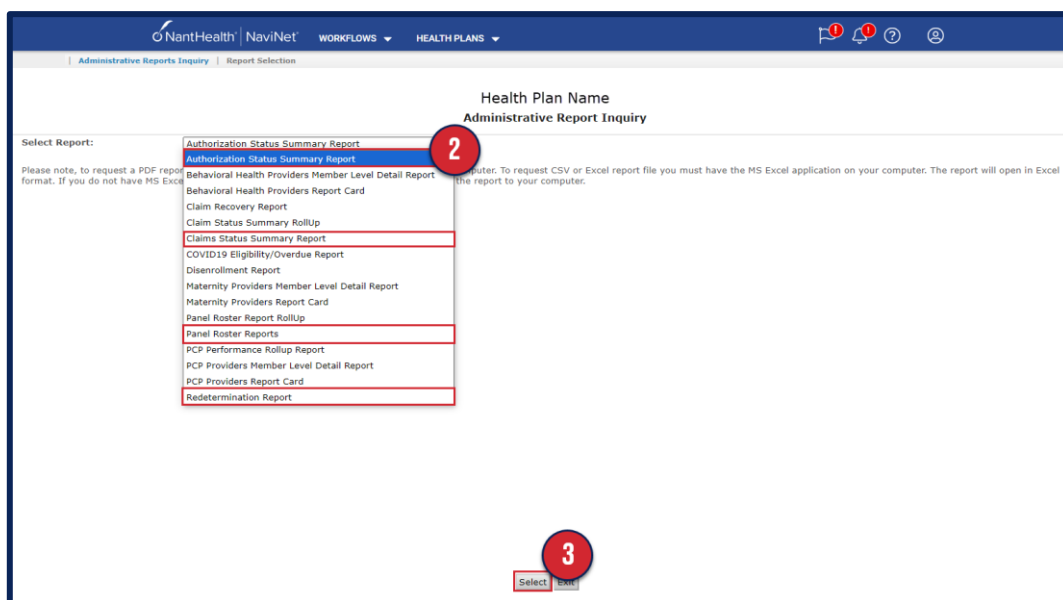
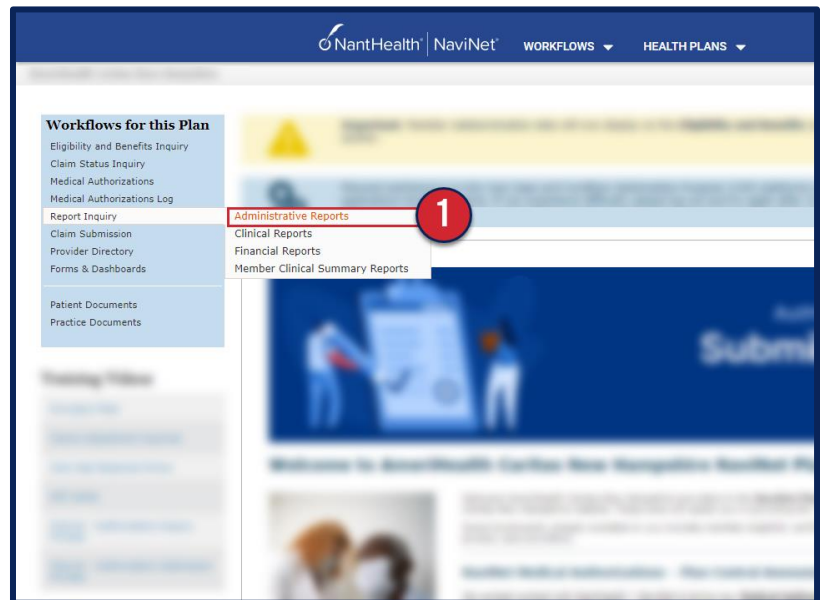
Numerous administrative reports are used. This may vary by health plan.

The most frequently used reports are:

- Authorization Status Summary
- Claim Status Summary
- Panel Roster
- Redetermination Report

To access any of these reports:

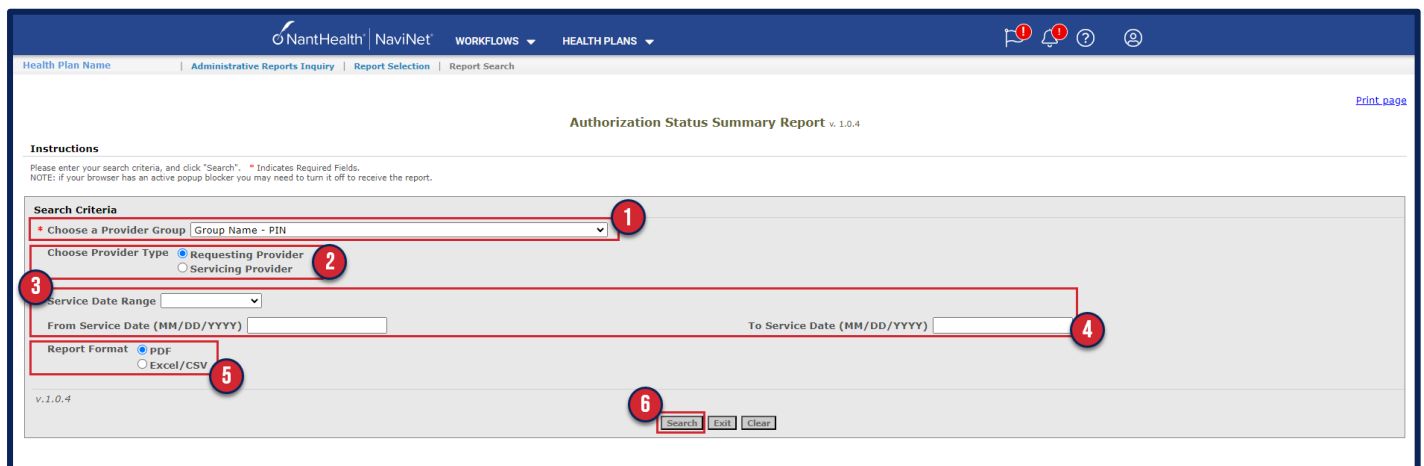
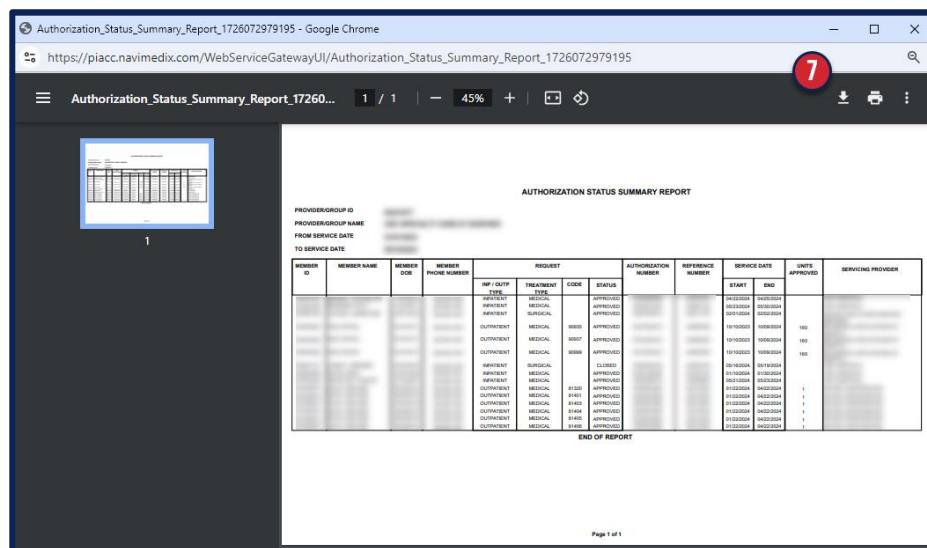
1. Select Administrative Reports from the Report Inquiry options in the Workflows for this Plan
2. Select the report you want to view from the drop-down
3. Click Select



Authorization Status Summary Report

You can request authorization summary reports directly in NaviNet, by either the requesting or servicing provider.

1. Select a Provider Group from the drop-down
2. Select the Provider Type
3. Select the Service Date Range
4. Enter the Service From and To Dates
5. Select Report Format (PDF is selected by default)
6. Click Search
7. An Authorization Status Summary Report will be generated based on the search criteria. The report will display in another window in the format selected. The example below is a PDF.

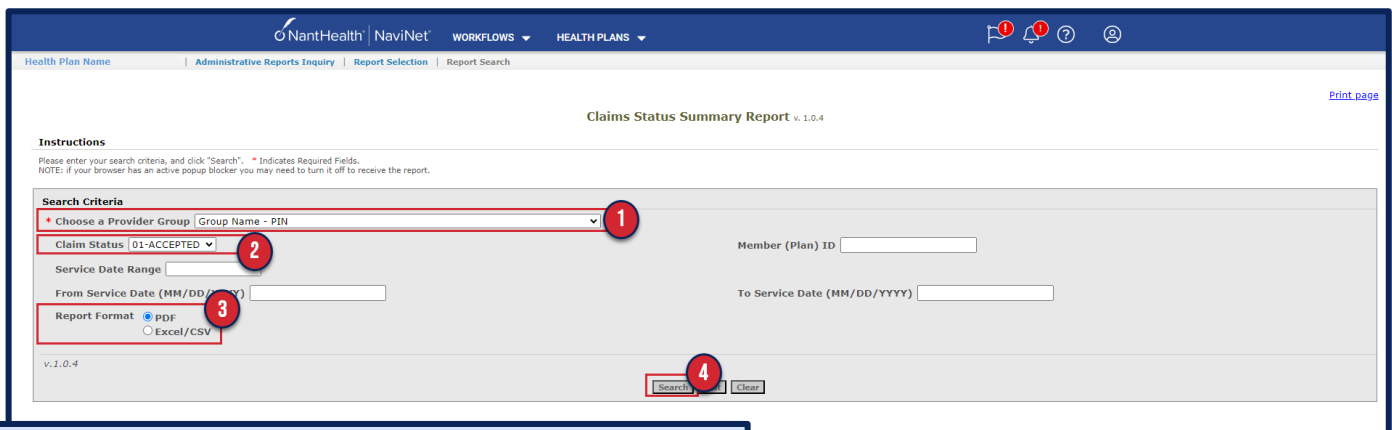



MEMBER ID	MEMBER NAME	MEMBER DOB	MEMBER PHONE NUMBER	REQUEST	MP / OUTP	TREATMENT	CODE	STATUS	AUTHORIZATION NUMBER	REFERENCE NUMBER	SERVICE DATE	START	END	UNITS APPROVED	SERVICING PROVIDER
				INPATIENT	MEDICAL			APPROVED			04/22/2024	04/22/2024			
				INPATIENT	MEDICAL			APPROVED			04/22/2024	04/22/2024			
				INPATIENT	MEDICAL			APPROVED			04/22/2024	04/22/2024			
				OUTPATIENT	MEDICAL			APPROVED			10/10/2023	10/10/2023		100	
				OUTPATIENT	MEDICAL			APPROVED			10/10/2023	10/10/2023		100	
				OUTPATIENT	MEDICAL			APPROVED			10/10/2023	10/10/2023		100	
				INPATIENT	SURGICAL			CLOSED			04/16/2024	04/16/2024			
				INPATIENT	MEDICAL			APPROVED			04/16/2024	04/16/2024			
				INPATIENT	MEDICAL			APPROVED			04/16/2024	04/16/2024			
				OUTPATIENT	MEDICAL			APPROVED			04/16/2024	04/16/2024		1	
				OUTPATIENT	MEDICAL			APPROVED			04/16/2024	04/16/2024		1	
				OUTPATIENT	MEDICAL			APPROVED			04/16/2024	04/16/2024		1	
				OUTPATIENT	MEDICAL			APPROVED			04/16/2024	04/16/2024		1	
				OUTPATIENT	MEDICAL			APPROVED			04/16/2024	04/16/2024		1	
				OUTPATIENT	MEDICAL			APPROVED			04/16/2024	04/16/2024		1	

Claim Status Summary Report

You can request a full claim status report in PDF or Excel format.

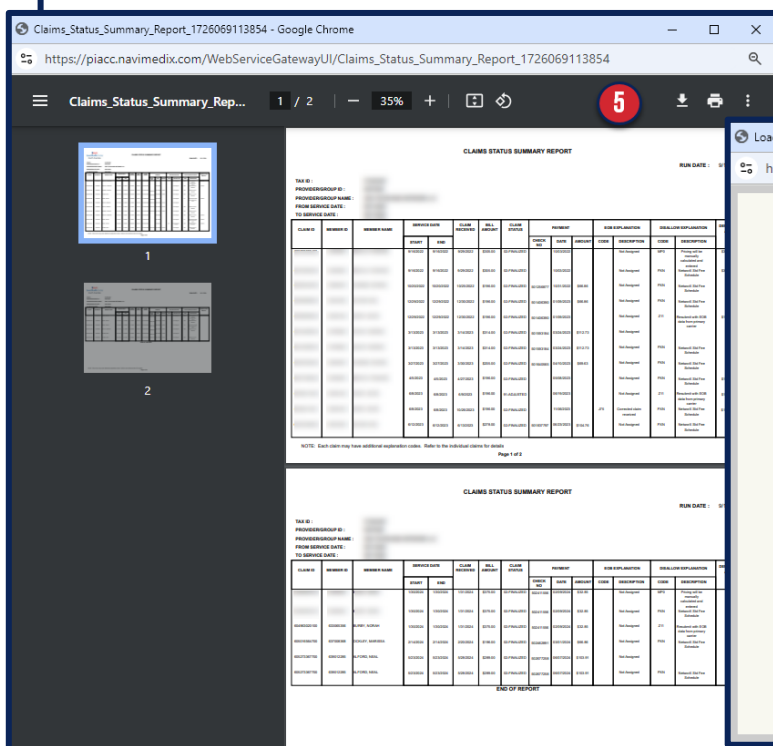
1. Choose a Provider Group from the drop-down
2. Select Claim Status
3. Select the Report Format (PDF is selected by default)
4. Click Search
5. The Claim Status Summary will display in another window as a PDF or an Excel download.



Search Criteria

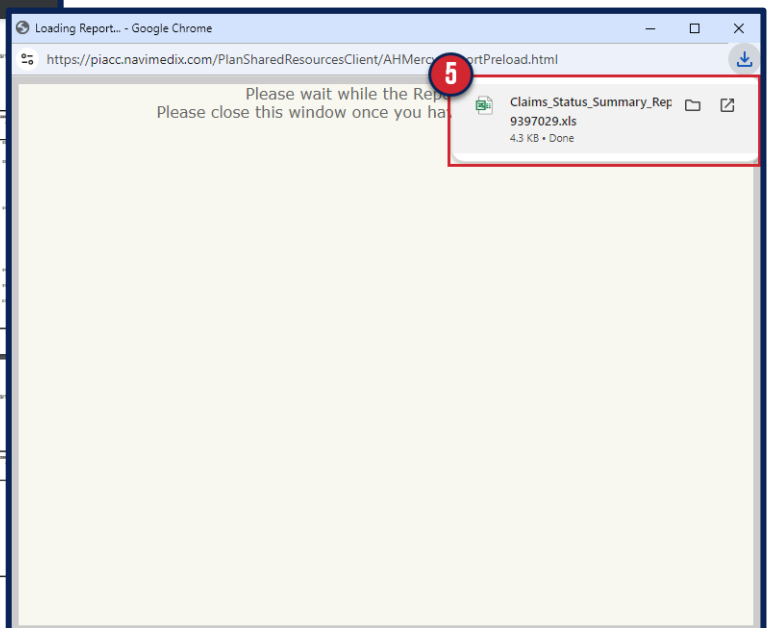
- * Choose a Provider Group | Group Name - PIN
- Claim Status | 01-ACCEPTED
- Service Date Range
- From Service Date (MM/DD/YYYY)
- To Service Date (MM/DD/YYYY)
- Report Format: ☒ pdf ☐ Excel/CSV

Search Clear



Claims Status Summary Report

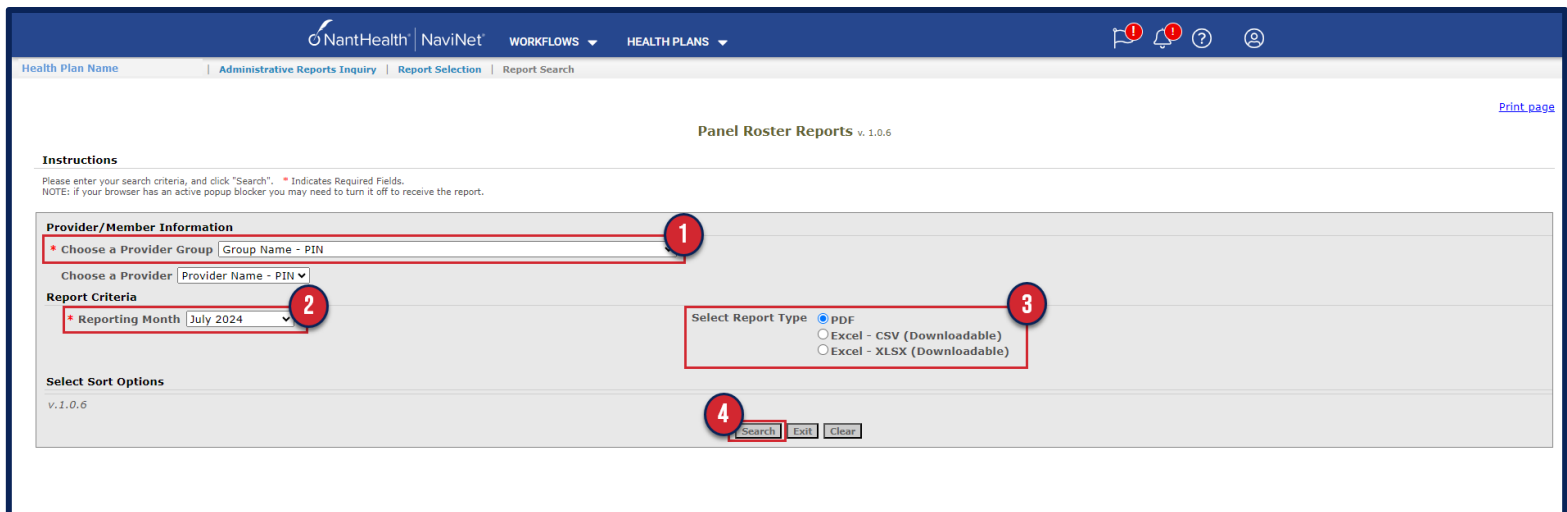
CLAIM ID	MEMBER ID	MEMBER NAME	SERVICE DATE	CLAIM STATUS	CLAIM DESCRIPTION
1					
2					



Panel Roster Report

You can run a panel roster report directly from NaviNet.

1. Select the Provider Group from the drop-down
 - Once the Group name is chosen, you have the option to also select a specific provider (practitioner) within the group. If you choose not to select a provider, you will receive the panel roster for ALL providers in this group.
2. Select the Reporting Month from the drop-down
3. Select the Report Type (PDF is selected by default)
4. Click Search



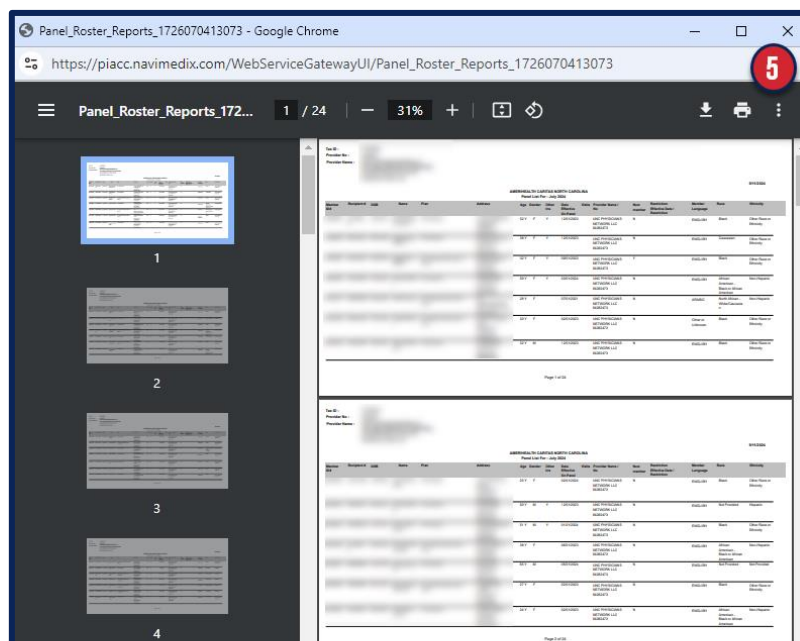
The screenshot shows the 'Panel Roster Reports v. 1.0.6' interface. At the top, there's a navigation bar with 'NantHealth | NaviNet' and tabs for 'WORKFLOWS' and 'HEALTH PLANS'. Below this is a breadcrumb trail: 'Health Plan Name | Administrative Reports Inquiry | Report Selection | Report Search'. The main content area has a title 'Panel Roster Reports v. 1.0.6' and a 'Print page' link. Under 'Instructions', it says: '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.'

The form is divided into sections:

- Provider/Member Information:** Contains a required field '* Choose a Provider Group' with a dropdown menu (labeled 1). Below it is a 'Choose a Provider' dropdown with 'Provider Name - PIN' selected.
- Report Criteria:** Contains a required field '* Reporting Month' with a dropdown menu set to 'July 2024' (labeled 2).
- Select Report Type:** Contains radio buttons for 'PDF' (selected), 'Excel - CSV (Downloadable)', and 'Excel - XLSX (Downloadable)' (labeled 3).
- Select Sort Options:** Contains a 'v.1.0.6' label and a 'Search' button (labeled 4), along with 'Exit' and 'Clear' buttons.

Panel Roster Report Cont'd.

5. The report will be displayed in another window in the format selected. The example below is a PDF.
- The Panel Roster Report will provide you with your patient's Member ID, Medicaid Recipient ID, and Panel Effective Date, as well as basic demographic and contact information.



Tax ID :
Provider No :
Provider Name :

Panel List For : July 2024

Member ID#	Recipient #	DOB	Name	Plan	Address	Age	Gender	Other Ins	Date Effective On Panel	Visits	Provider Name / No	New member	Restriction Effective Date / Restriction	Member Language	Race	Ethnicity
						52 Y	F	Y	12/01/2023			N		ENGLISH	Black	Other Race or Ethnicity
						38 Y	F	Y	12/01/2023			N		ENGLISH	Caucasian	Other Race or Ethnicity
						32 Y	F	Y	09/01/2023			Y		ENGLISH	Black	Other Race or Ethnicity
						59 Y	F	Y	03/01/2024			N		ENGLISH	African American - Black or African American	Non-Hispanic
						28 Y	F		07/01/2021			N		ARABIC	North African - White/Caucasian	Non-Hispanic
						30 Y	F		02/01/2023			N		Other or Unknown	Black	Other Race or Ethnicity
						32 Y	M		12/01/2023			N		ENGLISH	Black	Other Race or Ethnicity

Page 1 of 24

Redetermination Report

You can run a Redetermination Report to see a full list of members on the PCP's roster who have upcoming eligibility redetermination dates.

1. Choose your Provider Group from the drop-down
2. Select Report Type
3. Click Search
4. The report will open in another window and download an excel spreadsheet where the provider will be able to see the member's name, ID, Redetermination Date, Mailing Address, and any applicable plan details.

The screenshot illustrates the process of generating a Redetermination Report. The top portion shows the NantHealth NaviNet web interface with the 'Redetermination Report v. 1.0.1' page. The interface includes a navigation bar with 'Health Plan Name', 'Administrative Reports Inquiry', 'Report Selection', and 'Report Search'. The main content area has an 'Instructions' section and a form for selecting a provider group and report type. Red circles with numbers 1 through 4 highlight the steps: 1. Selecting a provider group from the 'Choose a Provider Group' dropdown. 2. Selecting the report type from the 'Select Report Type' radio buttons (Current, Previous). 3. Clicking the 'Search' button. 4. The resulting Excel spreadsheet, 'Redetermination_Report_1726071634777.xls', is shown in a Google Chrome window. The spreadsheet contains columns for member information, including MEMBER_ID, MEMBER_NAME, DOB, REDETERMINATION_DATE, ELIGIBILITY_DATE, ELIGIBILITY_EFFECTIVE_DATE, ELIGIBILITY_TERM, PLAN_ID, PLAN_DESC, MAILING_ADDRESS, and MAILING_ADDRESS.

1	server name	LOB	MEMBER_ID	MEMBER_NAME	DOB	REDETERMINATION_DATE	ELIGIBILITY_DATE	ELIGIBILITY_EFFECTIVE_DATE	ELIGIBILITY_TERM	PLAN_ID	PLAN_DESC	MAILING_ADDRESS	MAILING_ADDRESS
2	RPT_REG_5	1200				31-May-23	Y	1-Oct-21	31-Dec-99				
3	RPT_REG_5	1200				31-May-23	Y	1-Jul-21	31-May-23				
4	RPT_REG_5	1200				31-May-23	Y	1-Dec-22	31-May-23				
5	RPT_REG_5	1200				31-May-23	Y	1-Jul-21	31-May-23				
6	RPT_REG_5	1200				31-May-23	Y	1-Jul-21	31-May-23				
7	RPT_REG_5	1200				31-May-23	Y	1-Jul-21	31-May-23				
8	RPT_REG_5	1200				31-May-23	Y	1-Jul-21	31-May-23				
9	RPT_REG_5	1200				31-May-23	Y	1-Jul-21	31-May-23				
10	RPT_REG_5	1200				31-May-23	Y	1-Jul-21	31-May-23				
11	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
12	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
13	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
14	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
15	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
16	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
17	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
18	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
19	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
20	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
21	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
22	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
23	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
24	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
25	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
26	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
27	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				
28	RPT_REG_5	1200				30-Apr-23	Y	1-Jun-22	30-Apr-23				

Clinical Reports

There are various clinical reports available through NaviNet that can assist your office in improving patient outcomes.

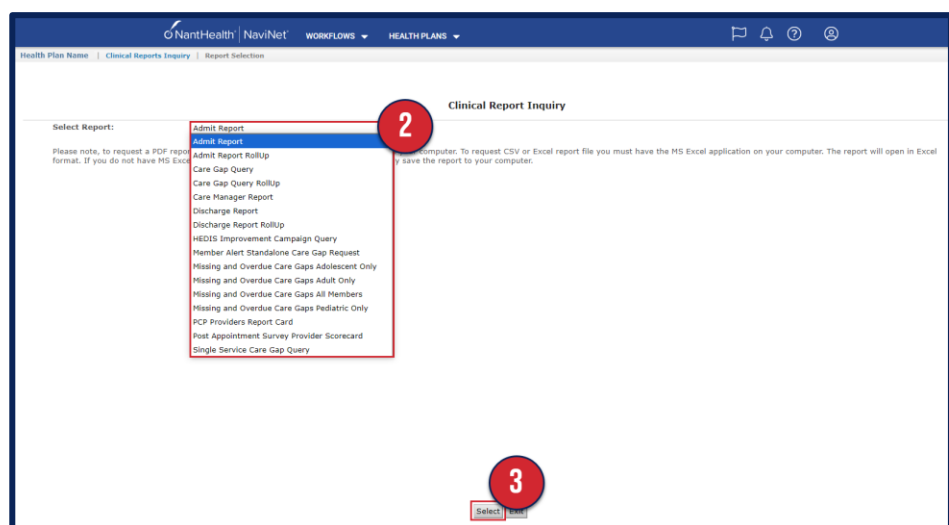
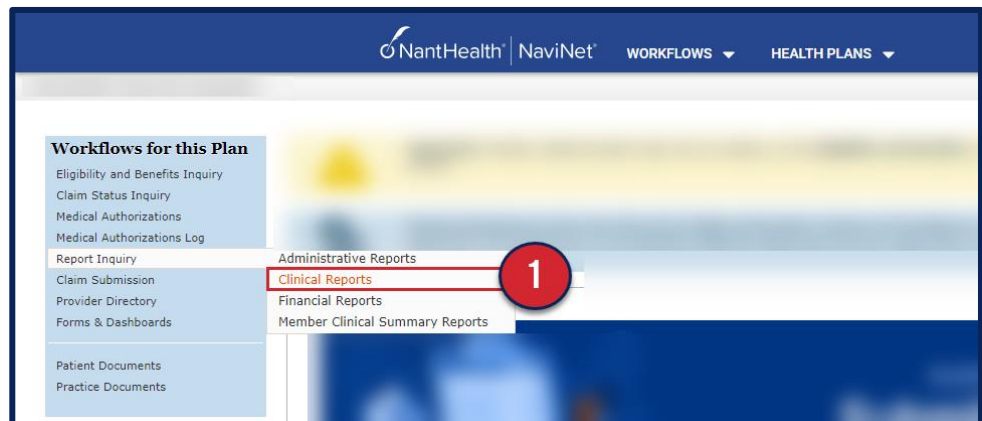
The reports that are available can vary from plan to plan. For the purposes of this user guide, Care Gap queries, Member Alert Standalone Care Gap Requests, and Hospital Admissions Reports are featured.

Additional reports that are available include, but are not limited to:

- Missing and Overdue Care Gaps for All
- Missing and Overdue Care Gaps Pediatric Only
- Missing and Overdue Care Gaps Adults Only

To access any of these reports:

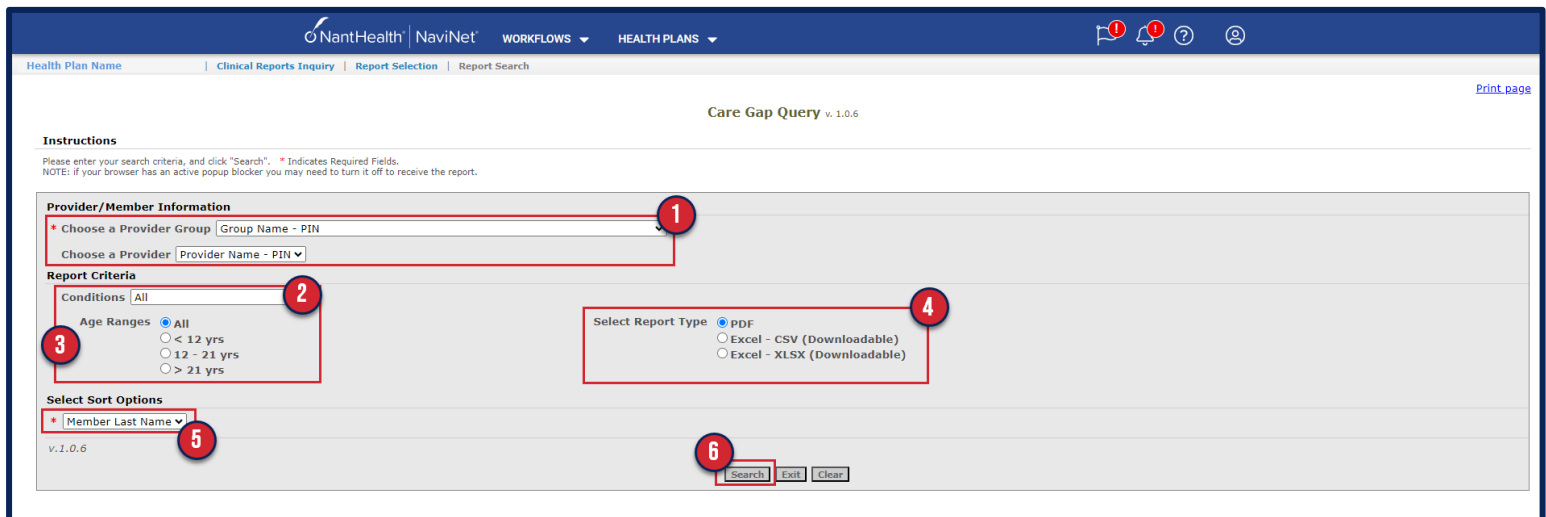
1. Select Clinical Reports from the Report Inquiry options in the Workflows for this Plan
2. Select the report you want to view from the drop-down
3. Click Select



Care Gap Query

The Care Gap Query report is a customizable report that provides all the care gap information for the plan members in your practice.

1. Select a Provider Group
2. Select All or a specific condition
3. Select Age Range
4. Select Report Type (PDF is selected by default)
5. Select Sort Options
 - You can select by Member Last Name, Provider ID, Conditions or Service
6. Click Search



The screenshot shows the 'Care Gap Query v. 1.0.6' web application interface. The top navigation bar includes 'NantHealth | NaviNet', 'WORKFLOWS', and 'HEALTH PLANS'. Below this is a breadcrumb trail: 'Health Plan Name | Clinical Reports Inquiry | Report Selection | Report Search'. A 'Print page' link is in the top right corner.

The main content area is titled 'Care Gap Query v. 1.0.6'. It includes an 'Instructions' section with the text: '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.'

The form is divided into several sections:

- Provider/Member Information:** Contains two dropdown menus. The first is 'Choose a Provider Group | Group Name - PIN' (marked with a red box and callout 1). The second is 'Choose a Provider | Provider Name - PIN' (marked with a red box and callout 2).
- Report Criteria:** Contains a 'Conditions' dropdown set to 'All' (marked with a red box and callout 3). Below it are 'Age Ranges' with radio buttons for 'All' (selected), '< 12 yrs', '12 - 21 yrs', and '> 21 yrs' (marked with a red box and callout 4).
- Select Report Type:** Contains radio buttons for 'pdf' (selected), 'Excel - CSV (Downloadable)', and 'Excel - XLSX (Downloadable)' (marked with a red box and callout 5).
- Select Sort Options:** Contains a dropdown menu set to 'Member Last Name' (marked with a red box and callout 6).

At the bottom of the form, there are three buttons: 'Search', 'Exit', and 'Clear' (marked with a red box and callout 7).

Care Gap Query Cont'd.

7. The report will display in another window in the format selected

Care Gap Query Report

Provider ID	Member ID	Date of Birth	Member Information	Service	Status	Rule of Frequency	Last Service Date	Last Value	Next Due Event Date	Care Gap Update Status	Language	Race	Ethnicity
				Adult Immunization Status - Influenza	Non-Compliant	Annually			02/01/2024	Response Required	ENGLISH	American - White/Caucasian	Non-Hispanic
				Adult Immunization Status - Tet/Polio	Non-Compliant	Every 10 Years			02/01/2024	Response Required	ENGLISH	American - White/Caucasian	Non-Hispanic
				Adult Immunization Status - Influenza	Non-Compliant	Annually			02/01/2024	Response Required	ENGLISH	Caucasian	Other Race or Ethnicity
				Adult Immunization Status - Tet/Polio	Non-Compliant	Every 10 Years			02/01/2024	Response Required	ENGLISH	Caucasian	Other Race or Ethnicity
				Adult Access to Preventive Ambulatory Health Services	Non-Compliant	Annually			02/01/2024	Response Required	ENGLISH	Caucasian	Other Race or Ethnicity
				Cervical Cancer Screening	Non-Compliant	Every 5-5 years but dependent			02/01/2024	Response Required	ENGLISH	Caucasian	Other Race or Ethnicity
				Antidepressant Medication Management Continuation Phase	Non-Compliant	Ongoing	02/17/2024		02/01/2024	Response Required	ENGLISH	African American - Black or African American	Non-Hispanic
				Adult Immunization Status - Influenza	Non-Compliant	Annually	02/13/2023		02/13/2024	Response Required	ENGLISH	African American - Black or African American	Non-Hispanic
				Preventive and Postpartum Care Postpartum	Non-Compliant	Once				Response Required	ENGLISH	Caucasian	Other Race or Ethnicity
				Preventive and Postpartum Care Postpartum	Non-Compliant	Once				Response Required	ENGLISH	Caucasian	Other Race or Ethnicity

Data Source: The data in the Care Gap Query is derived from claim information submitted to and processed by the health plan. This information may lag behind the actual delivery of services depending on when the claim was submitted and processed.

Page 1 of 4

Care Gap Query Report

Provider ID	Member ID	Date of Birth	Member Information	Service	Status	Rule of Frequency	Last Service Date	Last Value	Next Due Event Date	Care Gap Update Status	Language	Race	Ethnicity
				Adult Immunization Status - Influenza	Non-Compliant	Annually			02/01/2024	Response Required	Other or Unknown	Caucasian	Other Race or Ethnicity

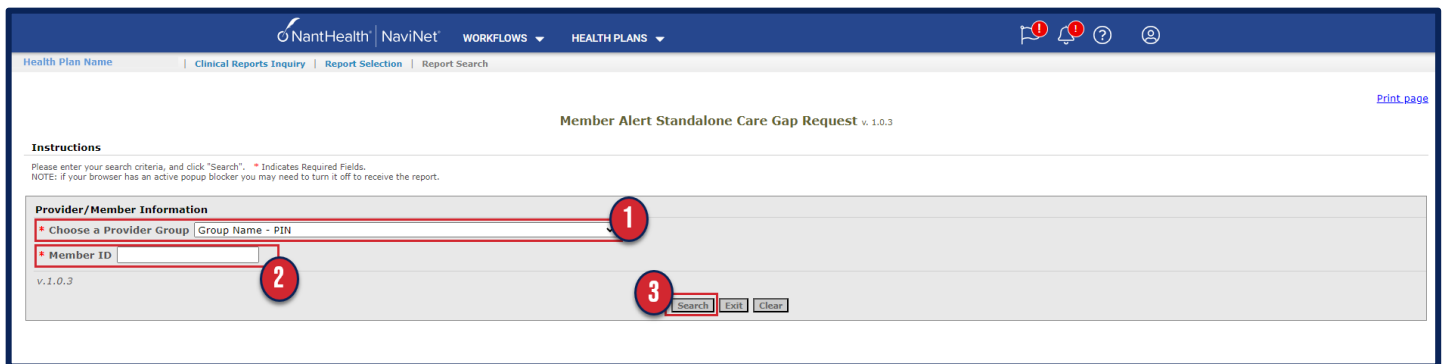


Note: You can resolve open Care Gaps directly in NaviNet using the Care Gap Response Form process. Please refer to the Care Gaps Response Form User Guide and or the video tutorial on your Plan Central Page for more details.

Member Alert Standalone Care Gap Request

You can view the member's Care Gap Worksheet referenced in the [Patient Alert Details](#) section, by accessing the Member Alert Standalone Care Gap Request.

1. Select a Provider Group
2. Enter the Member's ID
3. Click Search
4. The Care Gap Worksheet will display in another window



Member Alert Standalone Care Gap Request v. 1.0.3

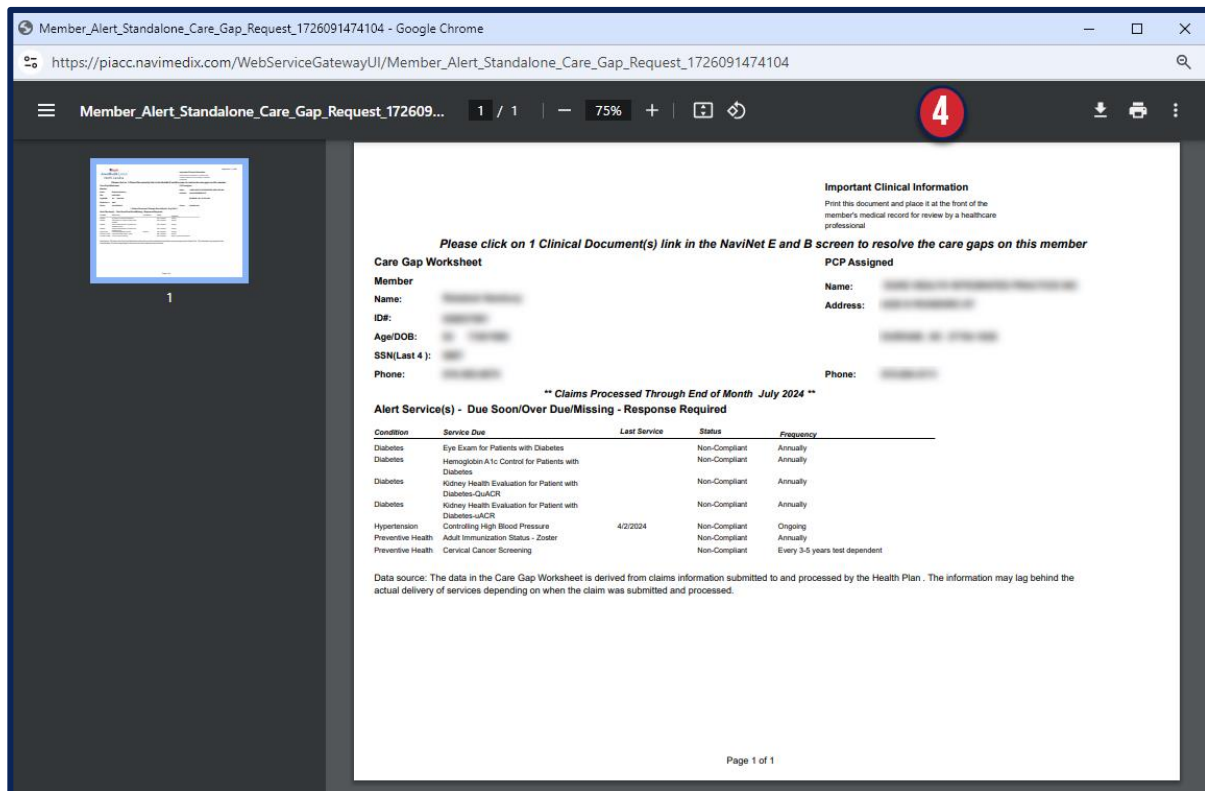
Instructions
Please enter your search criteria, and click "Search". * Indicates Required Fields.
NOTE: if your browser has an active popup blocker you may need to turn it off to receive the report.

Provider/Member Information

* Choose a Provider Group | Group Name - PIN

* Member ID

Search **Exit** **Clear**



Member Alert Standalone Care Gap Request_1726091474104 - Google Chrome

https://piacc.navimedix.com/WebServiceGatewayUI/Member_Alert_Standalone_Care_Gap_Request_1726091474104

Member Alert Standalone Care Gap Request_172609... 1 / 1 | 75% +

Important Clinical Information
Print this document and place it at the front of the member's medical record for review by a healthcare professional.

Please click on 1 Clinical Document(s) link in the NaviNet E and B screen to resolve the care gaps on this member

Care Gap Worksheet

Member
Name: [REDACTED]
ID#: [REDACTED]
Age/DOB: [REDACTED]
SSN(Last 4): [REDACTED]
Phone: [REDACTED]

PCP Assigned
Name: [REDACTED]
Address: [REDACTED]
Phone: [REDACTED]

**** Claims Processed Through End of Month July 2024 ****

Alert Service(s) - Due Soon/Over Due/Missing - Response Required

Condition	Service Due	Last Service	Status	Frequency
Diabetes	Eye Exam for Patients with Diabetes		Non-Compliant	Annually
Diabetes	Hemoglobin A1c Control for Patients with Diabetes		Non-Compliant	Annually
Diabetes	Kidney Health Evaluation for Patient with Diabetes-QuACR		Non-Compliant	Annually
Diabetes	Kidney Health Evaluation for Patient with Diabetes-uACR		Non-Compliant	Annually
Hypertension	Controlling High Blood Pressure	4/2/2024	Non-Compliant	Ongoing
Preventive Health	Adult Immunization Status - Zoster		Non-Compliant	Annually
Preventive Health	Cervical Cancer Screening		Non-Compliant	Every 3-5 years test dependent

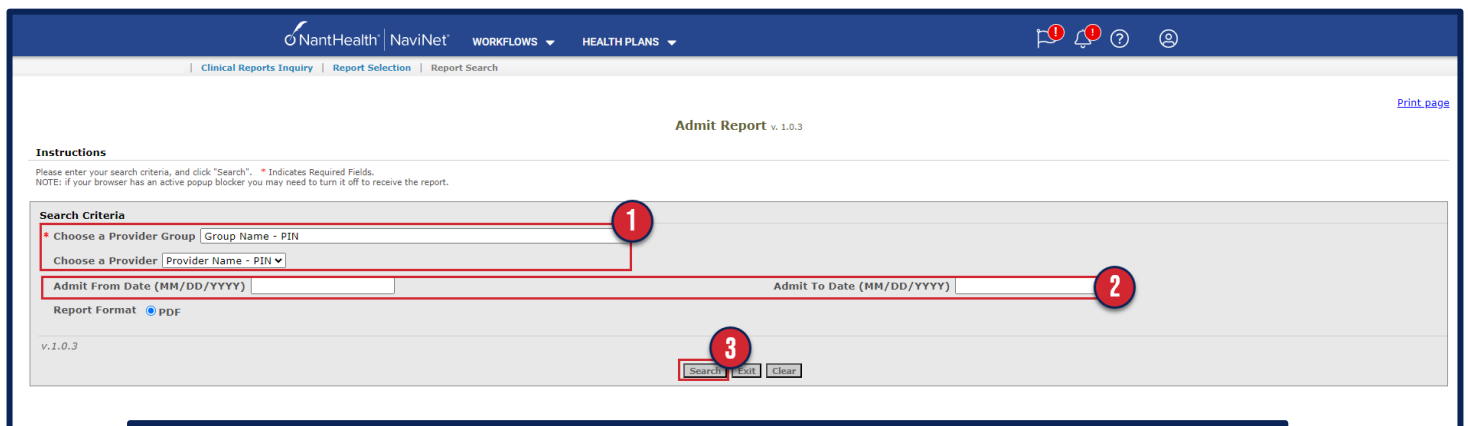
Data source: The data in the Care Gap Worksheet is derived from claims information submitted to and processed by the Health Plan. The information may lag behind the actual delivery of services depending on when the claim was submitted and processed.

Page 1 of 1

Admit Report

The Admit report contains information on the patients who have been admitted to the hospital.

1. Select a Provider Group
 - You can also select a specific Provider
2. Enter the Admit From and To Dates
3. Click Search
4. The report will display in another window



Admit Report v. 1.0.3

Instructions
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.

Search Criteria

* Choose a Provider Group 1

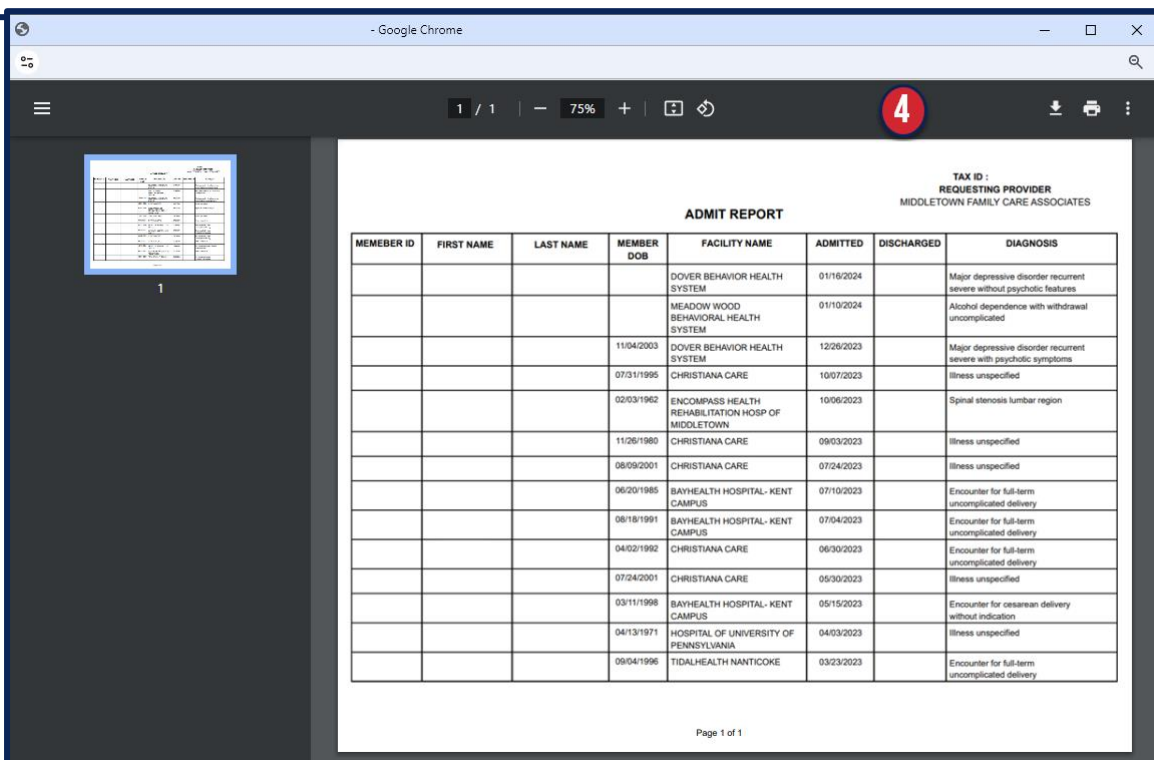
Choose a Provider

Admit From Date (MM/DD/YYYY) Admit To Date (MM/DD/YYYY) 2

Report Format ☒ pdf

v. 1.0.3

3



ADMIT REPORT

TAX ID :
REQUESTING PROVIDER
MIDDLETOWN FAMILY CARE ASSOCIATES

MEMBER ID	FIRST NAME	LAST NAME	MEMBER DOB	FACILITY NAME	ADMITTED	DISCHARGED	DIAGNOSIS
				DOVER BEHAVIOR HEALTH SYSTEM	01/16/2024		Major depressive disorder recurrent severe without psychotic features
				MEADOW WOOD BEHAVIORAL HEALTH SYSTEM	01/10/2024		Alcohol dependence with withdrawal uncomplicated
			11/04/2003	DOVER BEHAVIOR HEALTH SYSTEM	12/26/2023		Major depressive disorder recurrent severe with psychotic symptoms
			07/31/1995	CHRISTIANA CARE	10/07/2023		Illness unspecified
			02/03/1962	ENCOMPASS HEALTH REHABILITATION HOSP OF MIDDLETOWN	10/06/2023		Spinal stenosis lumbar region
			11/26/1980	CHRISTIANA CARE	09/03/2023		Illness unspecified
			08/09/2001	CHRISTIANA CARE	07/24/2023		Illness unspecified
			06/20/1985	BAYHEALTH HOSPITAL- KENT CAMPUS	07/10/2023		Encounter for full-term uncomplicated delivery
			08/18/1991	BAYHEALTH HOSPITAL- KENT CAMPUS	07/04/2023		Encounter for full-term uncomplicated delivery
			04/02/1992	CHRISTIANA CARE	06/30/2023		Encounter for full-term uncomplicated delivery
			07/24/2001	CHRISTIANA CARE	05/30/2023		Illness unspecified
			03/11/1998	BAYHEALTH HOSPITAL- KENT CAMPUS	05/15/2023		Encounter for cesarean delivery without indication
			04/13/1971	HOSPITAL OF UNIVERSITY OF PENNSYLVANIA	04/03/2023		Illness unspecified
			09/04/1996	TIDALHEALTH NANTICOKE	03/23/2023		Encounter for full-term uncomplicated delivery

Page 1 of 1

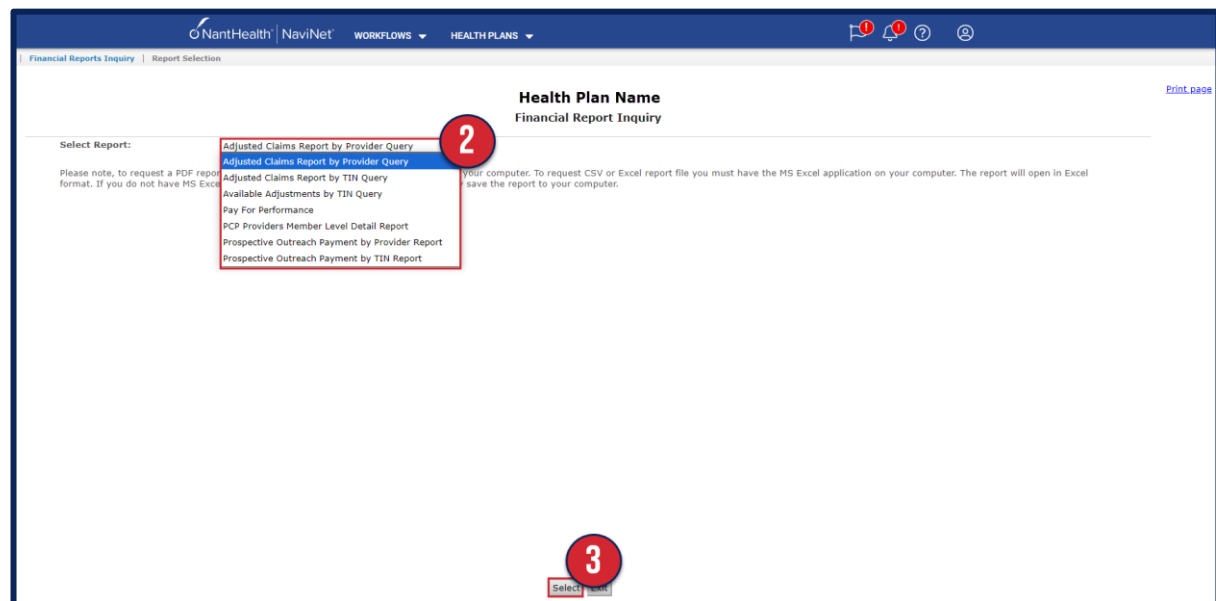
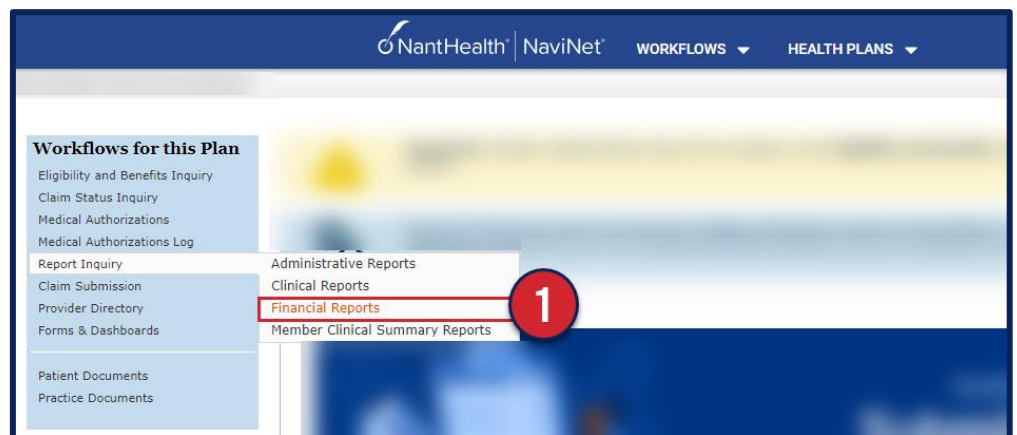
Various financial Reports are used, which vary by health plan. The Financial Reports provide information about the provider's adjusted claims within a date range.

Some of the reports available are:

- Adjusted Claims Report Provider Query
- HEDIS QEP Report
- Pay For Performance
- Prospective Outreach Payment Report

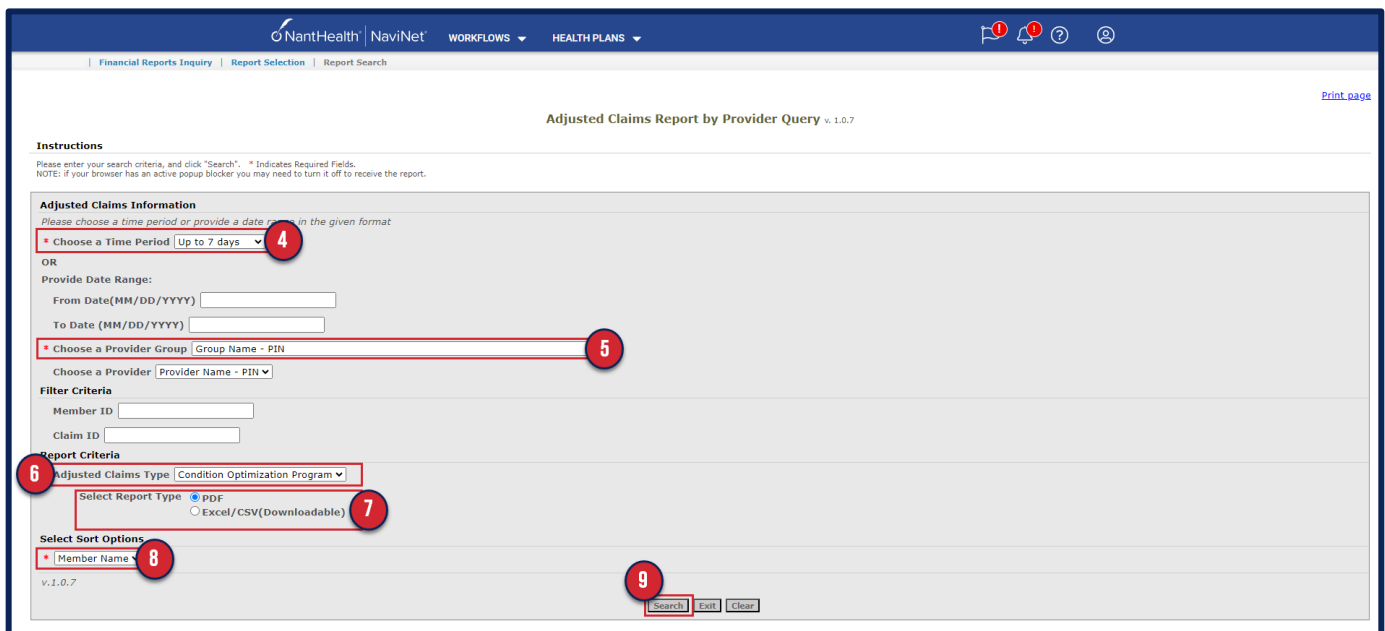
To access any of these reports:

1. Select Financial Reports from the Report Inquiry options in the Workflows for this Plan
2. Select the report you want to view from the drop-down
3. Click Select



For this example, the **Adjusted Claims Report by Provider Query** report was selected.

4. Select a Time Period or Enter a Date Range
5. Select the Provider Group
6. Select the Adjusted Claims Type
7. Select Report Type (PDF selected by default)
7. Select Report Type (PDF selected by default)
8. Select Sort Options
9. Click Search
10. The report will display in another window



Adjusted Claims Report by Provider Query v. 1.0.7

Instructions
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.

Adjusted Claims Information
Please choose a time period or provide a date range in the given format

* Choose a Time Period **Up to 7 days** 4

OR
Provide Date Range:
From Date (MM/DD/YYYY)
To Date (MM/DD/YYYY)

* Choose a Provider Group **Group Name - PIN** 5
Choose a Provider **Provider Name - PIN**

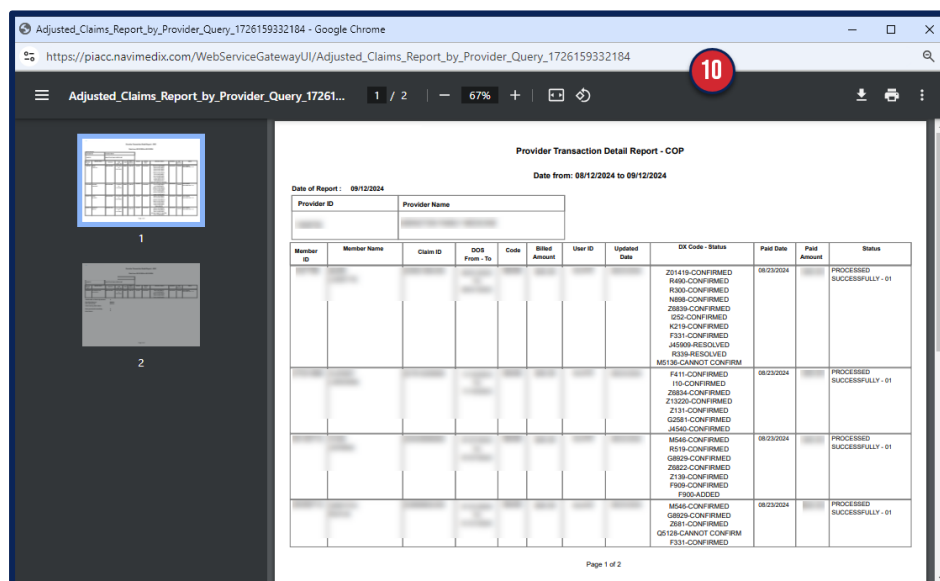
Filter Criteria
Member ID
Claim ID

Report Criteria
Adjusted Claims Type **Condition Optimization Program** 6
Select Report Type ☒ PDF ☐ Excel/CSV(Downloadable) 7

Select Sort Options
* Member Name 8

1.0.7

9 **Search** **Exit** **Clear**



Adjusted_Claims_Report_by_Provider_Query_1726159332184 - Google Chrome

https://piacc.navimedix.com/WebServiceGatewayUI/Adjusted_Claims_Report_by_Provider_Query_1726159332184

Adjusted_Claims_Report_by_Provider_Query_17261... 1 / 2 67%

Provider Transaction Detail Report - COP
Date from: 08/12/2024 to 08/12/2024

Member ID	Member Name	Claim ID	DOS From-To	Code	Billed Amount	User ID	Updated Date	DX Code - Status	Paid Date	Paid Amount	Status
								201419-CONFIRMED R490-CONFIRMED K300-CONFIRMED N888-CONFIRMED 28888-CONFIRMED 052-CONFIRMED K218-CONFIRMED F331-CONFIRMED J4569-RESOLVED K338-RESOLVED M5138-CANNOT CONFIRM	08/23/2024		PROCESSED SUCCESSFULLY - 01
								F411-CONFIRMED 116-CONFIRMED 20834-CONFIRMED Z13258-CONFIRMED Z131-CONFIRMED G2581-CONFIRMED J4560-CONFIRMED	08/23/2024		PROCESSED SUCCESSFULLY - 01
								M548-CONFIRMED 8519-CONFIRMED G8829-CONFIRMED 28823-CONFIRMED Z138-CONFIRMED F890-ADDED F890-ADDED	08/23/2024		PROCESSED SUCCESSFULLY - 01
								M548-CONFIRMED G8829-CONFIRMED 28811-CONFIRMED Q2158-CANNOT CONFIRM F331-CONFIRMED	08/23/2024		PROCESSED SUCCESSFULLY - 01

Page 1 of 2

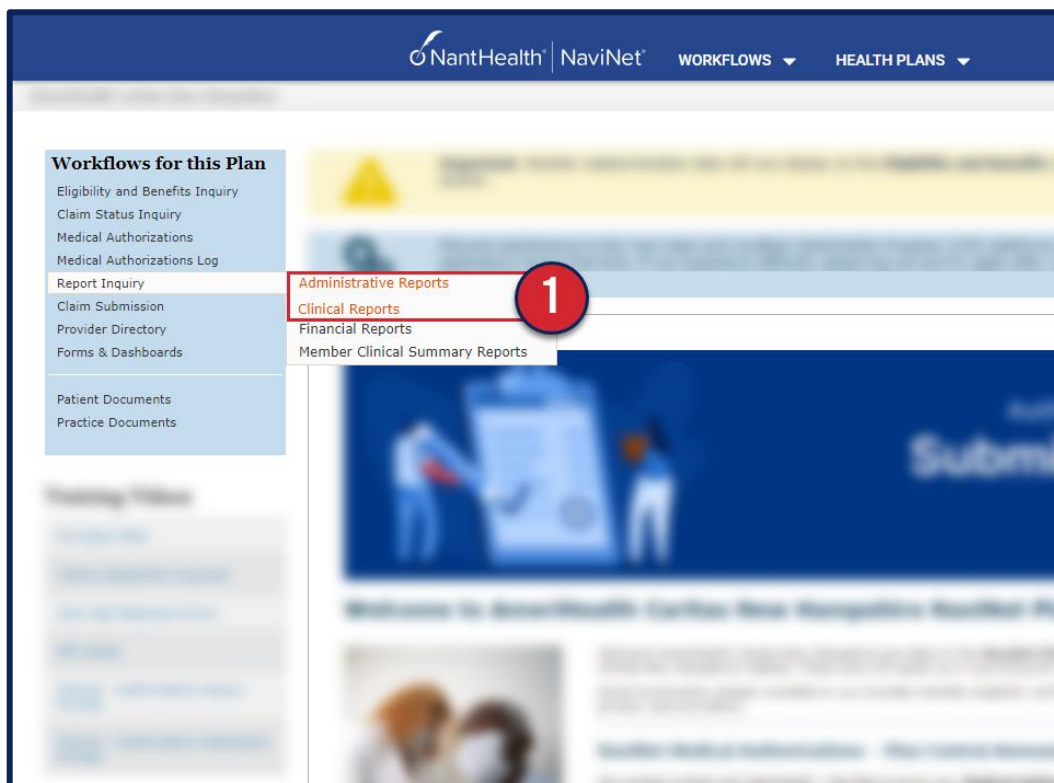
The Rollup report functionality allows you to run specific NaviNet reports at the TIN level. Instead of running a report for each Provider ID number that may exist for your group, you can now run ONE report with data consolidated for the practice at the TIN level.

The specific reports that can be run at the Rollup TIN level are:

- Claims Status Summary Rollup (found in Administrative Reports)
- Panel Roster Report Rollup (found in Administrative Reports)
- Admit Report Rollup (found in Clinical Reports)
- Care Gap Query Rollup (found in Clinical Reports)
- Discharge Report Rollup (found in Clinical Reports)

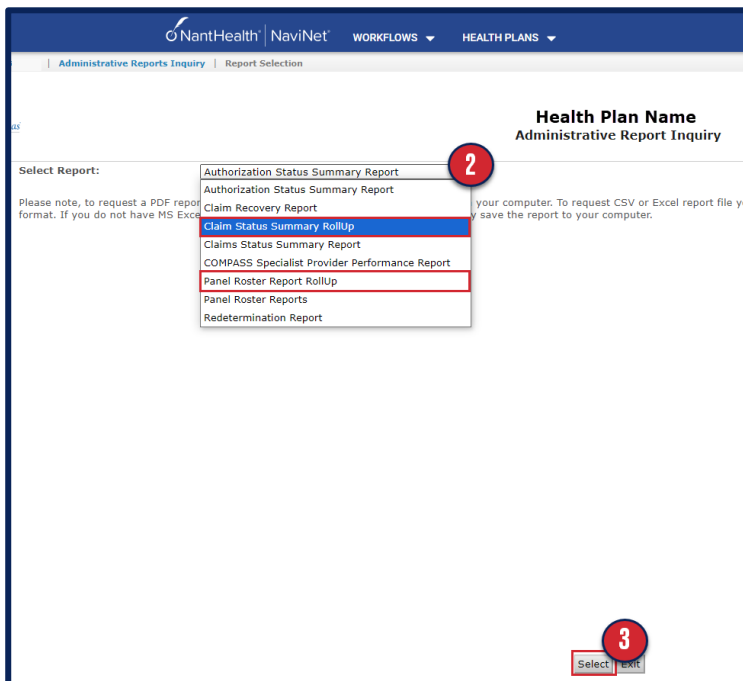
To create a Rollup report in NaviNet:

1. Hover over Report Inquiry and Select either Administrative Reports or Clinical Reports within the Workflows for this Plan menu



To create a Rollup report in NaviNet cont'd:

2. Select the specific report you would like to run
3. Click Select
4. Select ANY of the Provider Group options from the drop-down
5. Click Search



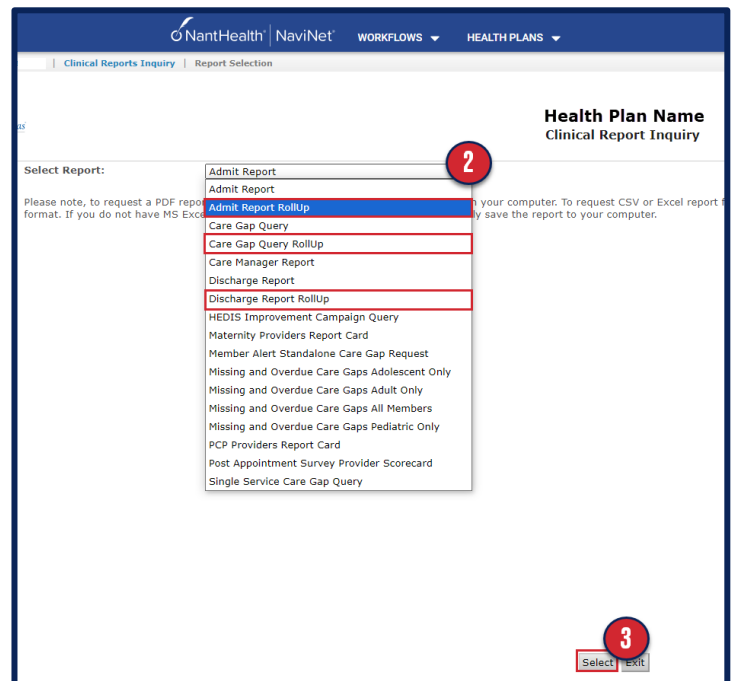
Health Plan Name
Administrative Report Inquiry

Select Report:

- Authorization Status Summary Report
- Authorization Status Summary Report
- Claim Recovery Report
- Claim Status Summary RollUp
- Claims Status Summary Report
- COMPASS Specialist Provider Performance Report
- Panel Roster Report RollUp
- Panel Roster Reports
- Redetermination Report

Please note, to request a PDF report, click on the PDF icon. If you do not have MS Excel, you will need to save the report to your computer. To request CSV or Excel report file you will need to save the report to your computer.

Select Exit



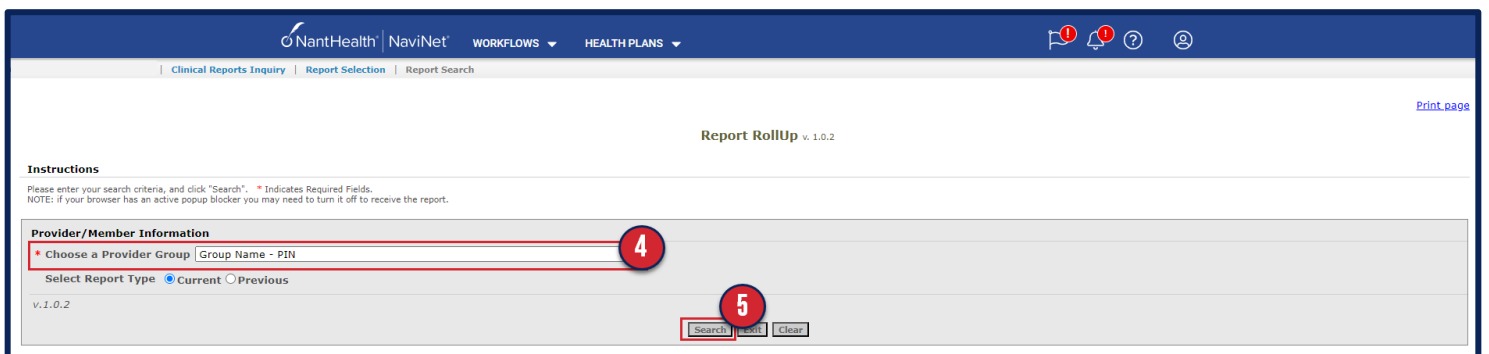
Health Plan Name
Clinical Report Inquiry

Select Report:

- Admit Report
- Admit Report
- Admit Report RollUp
- Care Gap Query
- Care Gap Query RollUp
- Care Manager Report
- Discharge Report
- Discharge Report RollUp
- HEDIS Improvement Campaign Query
- Maternity Providers Report Card
- Member Alert Standalone Care Gap Request
- Missing and Overdue Care Gaps Adolescent Only
- Missing and Overdue Care Gaps Adult Only
- Missing and Overdue Care Gaps All Members
- Missing and Overdue Care Gaps Pediatric Only
- PCP Providers Report Card
- Post Appointment Survey Provider Scorecard
- Single Service Care Gap Query

Please note, to request a PDF report, click on the PDF icon. If you do not have MS Excel, you will need to save the report to your computer. To request CSV or Excel report file you will need to save the report to your computer.

Select Exit



Report RollUp v. 1.0.2

Instructions

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 | Group Name - PIN

Select Report Type: ☒ Current ☐ Previous

v. 1.0.2

Search Exit Clear

The Member Clinical Summary report provides a snapshot of personal health information.

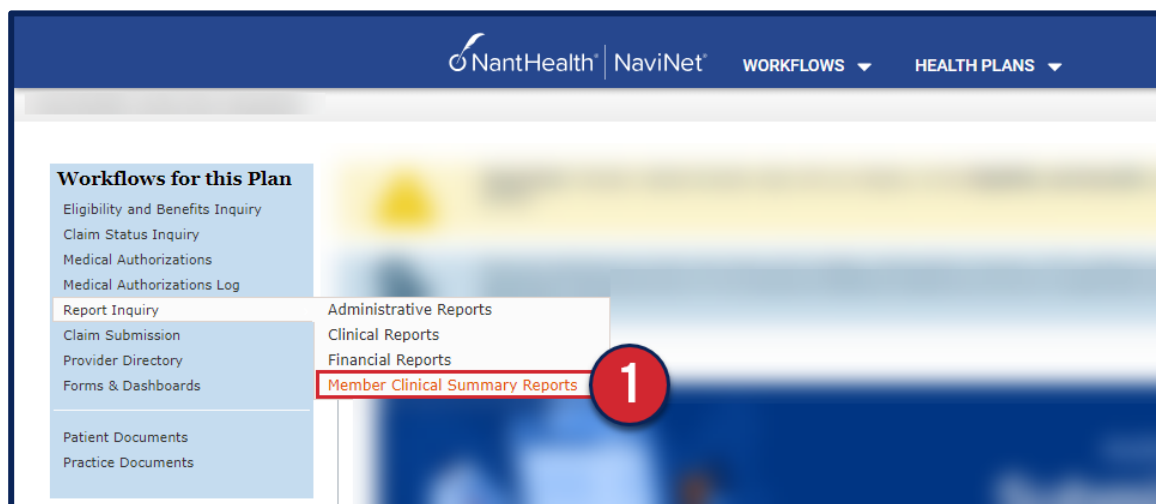
The report captures the following claims-based data:

- Patient and provider demographics.
- Recently filled medications.
- Chronic conditions.
- Gaps in care.
- ER visits.
- Inpatient admission

This tool allows you to view, capture, and share the most relevant demographic and clinical facts about your patients. The valuable information contained in these reports represents a tremendous opportunity to improve the quality and continuity of care for your patients.

To access this report:

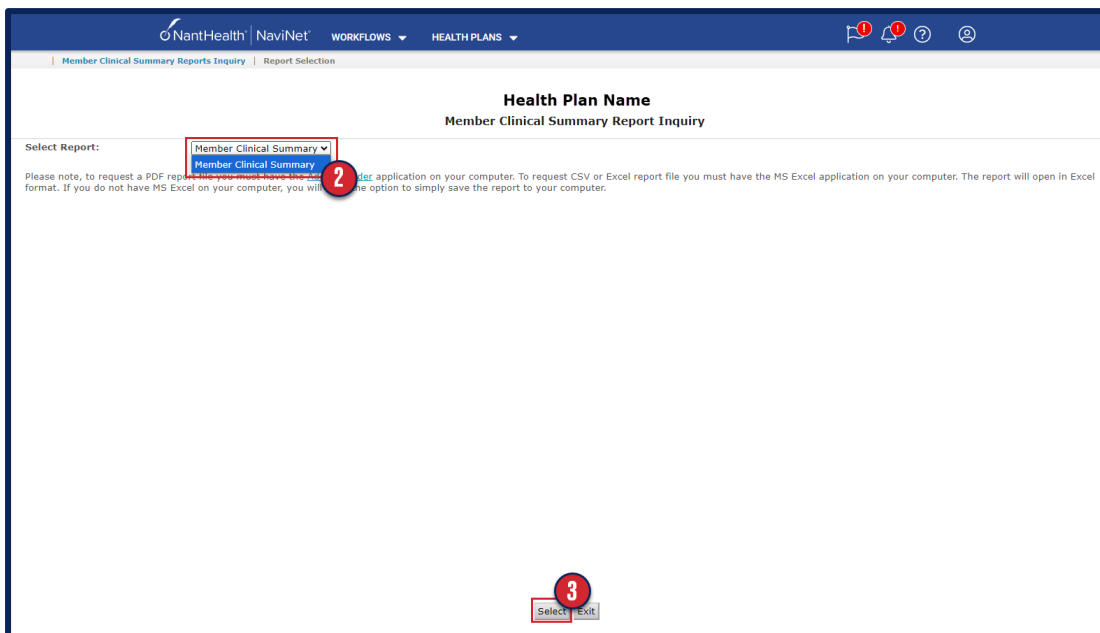
1. Select Member Clinical Summary Reports from the Report Inquiry options in the Workflows for this Plan



Note: To use Member Clinical Summary Reports, your NaviNet Security Officer must grant security access.

To access this report:

2. Once the Report Inquiry screen displays, select Member Clinical Summary from the drop-down
3. Click Select
4. Select a Provider Group
5. Enter the Member ID
6. Select Report Type (PDF is selected by default)
7. Select Time Frame (6 months selected by default)
8. Click Search

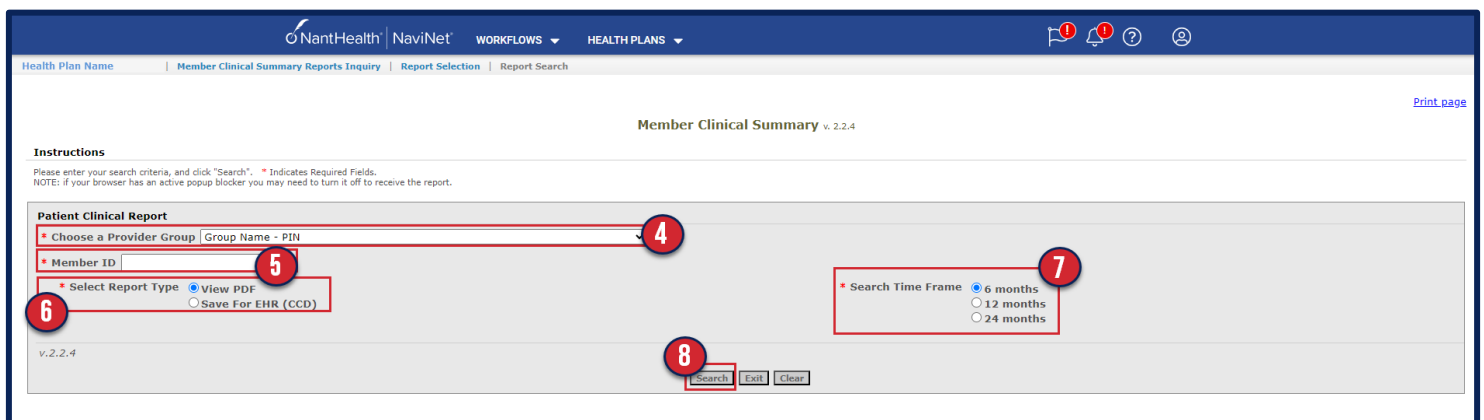


Health Plan Name
Member Clinical Summary Report Inquiry

Select Report: Member Clinical Summary 2

Please note, to request a PDF report, you must have the PDF 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 3



Member Clinical Summary v. 2.2.4

Instructions
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.

Patient Clinical Report

* Choose a Provider Group Group Name - PIN 4

* Member ID 5

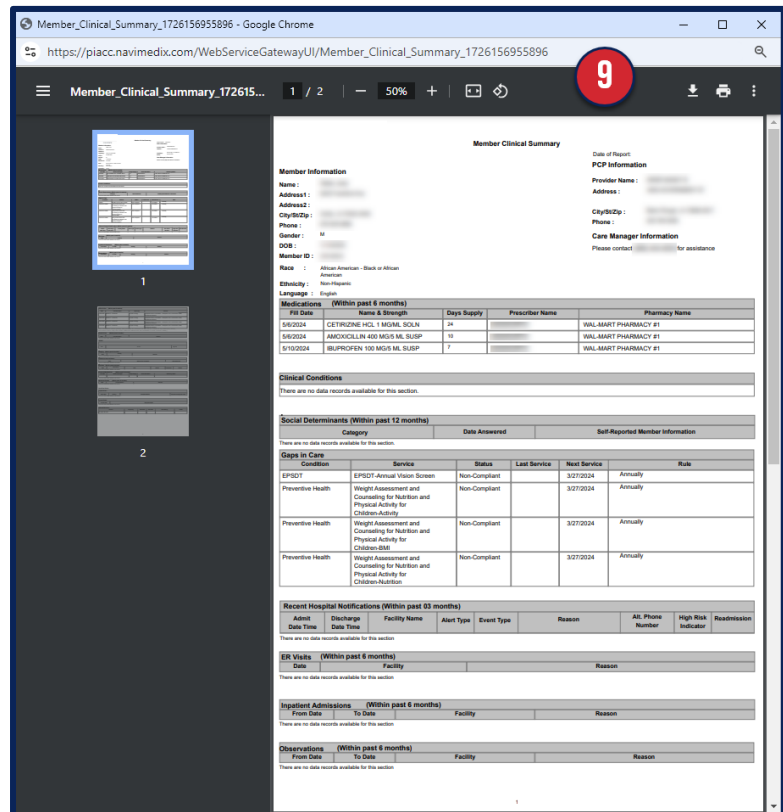
* Select Report Type
☒ View PDF
☐ Save For EHR (CCD)
 6

* Search Time Frame
☒ 6 months
☐ 12 months
☐ 24 months
 7

v.2.2.4 Search Exit Clear 8

9. The Member Clinical Summary report will be displayed in another window. This report provides important clinical information about a member within the Search Time Frame selected such as:

- Medications prescribed (within the past 6 months)
- Chronic Conditions
- Gaps in Care (based on diagnosis compared to clinical recommendations)
- ER Visits (Within the past 6 months)
- Inpatient Admission (Within the past 6 months)
- Office Visits (Within the past 6 months)



Member Clinical Summary_1726156955896 - Google Chrome
https://piacc.navimedix.com/WebServiceGateway/UI/Member_Clinical_Summary_1726156955896

Member Clinical Summary_172615... 1 / 2 - 50% +

Member Information

Name: [Redacted]
Address1: [Redacted]
City/Zip: [Redacted]
Phone: [Redacted]
Gender: M
DOB: [Redacted]
Member ID: [Redacted]
Race: African American - Black or African American
Ethnicity: Non-Hispanic
Language: English

PCP Information

Provider Name: [Redacted]
Address: [Redacted]
City/Zip: [Redacted]
Phone: [Redacted]
Care Manager Information
Please contact [Redacted] for assistance

Medications (Within past 6 months)

Fill Date	Name & Strength	Days Supply	Prescriber Name	Pharmacy Name
5/6/2024	CELEBRONE HCL 1 MG/ML SOLN	30	[Redacted]	WAL-MART PHARMACY #1
5/6/2024	AMOXICILLIN 400 MG/5 ML SUSP	10	[Redacted]	WAL-MART PHARMACY #1
5/10/2024	BLISODIFEN 100 MG/5 ML SUSP	7	[Redacted]	WAL-MART PHARMACY #1

Clinical Conditions

There are no data records available for this section.

Social Determinants (Within past 12 months)

There are no data records available for this section.

Gaps in Care

Condition	Service	Status	Last Service	Next Service	Rule
EPISDT	EPISDT Annual Vision Screen	Non-Compliant		3/27/2024	Annually
Preventive Health	Weight Assessment and Counseling for Nutrition and Physical Activity for Children-Adults	Non-Compliant		3/27/2024	Annually
Preventive Health	Weight Assessment and Counseling for Nutrition and Physical Activity for Children-Adults	Non-Compliant		3/27/2024	Annually
Preventive Health	Weight Assessment and Counseling for Nutrition and Physical Activity for Children-Nutrition	Non-Compliant		3/27/2024	Annually

Recent Hospital Notifications (Within past 6 months)

Admit Date	Discharge Date	Facility Name	Admit Type	Event Type	Reason	All Phone Number	High Risk Indicator	Readmission
There are no data records available for this section.								

ER Visits (Within past 6 months)

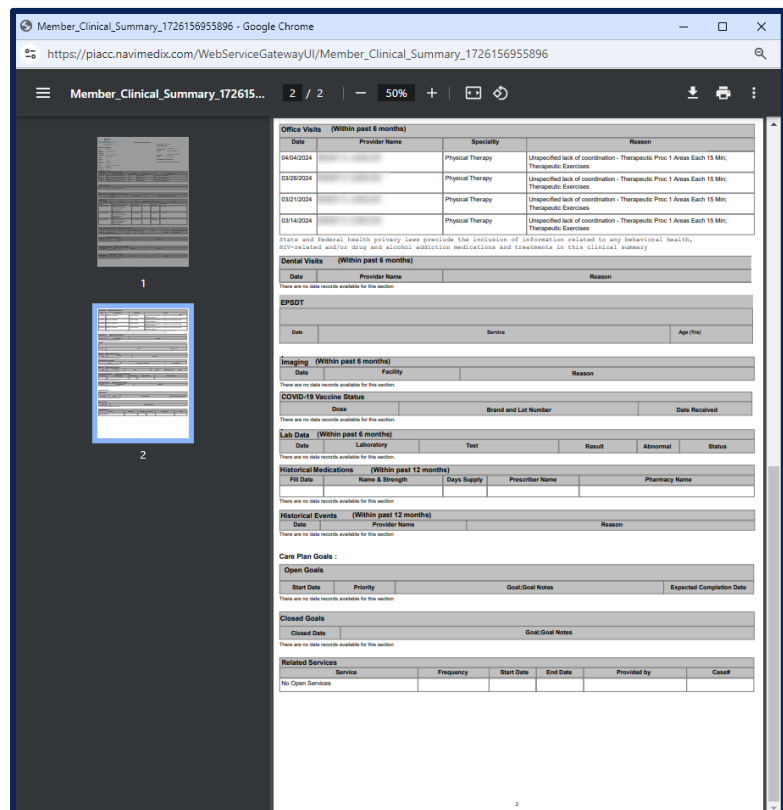
Date	Facility	Reason
There are no data records available for this section.		

Inpatient Admissions (Within past 6 months)

From Date	To Date	Facility	Reason
There are no data records available for this section.			

Observations (Within past 6 months)

From Date	To Date	Facility	Reason
There are no data records available for this section.			



Member Clinical Summary_1726156955896 - Google Chrome
https://piacc.navimedix.com/WebServiceGateway/UI/Member_Clinical_Summary_1726156955896

Member Clinical Summary_172615... 2 / 2 - 50% +

Office Visits (Within past 6 months)

Date	Provider Name	Specialty	Reason
04/04/2024	[Redacted]	Physical Therapy	Unspecified lack of coordination - Therapeutic Proc 1 Areas Each 15 Min; Therapeutic Exercises
03/28/2024	[Redacted]	Physical Therapy	Unspecified lack of coordination - Therapeutic Proc 1 Areas Each 15 Min; Therapeutic Exercises
03/21/2024	[Redacted]	Physical Therapy	Unspecified lack of coordination - Therapeutic Proc 1 Areas Each 15 Min; Therapeutic Exercises
03/14/2024	[Redacted]	Physical Therapy	Unspecified lack of coordination - Therapeutic Proc 1 Areas Each 15 Min; Therapeutic Exercises

State and federal health privacy laws preclude the inclusion of information related to any behavioral health, HIV-related and/or drug and alcohol addiction medications and treatments in this clinical summary.

Dental Visits (Within past 6 months)

Date	Provider Name	Reason
There are no data records available for this section.		

EPISDT

Date	Service	Age (Yrs)
There are no data records available for this section.		

Imaging (Within past 6 months)

Date	Facility	Reason
There are no data records available for this section.		

COVID-19 Vaccine Status

Date	Brand and Lot Number	Date Received
There are no data records available for this section.		

Lab Data (Within past 6 months)

Date	Laboratory	Test	Result	Abnormal	Status
There are no data records available for this section.					

Historical Medications (Within past 12 months)

Fill Date	Name & Strength	Days Supply	Prescriber Name	Pharmacy Name
There are no data records available for this section.				

Historical Events (Within past 12 months)

Date	Provider Name	Reason
There are no data records available for this section.		

Care Plan Goals

Open Goals

Start Date	Priority	Goal/Goal Notes	Expected Completion Date
There are no data records available for this section.			

Closed Goals

Closed Date	Goal/Goal Notes
There are no data records available for this section.	

Related Services

Service	Frequency	Start Date	End Date	Provided by	Covered
No Open Services					

ACFC provides options for you to key-in (direct entry) or manually submit claims, at no cost via the NaviNet portal.

Use **Claim Submission** to submit direct entry/manual claims.

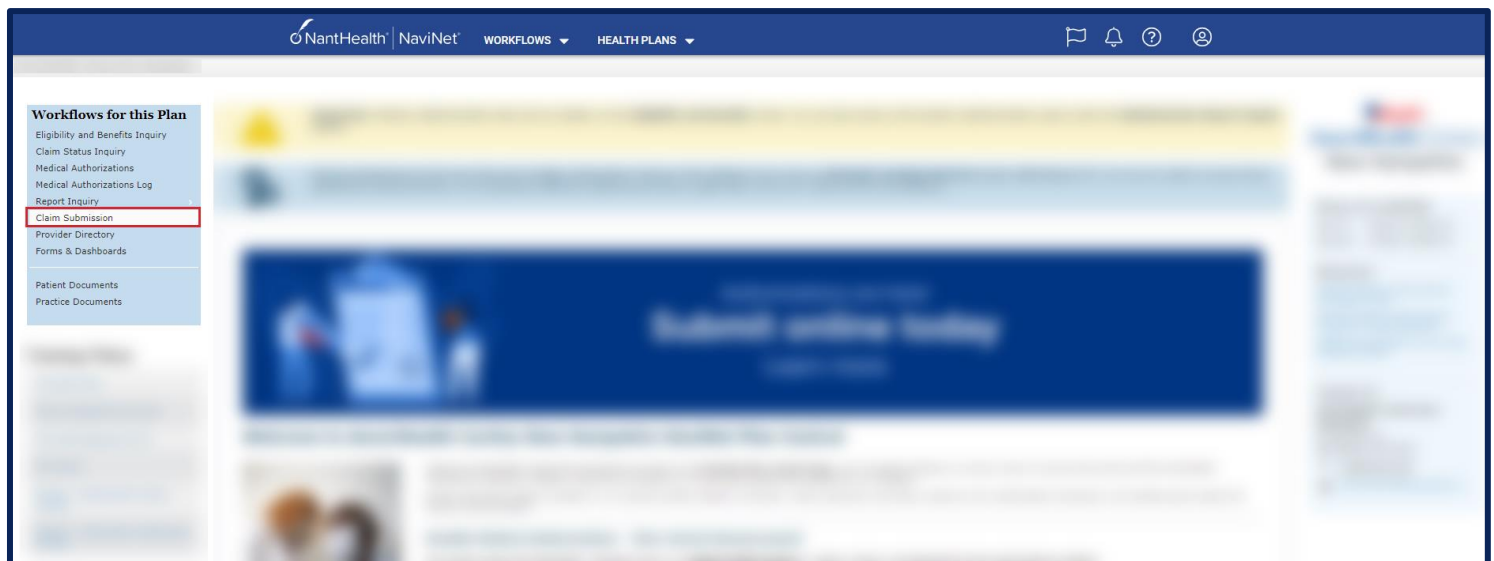
- You can access this transaction from NaviNet, but it's hosted by a third party, Optum.

Claim Submission Vendors

In addition to electronic claims submission via Optum, ACFC has partnered with the following vendors to submit claims:

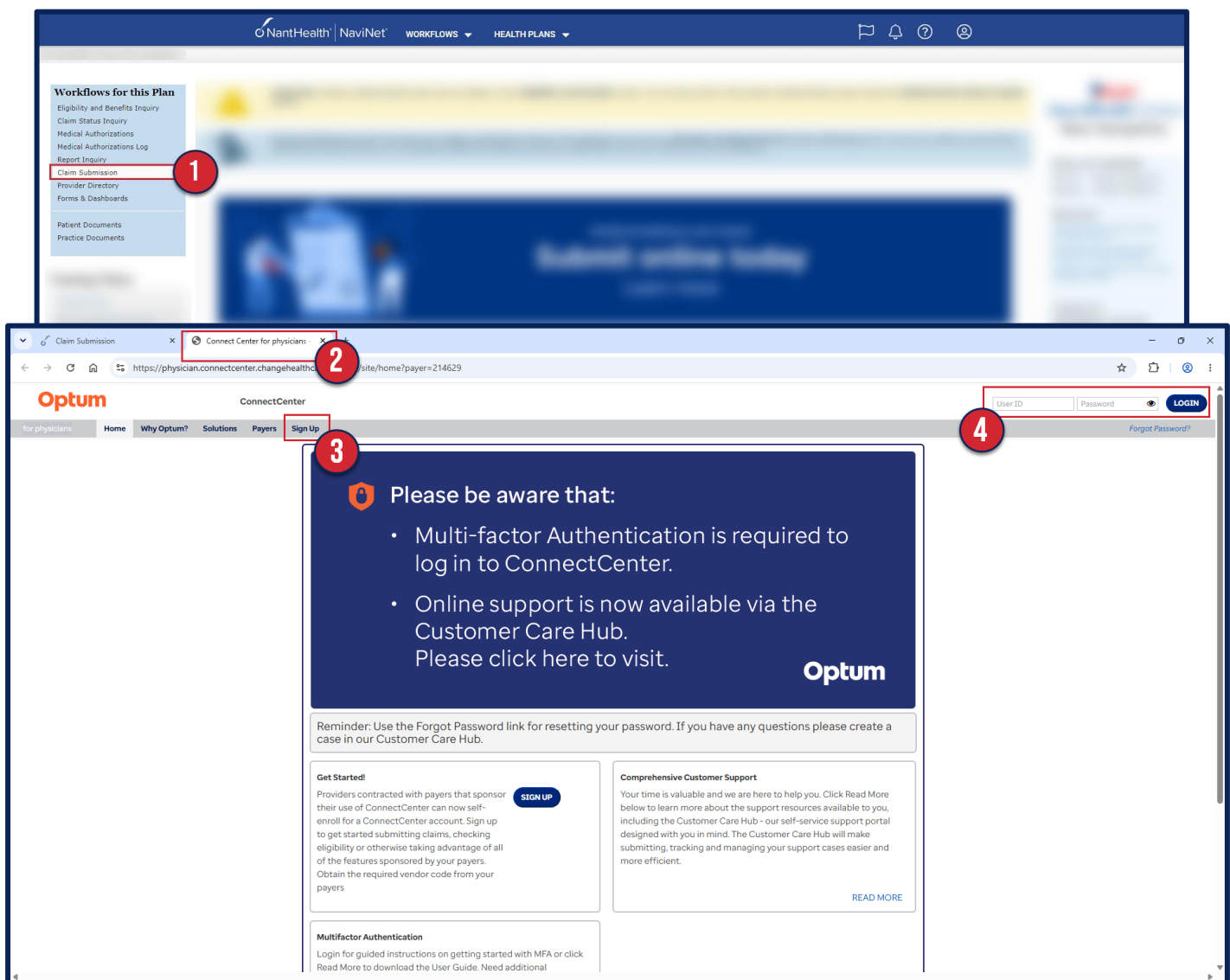
- Availity – Electronic Claims
- PCH Global – Manual/Direct Entry Claims

Please refer to the Claim Submission Job Aid for more details.



To submit a claim:

1. Click on Claim Submission from the Workflows for this Plan
2. The Optum ConnectCenter page will display in another window
3. Click “Sign Up” to enroll in electronic submissions or
4. Login using your Optum account credentials



The screenshot shows the Optum ConnectCenter interface. Callout 1 points to the 'Claim Submission' link in the 'Workflows for this Plan' sidebar. Callout 2 points to the browser address bar showing the URL 'https://physician.connectcenter.changehealth.com/site/home?payer=214629'. Callout 3 points to the 'Sign Up' button in the top navigation bar. Callout 4 points to the 'User ID' and 'Password' input fields and the 'LOGIN' button in the top right corner.

Workflows for this Plan

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Medical Authorizations
- Medical Authorizations Log
- Report Inquiry
- Claim Submission**
- Provider Directory
- Forms & Dashboards
- Patient Documents
- Practice Documents

Optum ConnectCenter

for physicians | Home | Why Optum? | Solutions | Payers | **Sign Up** | **User ID** | **Password** | **LOGIN** | [Forgot Password?](#)

Please be aware that:

- Multi-factor Authentication is required to log in to ConnectCenter.
- Online support is now available via the Customer Care Hub. Please click here to visit.

Optum

Reminder: Use the Forgot Password link for resetting your password. If you have any questions please create a case in our Customer Care Hub.

Get Started!
Providers contracted with payers that sponsor their use of ConnectCenter can now self-enroll for a ConnectCenter account. Sign up to get started submitting claims, checking eligibility or otherwise taking advantage of all of the features sponsored by your payers. Obtain the required vendor code from your payers. [SIGN UP](#)

Comprehensive Customer Support
Your time is valuable and we are here to help you. Click Read More below to learn more about the support resources available to you, including the Customer Care Hub - our self-service support portal designed with you in mind. The Customer Care Hub will make submitting, tracking and managing your support cases easier and more efficient. [READ MORE](#)

Multifactor Authentication
Login for guided instructions on getting started with MFA or click Read More to download the User Guide. Need additional

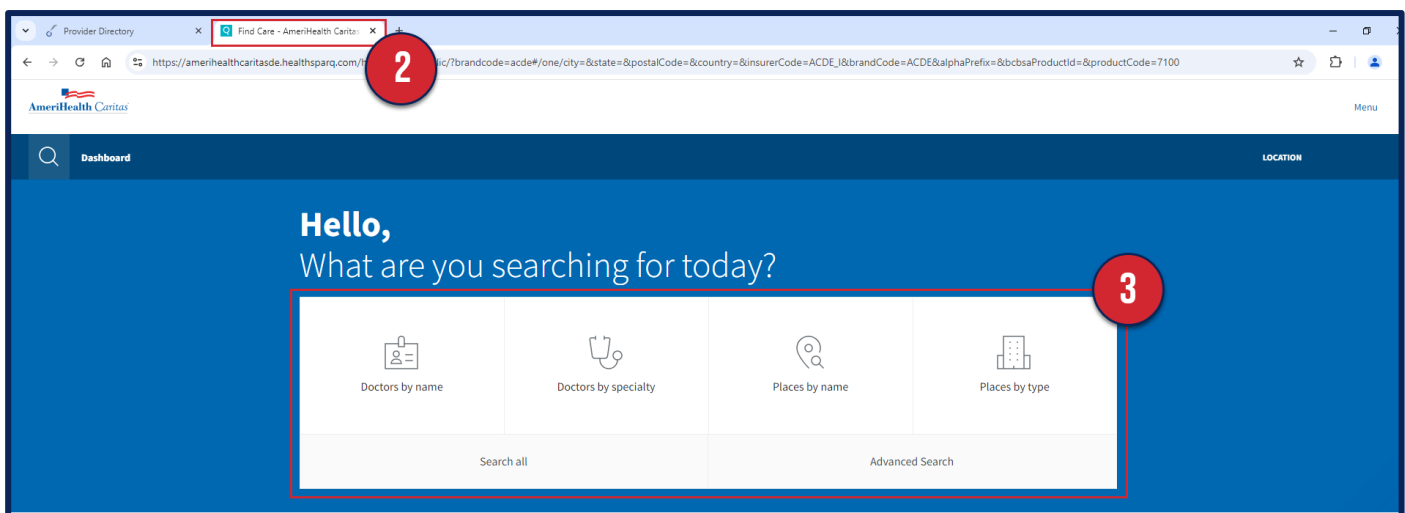
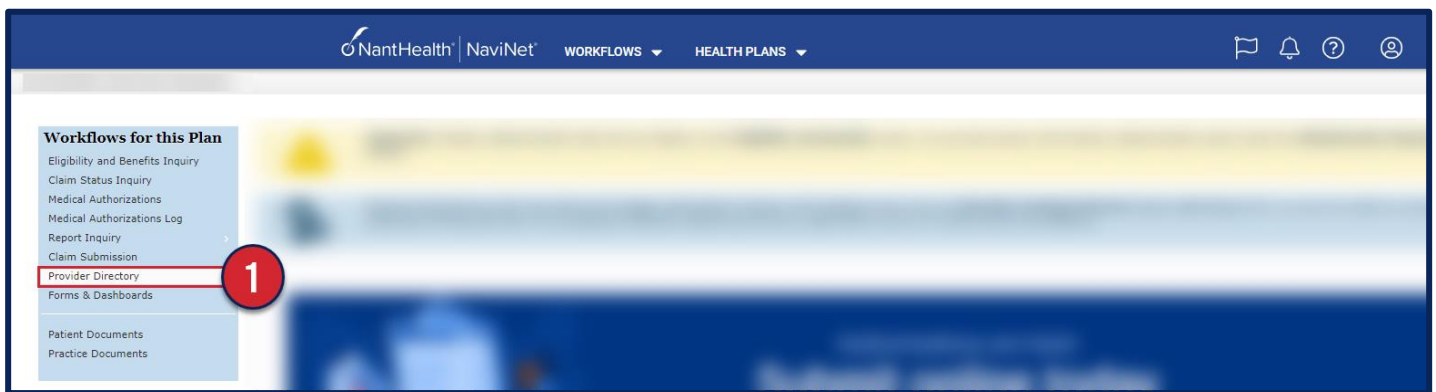


Note: To view and generate a Remittance Advice, access the ECHO Health provider payment portal at <http://www.providerpayments.com>.

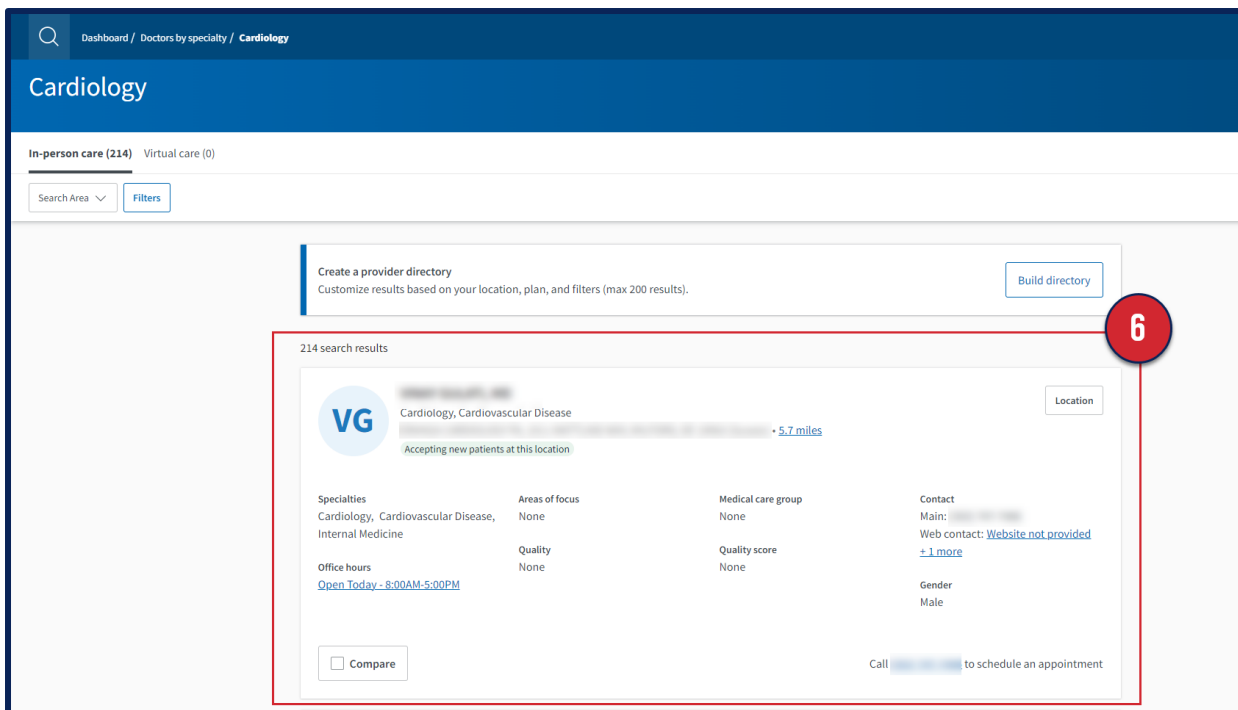
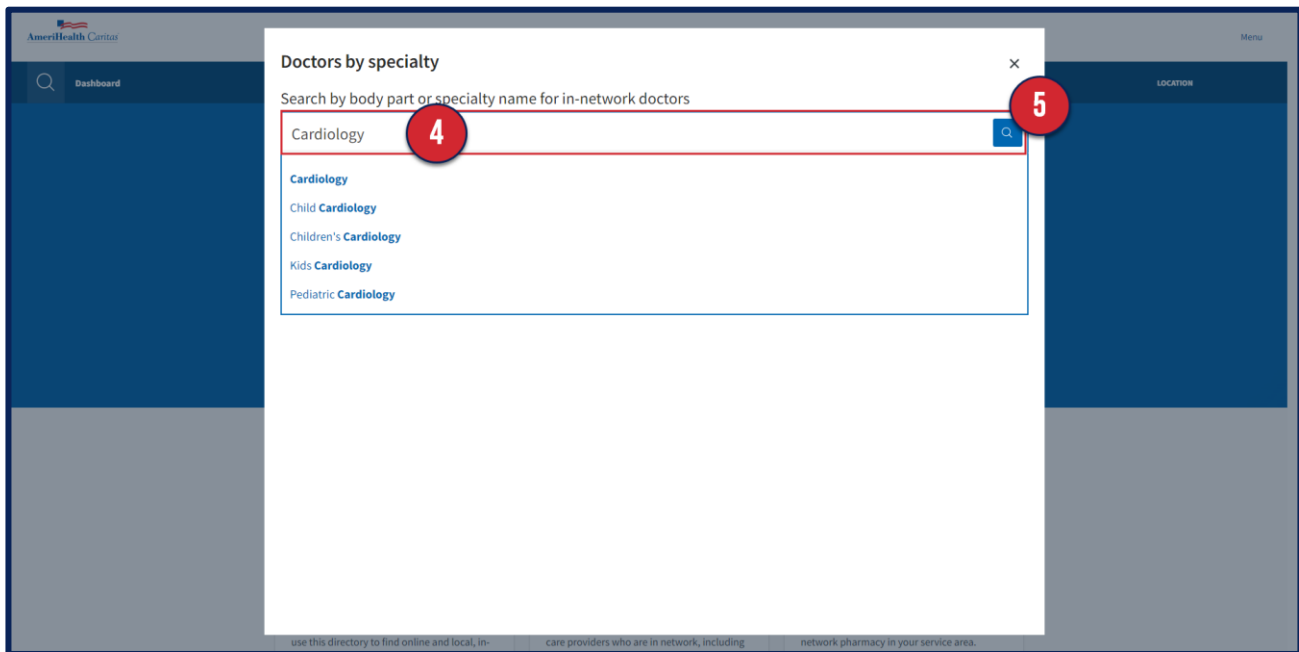
The Provider Directory will search the Plan's participating practitioners, facilities, pharmacies, DME suppliers, behavioral health, and vision care providers. It also provides directory tools to perform specific searches for maternity and urgent care.

To view information about a doctor, hospital, or other participating provider:

1. Click Provider Directory from the Workflows for this Plan
2. The Provider Directory dashboard will display in a new window
3. Select what you want to search for from the options. For this example, the option of Doctors by specialty was selected.



4. Enter the specialty in the field provided
5. Click the magnifying glass or click the Enter key on your keyboard
6. The search results will display

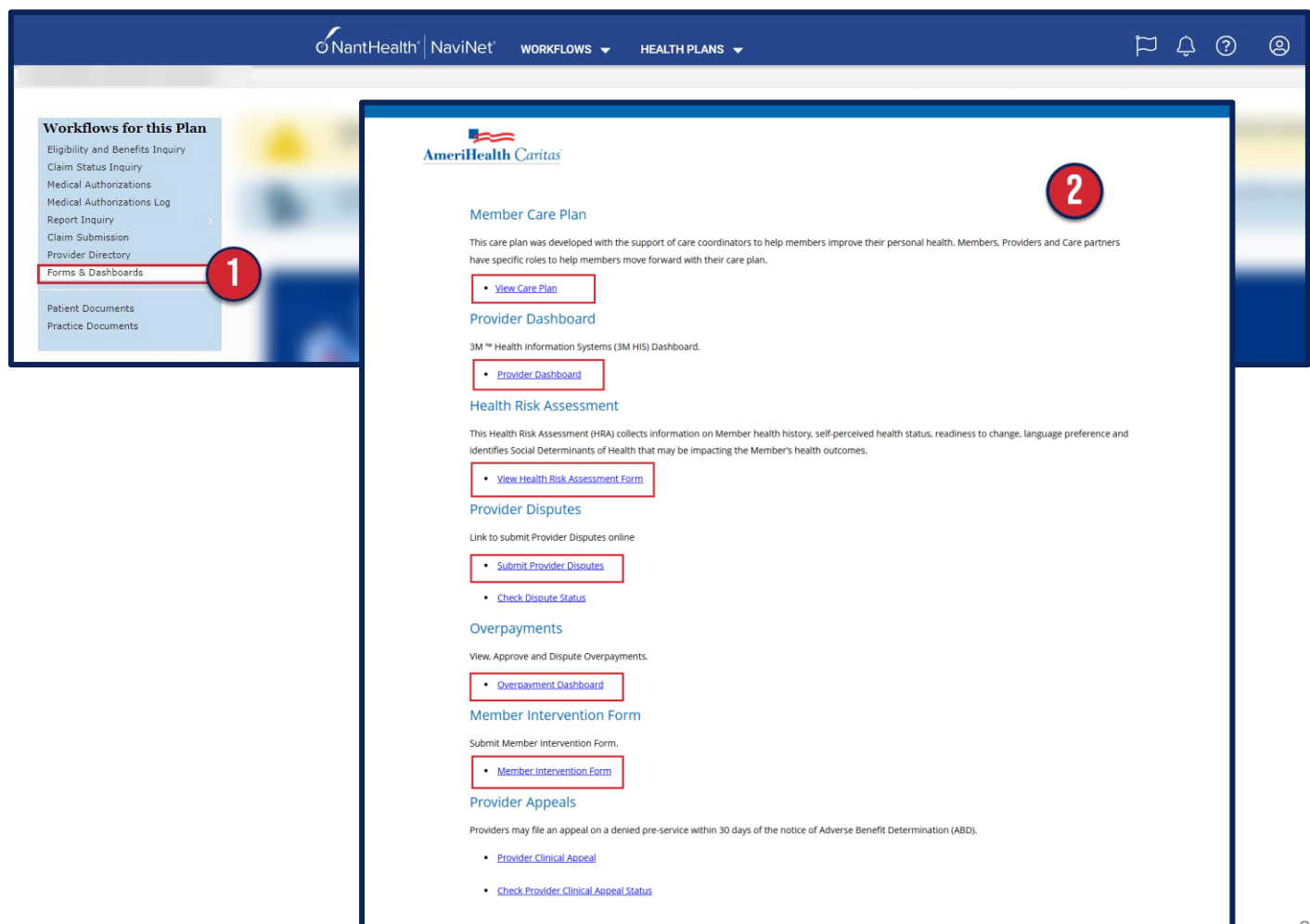


This section varies by health plan. The standard items featured under Forms and Dashboards are:

- [Member Care Plan](#)
- [Provider Dashboard](#)
- [Health Risk Assessment](#)
- [Provider Claim Dispute](#)
- [Overpayments](#)
- [Member Intervention Form](#)

To access any of these items:

1. Click Forms & Dashboard from the Workflows for this Plan
2. Click the hyperlinked bullet under each item



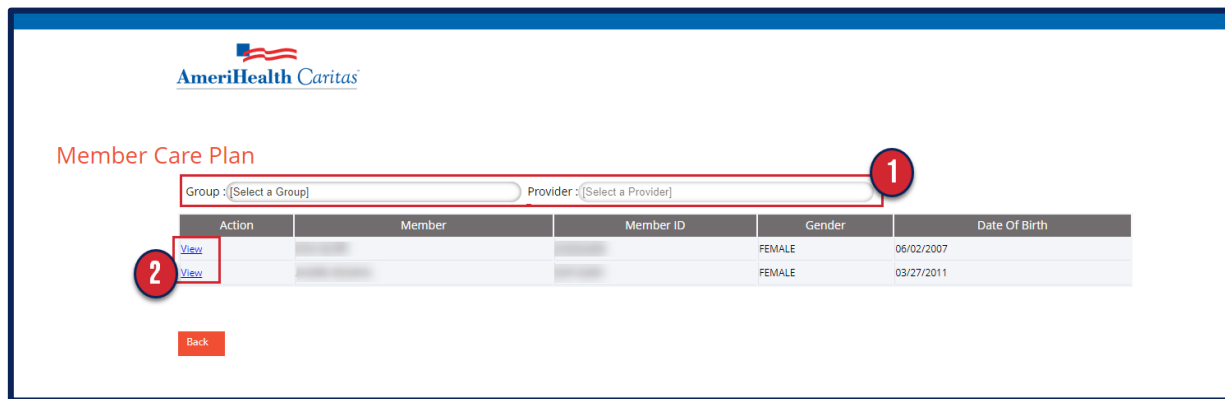
The screenshot shows the NantHealth NaviNet interface. The top navigation bar includes the NantHealth NaviNet logo, 'WORKFLOWS', and 'HEALTH PLANS'. The left sidebar lists 'Workflows for this Plan' with options like 'Eligibility and Benefits Inquiry', 'Claim Status Inquiry', 'Medical Authorizations', 'Report Inquiry', 'Claim Submission', 'Provider Directory', 'Forms & Dashboards' (highlighted with a red box and a red circle labeled '1'), 'Patient Documents', and 'Practice Documents'. The main content area displays the 'Member Care Plan' section, which includes a description and a red box labeled '2' around the 'View Care Plan' link. Other sections include 'Provider Dashboard', 'Health Risk Assessment', 'Provider Disputes', 'Overpayments', 'Member Intervention Form', and 'Provider Appeals', each with a corresponding link highlighted by a red box.

The Member Care Plan

This care plan was developed with the support of care coordinators to help members improve their personal health. Members, Providers, and Care partners have specific roles to help members move forward with their care plan.

Guidelines for viewing a Member Care Plan in NaviNet

1. Select a Group and a Provider from the drop-down fields.
2. Click View under the Action column for the desired member.
3. The Care Plan for the member will be displayed.
 - This information may be saved by selecting Save to PDF
4. Click the Back to Member Listing button to return to the Member Care Plan screen.

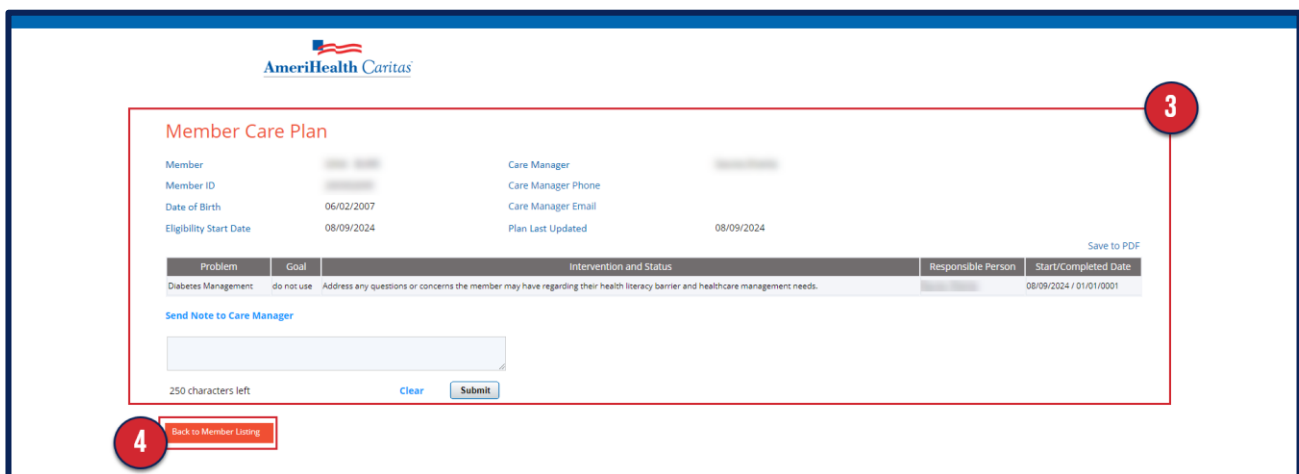


Member Care Plan

Group : [Select a Group] Provider : [Select a Provider]

Action	Member	Member ID	Gender	Date Of Birth
View	[Redacted]	[Redacted]	FEMALE	06/02/2007
View	[Redacted]	[Redacted]	FEMALE	03/27/2011

[Back](#)



Member Care Plan

Member: [Redacted] Care Manager: [Redacted]
 Member ID: [Redacted] Care Manager Phone: [Redacted]
 Date of Birth: 06/02/2007 Care Manager Email: [Redacted]
 Eligibility Start Date: 08/09/2024 Plan Last Updated: 08/09/2024

[Save to PDF](#)

Problem	Goal	Intervention and Status	Responsible Person	Start/Completed Date
Diabetes Management	do not use	Address any questions or concerns the member may have regarding their health literacy barrier and healthcare management needs.	[Redacted]	08/09/2024 / 01/01/0001

[Send Note to Care Manager](#)

250 characters left [Clear](#) [Submit](#)

[Back to Member Listing](#)

Provider Dashboard

Another important resource for you is Solventum. The Solventum Health Information Systems dashboard tool can be launched from within Navinet's Provider Portal. Clicking on the 'Provider Dashboard' hyperlink will launch Solventum without having to enter a password. Your Solventum account must be set up with your Navinet user ID for this to work.

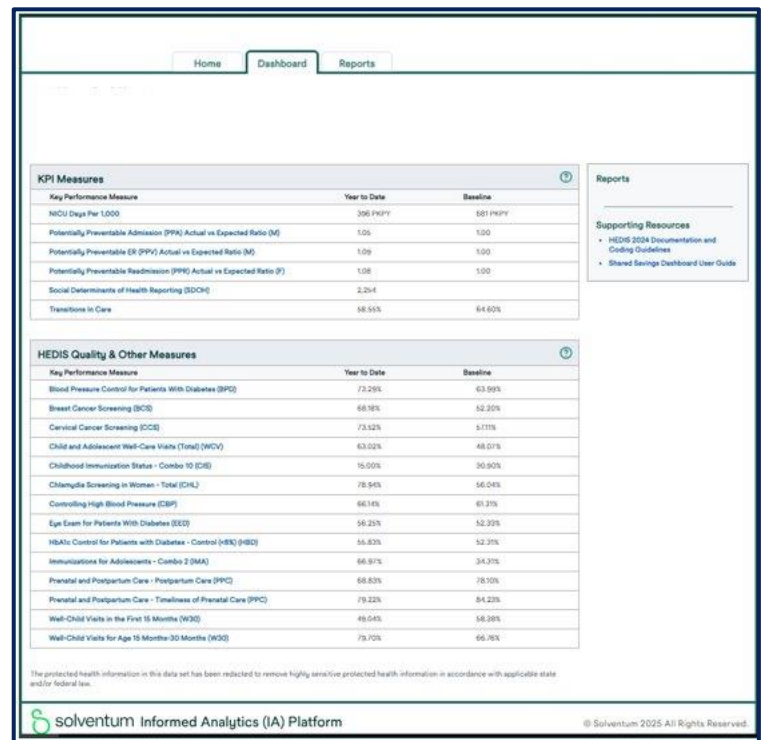
Provider Resources

AmeriHealth has worked with Solventum (formerly 3M Health Information Systems) since 2010 to support value-based contracting. Solventum's proprietary clinical designations and potentially preventable events are shared with Primary Care Physicians and Behavioral Health providers via Solventum's web-based dashboard platform.

PerformPlus Value-Based Dashboards and Reports Powered by Solventum are refreshed monthly and available 24/7.

Available dashboards:

- **TC:** Supports our network-wide True Care and Total Cost of Care programs.
- **Medical Home:** PCP-based dashboard that contains information on Solventum's proprietary designations compared to expected/benchmarks, with member actionable lists.
- **Behavioral Health:** Similar to the Medical Home dashboard but includes BH-focused HEDIS performance rates.
- **Shared Savings:** Custom dashboards that include the metrics included in shared savings providers' agreements



The screenshot shows a web-based dashboard titled 'Shared Savings Dashboard Example'. It features a navigation bar with 'Home', 'Dashboard', and 'Reports' tabs. The main content area is divided into two sections: 'KPI Measures' and 'HEDIS Quality & Other Measures'. Each section contains a table with columns for 'Key Performance Measure', 'Year to Date', and 'Baseline'. The 'KPI Measures' table lists metrics like 'NCDI Days Per 1,000', 'Potentially Preventable Admission (PPA)', and 'Social Determinants of Health Reporting (SDOH)'. The 'HEDIS Quality & Other Measures' table lists metrics like 'Blood Pressure Control for Patients With Diabetes (BPD)', 'Breast Cancer Screening (BCS)', and 'Well-Child Visits in the First 18 Months (WV0)'. A 'Reports' sidebar on the right lists 'Supporting Resources' including 'HEDIS 2024 Documentation and Coding Guidelines' and 'Shared Savings Dashboard User Guide'. At the bottom, there is a footer with the Solventum logo and the text 'solventum Informed Analytics (IA) Platform' and '© Solventum 2025 All Rights Reserved'.

Key Performance Measure	Year to Date	Baseline
NCDI Days Per 1,000	298 PKPY	681 PKPY
Potentially Preventable Admission (PPA) Actual vs Expected Ratio (M)	1.05	1.00
Potentially Preventable ER (PPE) Actual vs Expected Ratio (M)	1.09	1.00
Potentially Preventable Readmission (PPR) Actual vs Expected Ratio (P)	1.08	1.00
Social Determinants of Health Reporting (SDOH)	2,254	
Transitions in Care	58.55%	64.60%

Key Performance Measure	Year to Date	Baseline
Blood Pressure Control for Patients With Diabetes (BPD)	72.29%	63.99%
Breast Cancer Screening (BCS)	68.78%	52.20%
Cervical Cancer Screening (CCS)	73.52%	57.77%
Child and Adolescent Well-Care Visits (Total) (WCV)	63.02%	48.07%
Childhood Immunization Status - Combo 1 (CIS)	15.00%	30.90%
Chlamydia Screening in Women - Total (CHL)	78.94%	56.04%
Controlling High Blood Pressure (CBP)	66.14%	61.31%
Eye Exam for Patients With Diabetes (EED)	56.23%	52.32%
HbA1c Control for Patients with Diabetes - Control (HBC) (HBC)	55.83%	52.37%
Immunizations for Adolescents - Combo 2 (IMA)	66.97%	34.37%
Prenatal and Postpartum Care - Postpartum Care (PPC)	68.83%	78.10%
Prenatal and Postpartum Care - Timeliness of Prenatal Care (PPC)	79.22%	84.23%
Well-Child Visits in the First 18 Months (WV0)	49.04%	58.28%
Well-Child Visits for Age 18 Months-30 Months (WV0)	79.70%	66.76%

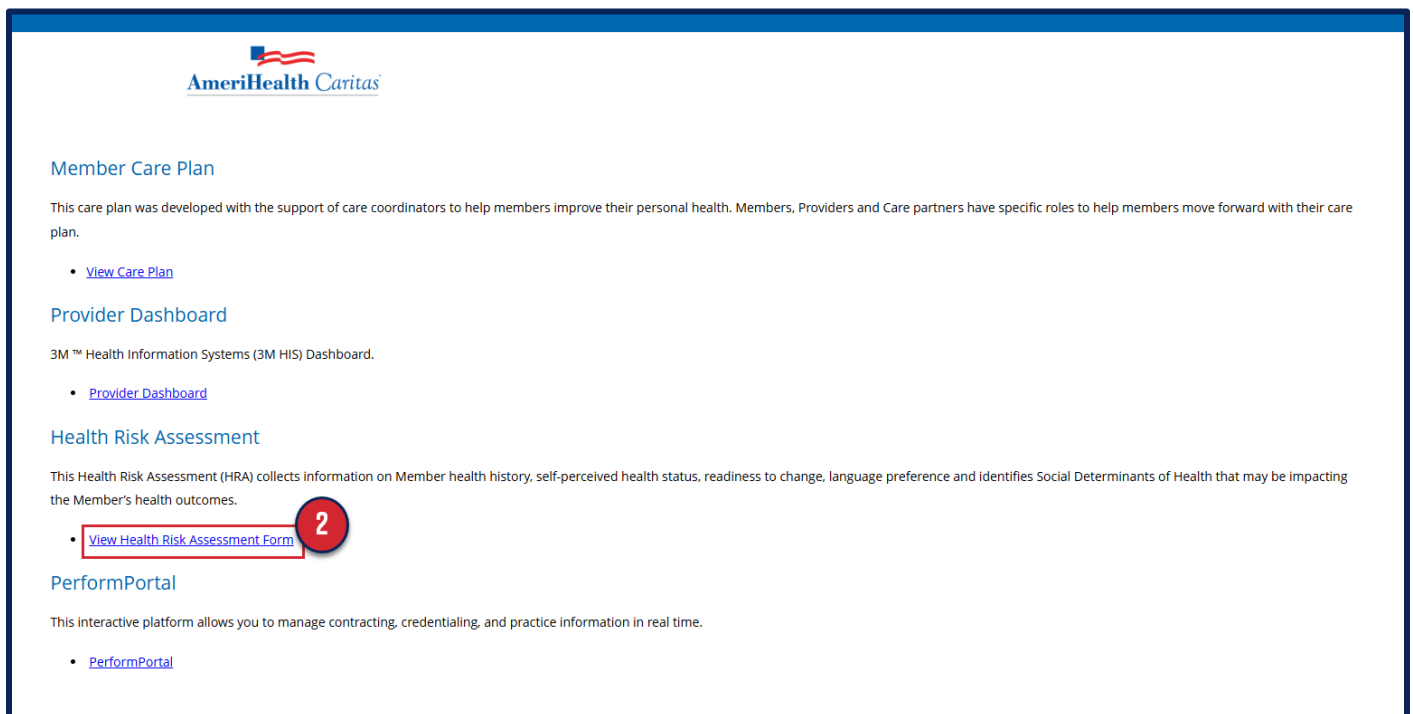
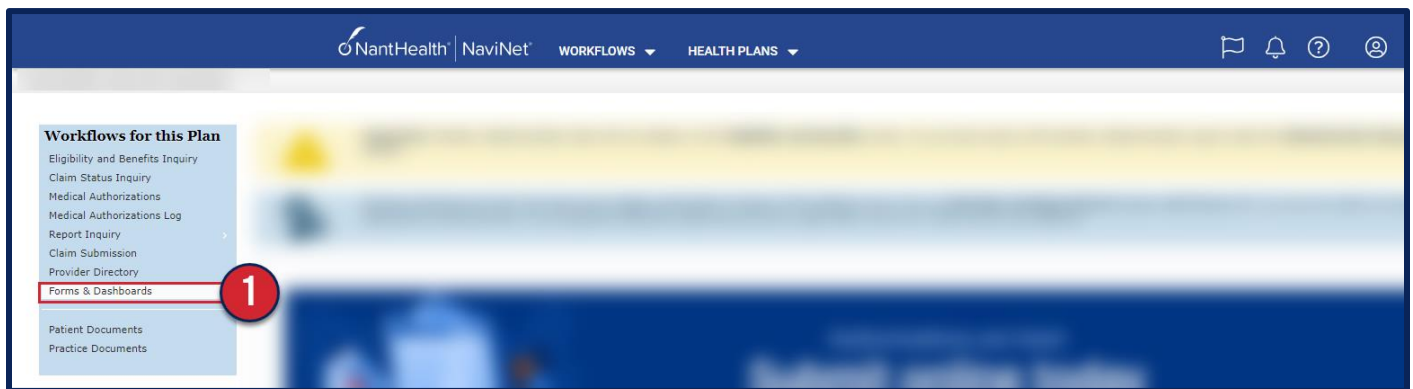
Shared Savings Dashboard Example

Health Risk Assessment

You may want to view assessments for your patients.

To view assessments:

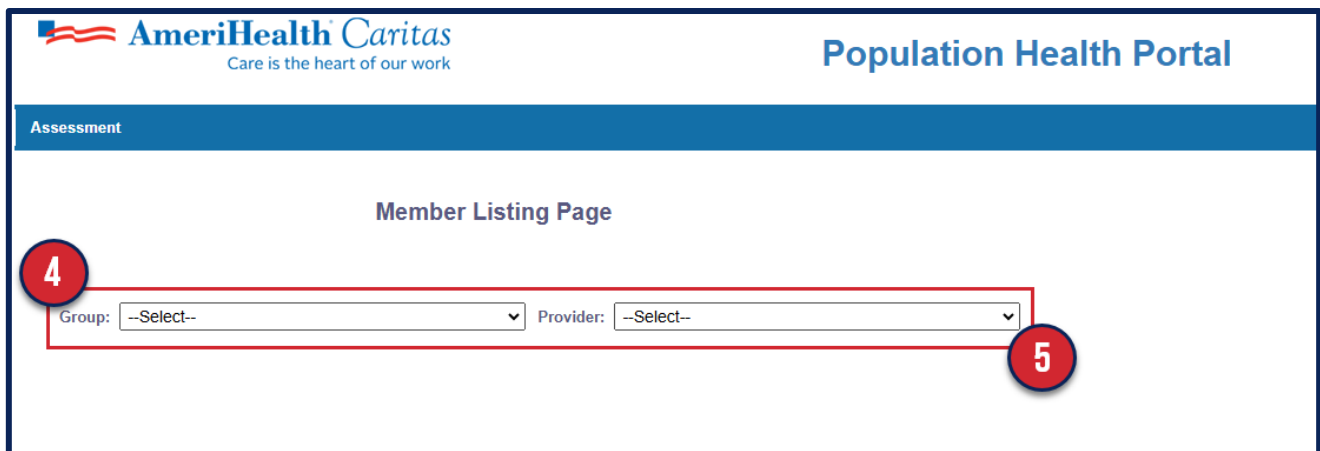
1. Click Forms & Dashboard from the Workflows for this Plan
2. A new window will display, click the hyperlinked bullet, View Health Risk Assessment Form.



3. On the Population Health Portal page, click Assessment.
4. From the Member Listing page, select the Group from the drop-down.
5. Select the Provider from the drop-down.

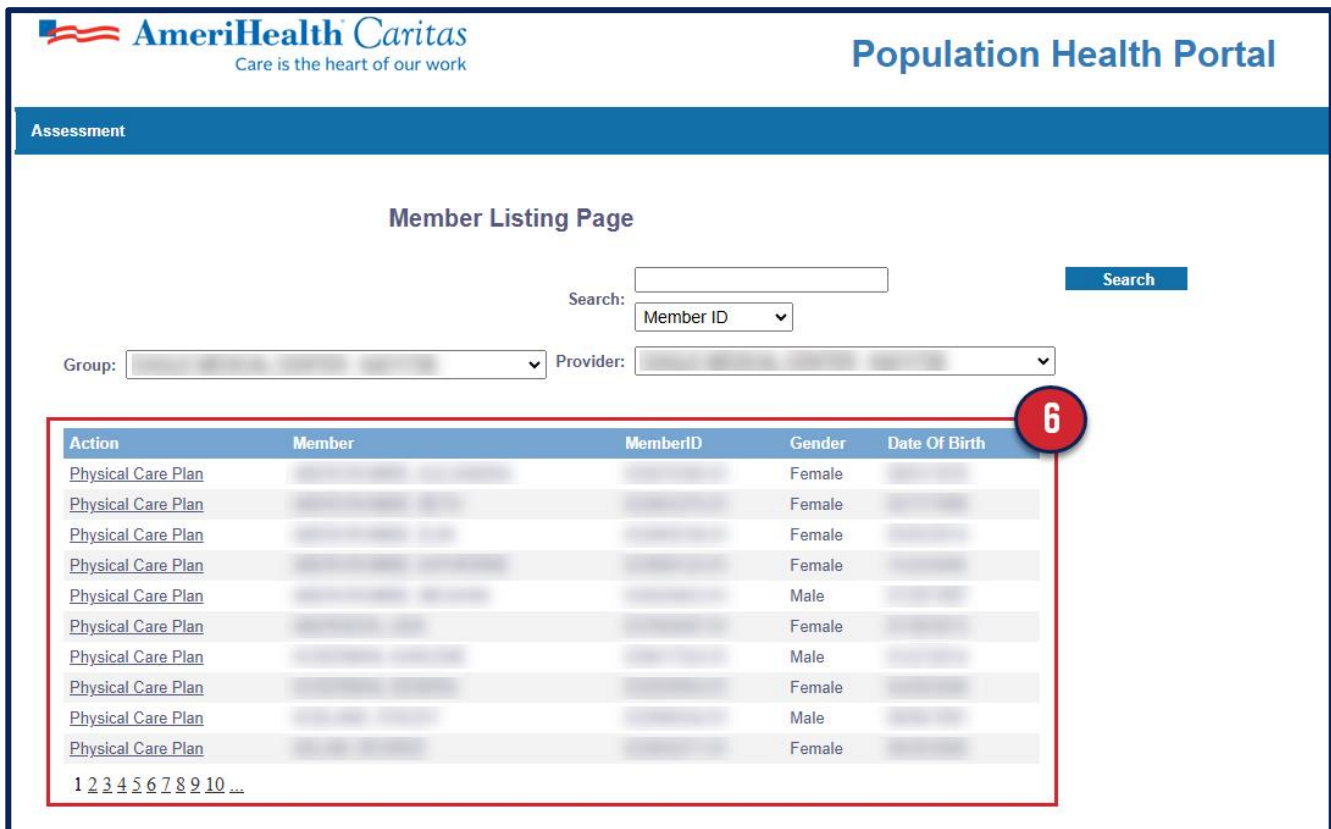


The screenshot shows the top of the Population Health Portal. The AmeriHealth Caritas logo is in the top left, and the title "Population Health Portal" is in the top right. Below the logo, the word "Assessment" is highlighted with a red box, and a red circle with the number 3 is next to it.



The screenshot shows the "Assessment" section of the Population Health Portal. Below the "Assessment" header, the title "Member Listing Page" is centered. Below the title, there are two drop-down menus: "Group: --Select--" and "Provider: --Select--". The "Group" drop-down is highlighted with a red box and a red circle with the number 4. The "Provider" drop-down is highlighted with a red box and a red circle with the number 5.

6. A list of members will display.
 7. You can also search for members by Member ID or Member Name.
- Select either option from the Search drop-down, then enter the applicable information (member's name or member's ID) into the empty field and click Search.



Population Health Portal

Assessment

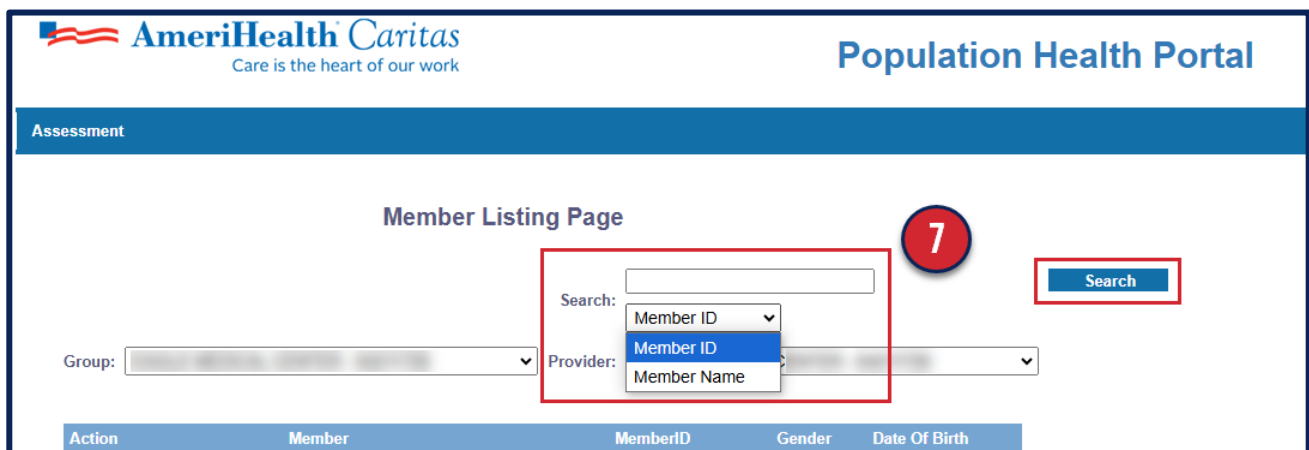
Member Listing Page

Search: **Search**

Group: Provider:

Action	Member	MemberID	Gender	Date Of Birth
Physical Care Plan			Female	
Physical Care Plan			Female	
Physical Care Plan			Female	
Physical Care Plan			Female	
Physical Care Plan			Male	
Physical Care Plan			Female	
Physical Care Plan			Male	
Physical Care Plan			Female	
Physical Care Plan			Male	
Physical Care Plan			Female	

1 2 3 4 5 6 7 8 9 10 ...



Population Health Portal

Assessment

Member Listing Page

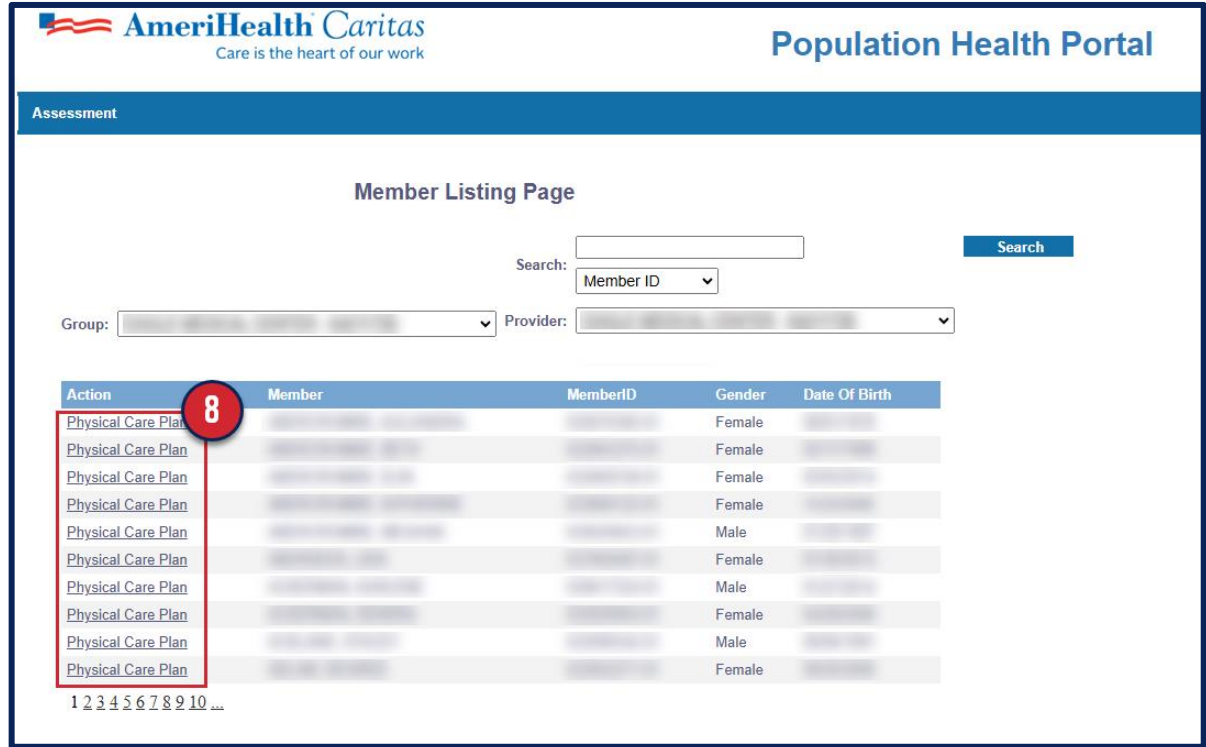
Search: **Search**

Group: Provider:

Search dropdown options: Member ID, Member ID, Member Name

Action	Member	MemberID	Gender	Date Of Birth
--------	--------	----------	--------	---------------

8. Once the member is located, click on Physical Care Plan, under the Action column.
9. The Assessment Summary will display in a separate window for you to select the assessment you wish to view.



Population Health Portal

Assessment

Member Listing Page

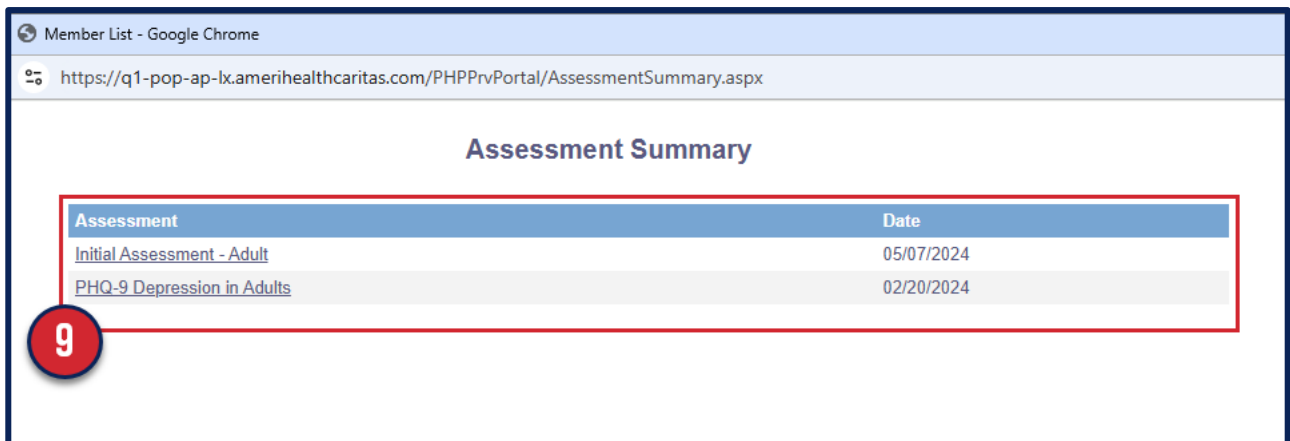
Search: **Search**

Group: Member ID:

Provider:

Action	Member	MemberID	Gender	Date Of Birth
Physical Care Plan			Female	
Physical Care Plan			Female	
Physical Care Plan			Female	
Physical Care Plan			Female	
Physical Care Plan			Male	
Physical Care Plan			Female	
Physical Care Plan			Male	
Physical Care Plan			Female	
Physical Care Plan			Male	
Physical Care Plan			Female	

1 2 3 4 5 6 7 8 9 10 ...



Member List - Google Chrome

https://q1-pop-ap-lx.amerihealthcaritas.com/PHPPrvPortal/AssessmentSummary.aspx

Assessment Summary

Assessment	Date
Initial Assessment - Adult	05/07/2024
PHQ-9 Depression in Adults	02/20/2024



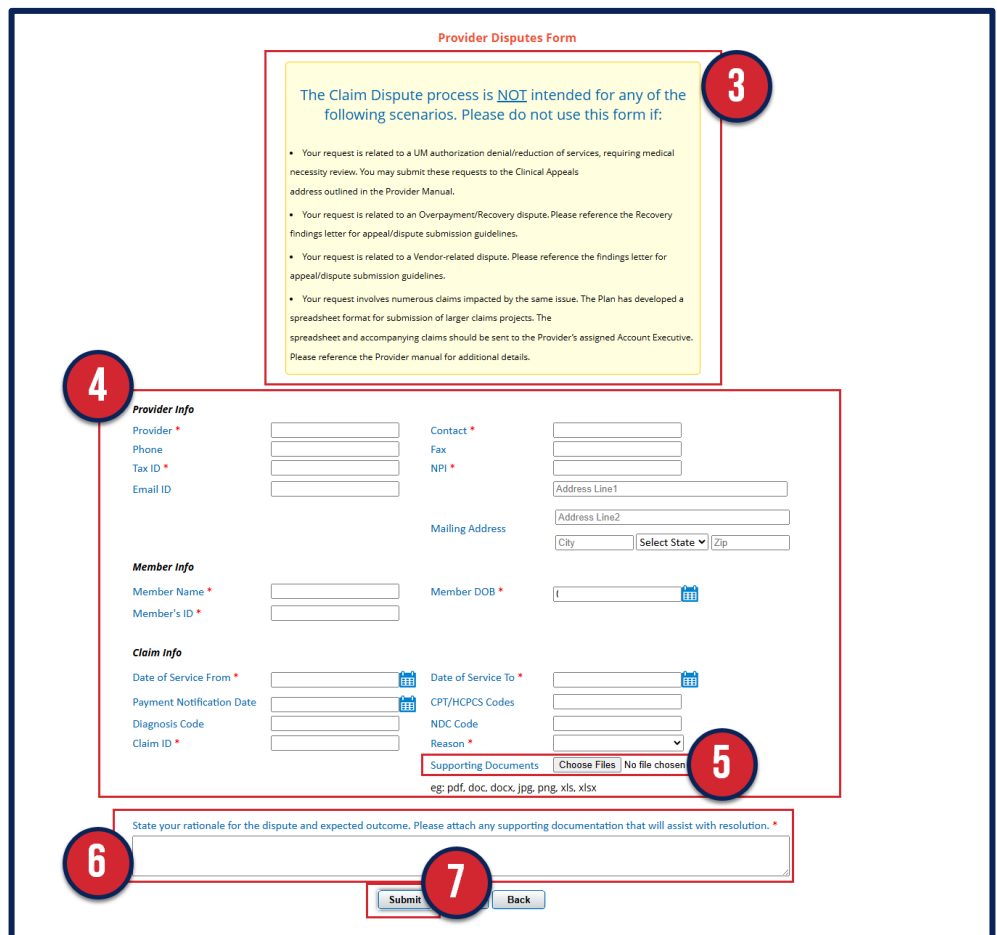
Note: If the Assessment Summary does not display after selecting the assessment, ensure that the popup blocker is disabled.

Provider Claim Dispute

A claim dispute* is a request from a Healthcare Provider to change a plan decision regarding claim payment or denial for services already provided. A provider dispute is not a pre-service appeal, or an appeal of a denied or reduced authorization. Disputes are generally administrative in nature and do not include decisions concerning medical necessity.

Submitting the Provider Claim Disputes Form in NaviNet:

1. Click **Forms & Dashboard** from the Workflows for this Plan.
2. In the new window that displays, click the hyperlinked bullet, **Submit Provider Disputes**.
3. The Provider Claim Dispute form will display, along with a disclaimer of when this form should not be used (highlighted in yellow).
4. Complete the required fields on the form.
5. Attach supporting documents.
6. State the rationale that will assist in the resolution.
7. Click the Submit button (at the bottom of the screen).



The screenshot shows the "Provider Disputes Form" interface. A yellow disclaimer box at the top (callout 3) states: "The Claim Dispute process is NOT intended for any of the following scenarios. Please do not use this form if:" followed by four bullet points regarding UM authorization, overpayment, vendor-related disputes, and large claims projects. Below the disclaimer, the form is divided into sections: "Provider Info" (callout 4) with fields for Provider, Phone, Tax ID, Email ID, Contact, Fax, NPI, and Mailing Address; "Member Info" with fields for Member Name, ID, and DOB; and "Claim Info" with fields for Date of Service From, Date of Service To, Payment Notification Date, CPT/HCPCS Codes, Diagnosis Code, NDC Code, and Reason. A "Supporting Documents" section (callout 5) includes a "Choose Files" button and a list of supported file types (pdf, doc, docx, jpg, png, xls, xlsx). At the bottom, a text area (callout 6) for the rationale is followed by "Submit" (callout 7) and "Back" buttons.



*** Note:** Also referred to as Complaints, Appeals, or Grievances.

Submitting the Provider Claim Disputes Form in NaviNet Cont'd.

8. Once the form is submitted, a receipt message will appear, detailing the resolution timeframe and contact information.
9. Click OK.

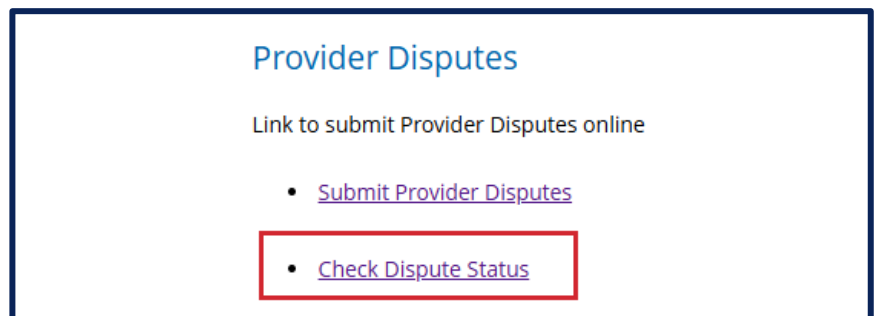
The completed form will be sent to the appropriate team for follow-up.

Check Dispute Status

You can also check the status of your dispute by clicking on the Check Dispute Status link.

The Check Dispute Status form will display. The search criteria will be based on the provider's NaviNet login information.

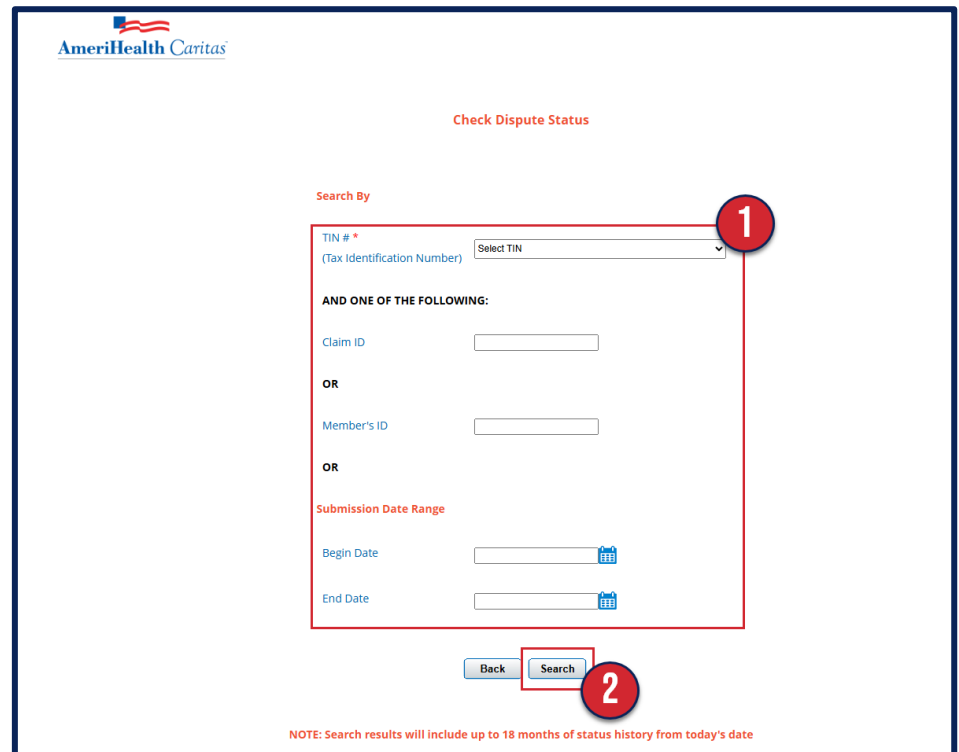
1. Perform a search by using the Tax Identification Number (TIN) and one of the following data elements:
 - Claim ID or
 - Member ID or
 - Submission Date Range – Begin Date and End Date
2. Click the Search button.



Provider Disputes

Link to submit Provider Disputes online

- [Submit Provider Disputes](#)
- [Check Dispute Status](#)



Check Dispute Status

Search By

TIN # *
(Tax Identification Number) 1

AND ONE OF THE FOLLOWING:

Claim ID

OR

Member's ID

OR

Submission Date Range

Begin Date 

End Date 

2

Back Search

NOTE: Search results will include up to 18 months of status history from today's date



*** Note:** You will be able to view 18 months of status history based on the date the claim dispute is received.

Check Dispute Status Cont'd.

The search will return one of the following statuses:

- In Progress
- Overturned
- Upheld
- Voided

It will also include the date the determination letter was uploaded into the system.

A copy of the determination letter will be available under Patient Documents.

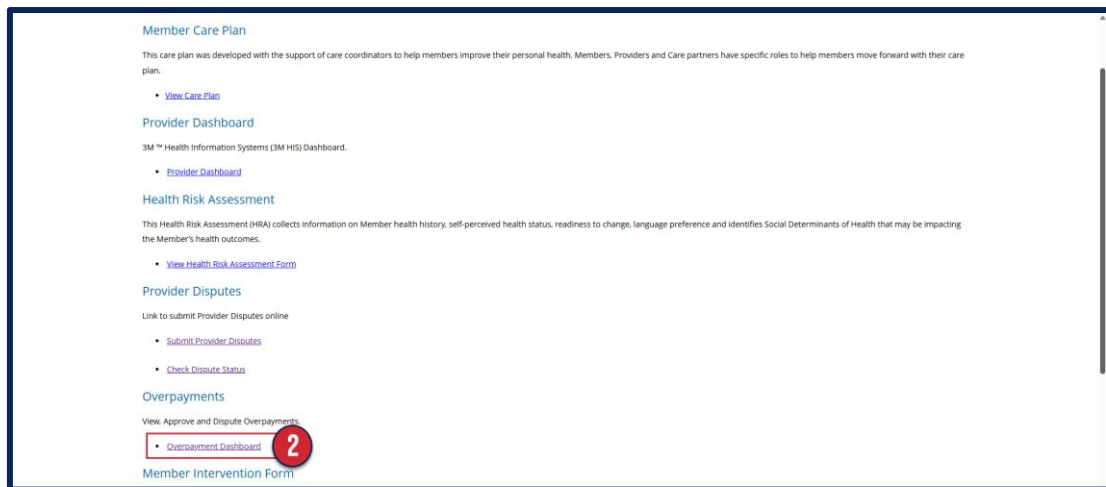
Check Dispute Status										
Member ID	Member Name	Claim ID	Service Start Date	Service End Date	Dispute/Appeal Receive Date	Status	Completion Date	Decision Letter Upload Date	Voided Reason	Voided Service Form Number
			2023-10-12	2023-10-13	2025-10-16	Upheld	2025-10-17	2025-10-17		
			2023-10-12	2023-10-13	2025-10-16	Overturned	2025-11-05			
			2023-10-12	2023-10-13	2025-10-21	Upheld	2025-11-05	2025-11-05		
			2023-10-12	2023-10-13	2025-10-21	Voided	2025-11-05		SHOV Scanning Error*	
			2023-10-12	2023-10-13	2025-10-30	Upheld	2025-10-30	2025-10-31		
			2023-10-12	2023-10-13	2025-10-30	In Progress				
			2023-10-12	2023-10-13	2025-11-03	Voided	2025-11-05		Duplicate Request*	
			2023-10-12	2023-10-13	2025-11-03	In Progress				
			2023-10-12	2023-10-13	2025-11-03	In Progress				
			2023-10-12	2023-10-13	2025-10-10	In Progress				
			2023-10-12	2023-10-13	2025-10-10	In Progress				
			2023-10-12	2023-10-13	2025-10-13	In Progress				

Claims Overpayment Recovery

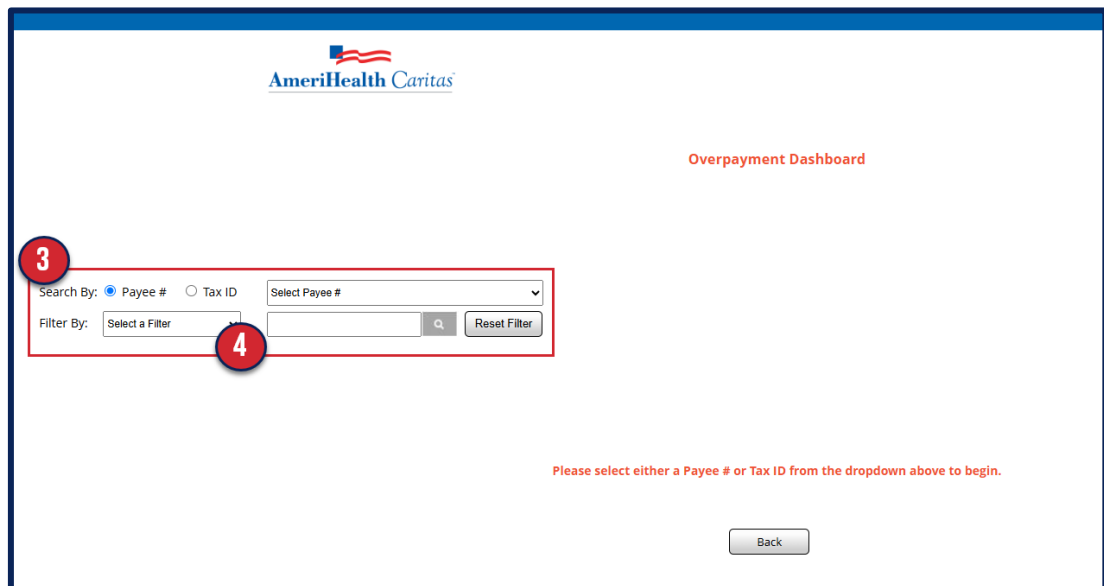
View, Approve, and Dispute Overpayments.

To view the dashboard:

1. Click **Forms & Dashboard** from the Workflows for this Plan.
2. In the new window that displays, click the hyperlinked bullet, **Overpayment Dashboard**.



3. Select the search criteria.
 - Payee (displays the Provider Group name and ID)
 - Tax ID (displays the Tax entity name and ID)
4. You can narrow the search by using the Filter By option to search for a specific overpayment by the Project ID, Claim ID, or Patient Account #.



The screenshot shows the 'Overpayment Dashboard' search interface. It features a search bar with a dropdown menu for 'Search By:' (Payee # or Tax ID) and a 'Select Payee #' dropdown. Below this is a 'Filter By:' section with a 'Select a Filter' dropdown and a search button. A red circle with the number 3 highlights the search bar, and a red circle with the number 4 highlights the filter dropdown. A message at the bottom states: 'Please select either a Payee # or Tax ID from the dropdown above to begin.' A 'Back' button is also visible.

Dashboard Tabs

Open Tab

When the search is performed, **Open** claims will show in the initial results. You can choose to view Disputed or Resolved claims by clicking on the appropriate tab.

Open Disputed Resolved					
☐ Select	Project ID	Claim ID	Patient Name	Patient Account #	Provider Rendering Treatment
☐	700093				KELLER, SHAWN
☐	723454				UNITED HOSPITAL
☐	723454				UNITED HOSPITAL
☐	723454				UNITED HOSPITAL

Disputed Tab

Previously disputed claims will appear here with a Determination Due date. The plan will respond within the stated time noted in the confirmation message.

Open Disputed Resolved					
Project ID	Claim ID	Patient Name	Patient Account #	Provider Rendering Treatment	Payee # / Tax ID / NPI
700093				KELLER, SHAWN	
723454				UNITED HOSPITAL	
723454				UNITED HOSPITAL	
723454				UNITED HOSPITAL	

Resolved Tab

The Resolved Tab display will show multiple Resolution statuses based on the actions taken.

- Overpayments submitted from the Open Tab will appear in the Resolved Tab.
- If no action is taken in Open Tabs and the due date has expired, records will be moved to the Resolved tab, and the recovery of overpayments will begin.

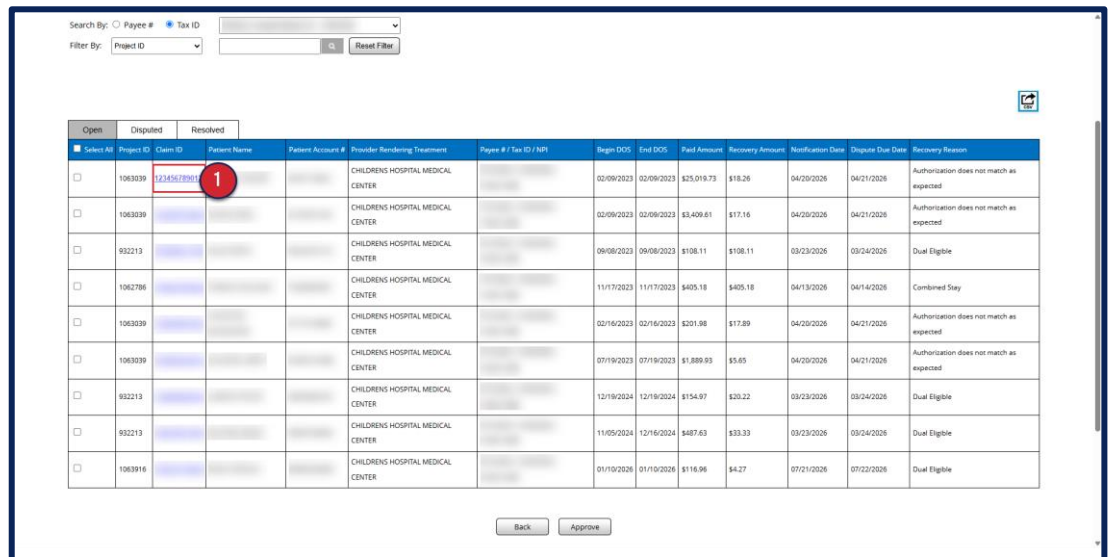
Resolving Claim Overpayments

From the Open Tab, you have two options to resolve claim overpayments:

1. Check the individual box(es) for the claim(s) you would like to review.
2. Check the **Select All** box to select all the claims.

Selecting the Claim ID link Option

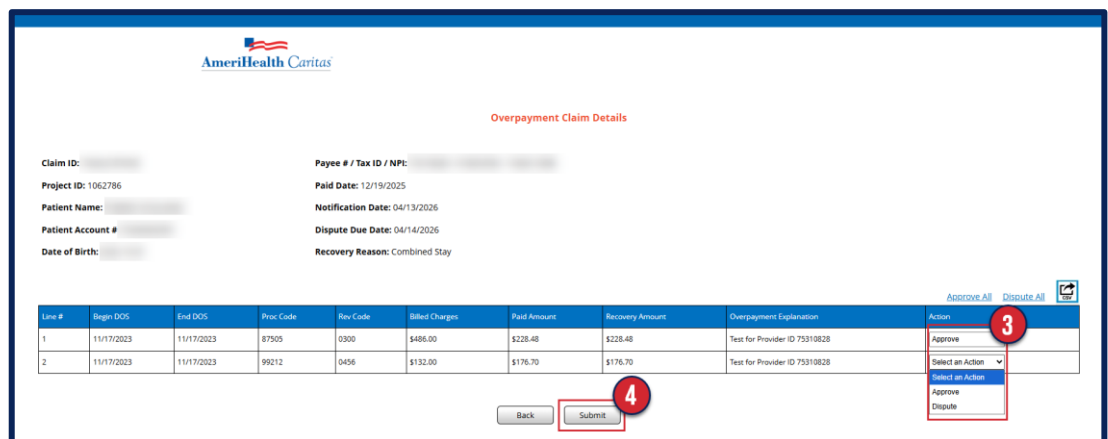
1. Click on the Claim ID link to access the Claims Details page.
2. Each claim line of the selected claim will be displayed.
3. Select an Action (Approve or Dispute) from the drop-down menu.
 - Different actions can be selected for each claim line
4. Click Submit.



Search By: ☐ Payee # ☒ Tax ID

Filter By:

Open	Disputed	Resolved	Select All	Project ID	Claim ID	Patient Name	Patient Account #	Provider Rendering Treatment	Payee # / Tax ID / NPI	Begin DOS	End DOS	Paid Amount	Recovery Amount	Notification Date	Dispute Due Date	Recovery Reason
☐	☐	☐	☐	1063039	12345678901			CHILDRENS HOSPITAL MEDICAL CENTER		02/08/2023	02/08/2023	\$25,019.73	\$18.26	04/20/2026	04/21/2026	Authorization does not match as expected
☐	☐	☐	☐	1063039				CHILDRENS HOSPITAL MEDICAL CENTER		02/09/2023	02/09/2023	\$3,409.61	\$17.16	04/20/2026	04/21/2026	Authorization does not match as expected
☐	☐	☐	☐	932213				CHILDRENS HOSPITAL MEDICAL CENTER		08/08/2023	08/08/2023	\$108.11	\$108.11	03/23/2026	03/24/2026	Dual Eligible
☐	☐	☐	☐	1062786				CHILDRENS HOSPITAL MEDICAL CENTER		11/17/2023	11/17/2023	\$405.18	\$405.18	04/13/2026	04/14/2026	Combined Stay
☐	☐	☐	☐	1063039				CHILDRENS HOSPITAL MEDICAL CENTER		02/16/2023	02/16/2023	\$201.98	\$17.89	04/20/2026	04/21/2026	Authorization does not match as expected
☐	☐	☐	☐	1063039				CHILDRENS HOSPITAL MEDICAL CENTER		07/19/2023	07/19/2023	\$1,889.93	\$5.65	04/20/2026	04/21/2026	Authorization does not match as expected
☐	☐	☐	☐	932213				CHILDRENS HOSPITAL MEDICAL CENTER		12/18/2023	12/18/2023	\$154.97	\$20.22	03/23/2026	03/24/2026	Dual Eligible
☐	☐	☐	☐	932213				CHILDRENS HOSPITAL MEDICAL CENTER		11/05/2024	12/16/2024	\$487.63	\$33.33	03/23/2026	03/24/2026	Dual Eligible
☐	☐	☐	☐	1063916				CHILDRENS HOSPITAL MEDICAL CENTER		01/10/2026	01/10/2026	\$116.96	\$4.27	07/21/2026	07/22/2026	Dual Eligible



AmeriHealth Caritas

Overpayment Claim Details

Claim ID: Payee # / Tax ID / NPI:

Project ID: 1062786 Paid Date: 12/19/2025

Patient Name: Notification Date: 04/13/2026

Patient Account # Dispute Due Date: 04/14/2026

Date of Birth: Recovery Reason: Combined Stay

Line #	Begin DOS	End DOS	Proc Code	Rev Code	Billed Charges	Paid Amount	Recovery Amount	Overpayment Explanation	Action
1	11/17/2023	11/17/2023	87505	0300	\$486.00	\$226.48	\$226.48	Test for Provider ID 75310828	Approve
2	11/17/2023	11/17/2023	99212	0456	\$132.00	\$176.70	\$176.70	Test for Provider ID 75310828	Select an Action



Note: The Overpayment Claim Detail screen will only appear when clicking on the Claim ID link, not when checking the box.

Selecting the Claim ID link Option Cont'd.

You will be taken to the **Review & Submit Overpayment Details** screen.

The **Approve** and/or Dispute summary will be displayed, along with options to reprocess the claim or send a check.

5. Upload any supporting documents and add comments to assist with the resolution.
6. Click Submit or the Back button to make changes.
7. The acknowledgment of receipt message will display.
8. Click Ok.

AmeriHealth Caritas	acknowledges the receipt of your dispute for overpayment recovery on 06/16/2025.	7	8	OK
AmeriHealth Caritas	review your inquiry and provide a response within 30 calendar days.			
AmeriHealth Caritas	response will be available on the Overpayment Dashboard Resolved Tab on the NaviNet Portal.			



Note: The option to attach documents and provide comments will display only if the claim line(s) are being disputed.

Selecting the Select All Option

1. Check the Select All box to display the associated items with the project.
2. Click Approve.

The Review & Submit Overpayment Claim Details screen will display.

3. Select one of the two approval options:
 - Reprocess the claim (recovered from future payments)
 - Mail a check to the plan
4. Click Submit.

Search By: ☐ Payee # ☒ Tax ID

Filter By:

Open	Disputed	Resolved		Project ID	Claim ID	Patient Name	Patient Account #	Provider Rendering Treatment	Payee # / Tax ID / NPI	Begin DOS	End DOS	Paid Amount	Recovery Amount	Notification Date	Dispute Due Date	Recovery Reason
☒			1	1063039	123456789012			CHILDRENS HOSPITAL MEDICAL CENTER		02/09/2023	02/09/2023	\$25,019.73	\$18.26	04/20/2026	04/21/2026	Authorization does not match as expected
☐				1063039				CHILDRENS HOSPITAL MEDICAL CENTER		02/09/2023	02/09/2023	\$3,409.61	\$17.16	04/20/2026	04/21/2026	Authorization does not match as expected
☐				932213				CHILDRENS HOSPITAL MEDICAL CENTER		09/08/2023	09/08/2023	\$108.11	\$108.11	03/23/2026	03/24/2026	Dual Eligible
☐				1062786				CHILDRENS HOSPITAL MEDICAL CENTER		11/17/2023	11/17/2023	\$405.18	\$405.18	04/13/2026	04/14/2026	Combined Stay
☐				1063039				CHILDRENS HOSPITAL MEDICAL CENTER		02/16/2023	02/16/2023	\$201.98	\$17.89	04/20/2026	04/21/2026	Authorization does not match as expected
☐				1063039				CHILDRENS HOSPITAL MEDICAL CENTER		07/19/2023	07/19/2023	\$1,889.93	\$5.65	04/20/2026	04/21/2026	Authorization does not match as expected
☐				932213				CHILDRENS HOSPITAL MEDICAL CENTER		12/19/2024	12/19/2024	\$154.97	\$20.22	03/23/2026	03/24/2026	Dual Eligible
☐				932213				CHILDRENS HOSPITAL MEDICAL CENTER		11/05/2024	12/16/2024	\$487.63	\$33.33	03/23/2026	03/24/2026	Dual Eligible
☐				1063916				CHILDRENS HOSPITAL MEDICAL CENTER		01/10/2026	01/10/2026	\$116.96	\$4.27	07/21/2026	07/22/2026	Dual Eligible

2



Review & Submit - Overpayment Claim Details

Review Approval:

☒ I agree that AmeriHealth Caritas North Carolina has overpaid on below Claims for a total amount of \$192.74 and I give my permission to reprocess the claim for the overpayment recovery.

☐ Would like to send a check for the recovery amount instead of recovering from future payments?

3

Project ID	Claim ID	Patient Name	Patient Account #	Provider Rendering Treatment	Begin DOS	End DOS	Payee # / Tax ID / NPI	Paid Amount	Recovery Amount	Notification Date	Dispute Due Date	Recovery Reason
726131	602823062202	FIRST LAST			2021-07-23	2021-07-23		192.74	192.74	2025-06-11		Claims paid as Fee For Service instead of Capitalized.

4

Selecting the Select All Option Cont'd.

The Approval Confirmation message will be displayed.

5. Click Ok.

Reprocess the claim option:

Review Approval:

☒ I agree that AmeriHealth Caritas has overpaid on below Claims for a total amount of \$192.74 and I give my permission to reprocess the claim for the overpayment recovery.

☐ Would I like to send a check for the recovery amount instead of recovering from future payments?

Project ID	Claim ID	Patient Name	Patient Account #	Provider Rendering Treatment	Begin DOS	End DOS	Payee # / Tax ID / NPI	Paid Amount	Recovery Amount	Notification Date	Dispute Due Date	Recovery Reason
726131	602823062202	FIRST LAST			2021-07-23	2021-07-23		192.74	192.74	2025-06-11		Claims paid as Fee For Service instead of Capitated.

AmeriHealth Caritas acknowledges receipt of your approval for overpayment recovery on XX/XX/XX. No further actions is required. The claims will be reprocessed and all overpayments will be recovered from future payments.

Mail a check option:

Review Approval:

☐ I agree that AmeriHealth Caritas has overpaid on below Claims for a total amount of \$192.74 and I give my permission to reprocess the claim for the overpayment recovery.

☒ Would I like to send a check for the recovery amount instead of recovering from future payments?

Submit your check.
AND
Include a copy of the recovery letter you received from us with the Project Number.

Send your check and accompanying letter to:
AmeriHealth Caritas
Attn: Provider Refunds

Note: Checks received without a copy of Page 1 of the recovery letter, or not received prior to the Dispute Due Date, will be returned and the overpayment will be recovered from future payments.

Project ID	Claim ID	Patient Name	Patient Account #	Provider Rendering Treatment	Begin DOS	End DOS	Payee # / Tax ID / NPI	Paid Amount	Recovery Amount	Notification Date	Dispute Due Date	Recovery Reason
726131	602823062202	FIRST LAST			2021-07-23	2021-07-23		192.74	192.74	2025-06-11		Claims paid as Fee For Service instead of Capitated.

AmeriHealth Caritas acknowledges receipt of your approval for overpayment recovery on XX/XX/XX Your check must be received by AmeriHealth Caritas prior to the Dispute Due Date. If it is not received the claims will be reprocessed and all overpayments will be recovered from future payments

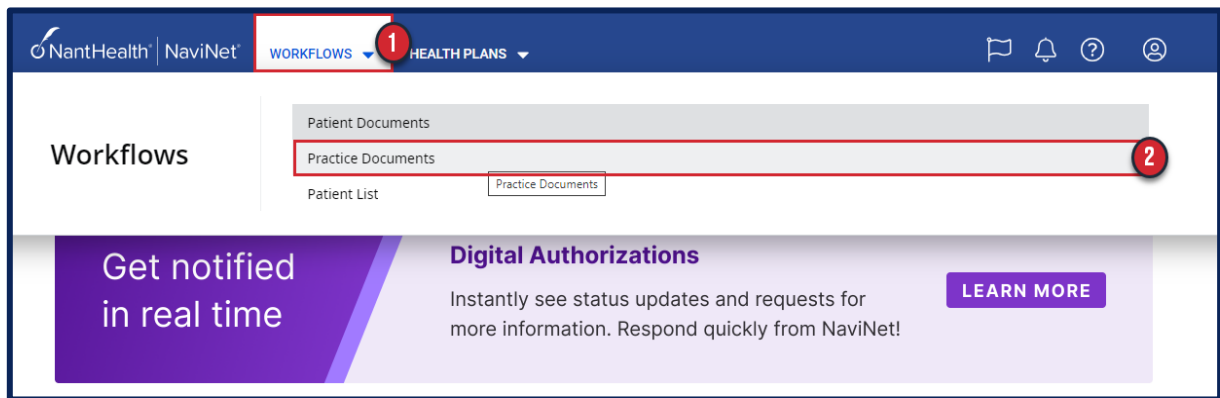


Note: Overpayment requests will be resolved within 14-30 days from the date of submission.

Accessing Recovery Letters

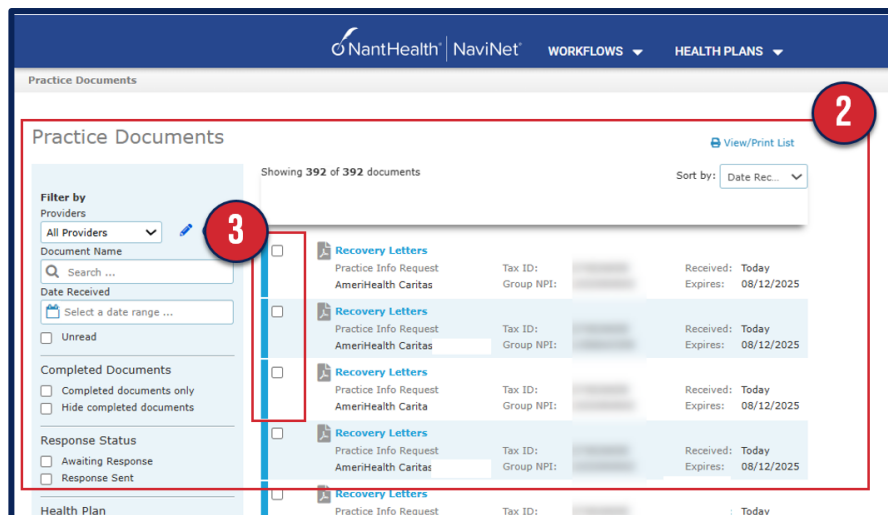
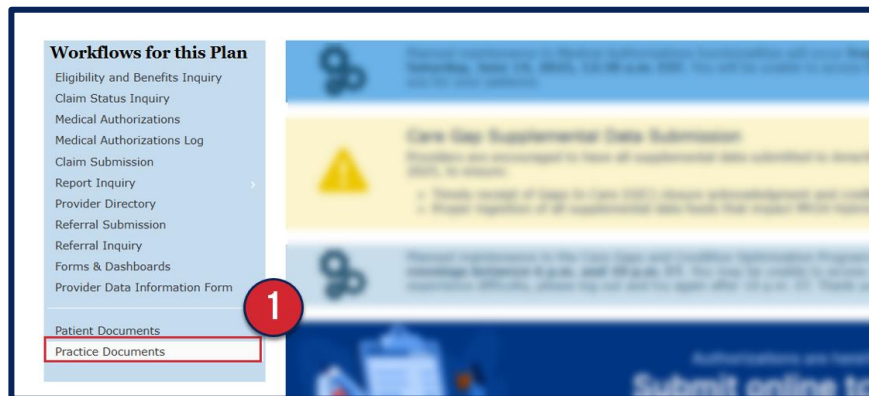
To access the Recovery Letters via the Practice Documents workflow:

1. Click the **Workflows** from the menu bar.
2. Select **Practice Documents**



To access the Recovery Letters via the Plan Central page:

1. Click the **Practice Document** link.
2. The **Practice Documents** page will appear.
3. Check the box to select the appropriate **Recovery Letter** from the list.



Recovery Letter

The recovery letter will contain overpayment details and instructions on how the provider can approve or dispute the overpayment.



May 19, 2025 Page 1 of 2

Re: Overpayment - Provider # - [REDACTED]

Project Number - [REDACTED]

Dear [REDACTED]:

Based on our calculations, the overpayments on the claims in question totaled \$308.67. While we strive to ensure that all claim payments are accurate, we are obligated to recover all overpayments as they occur.

Enclosed you will find the claim payment detail for your review, which includes:

- Policy holder information (name, policy number, group number)
- Carrier information (Carrier name, address, phone)
- Type of coverage (major medical, major medical no maternity, Rx only, etc.)
- Patient information (name, Medicaid ID, DOB) line item payment information.

Please follow the instructions on the next page and contact us within 60 days from the date of this letter if you have any questions or if you do not agree with our findings. If you've billed the liable third party carrier and have not yet received a response, you may request an additional [REDACTED] to be added to the 60 day timeframe. Please mail your letter to the address shown for disputes.

At the end of the applicable timeframe, the claims will be reprocessed and all overpayments will be recovered from future payments. Please do not send in a check for these claims. These recoveries will be reflected on future remittance advices as V24 - TPL received/updated after clm proces'd. Please be advised that other service lines on the affected claims could potentially be impacted when these overpayments are reprocessed.

We value you as a provider and apologize for any inconvenience that this may have caused.

Sincerely,

OVERPAYMENT PROCESSING INSTRUCTIONS Page 2 of 2

IF YOU...	THEN...
Agree with this letter	- You do not need to do anything. - The claims will be reprocessed and all overpayments will be recovered from future payments.
Have questions regarding the recovery or the calculation of the overpayment amount	- Contact our Provider Claims Services [REDACTED]. - Please reference the Project Number from the letter when calling.
Do not agree with our findings and would like to dispute this letter	You must notify us in writing. Your letter should include the following: - A copy of the letter you received from us with the Project Number. - The reason for your dispute. - Supporting documentation for your dispute including claims information. Send your correspondence to: AmeriHealth Caritas [REDACTED]
Would like to send a check for the recovery amount	- Submit your check. AND - Include a copy of the letter you received from us with the Project Number. Send your check and accompanying letter to: [REDACTED] Note: Checks received without a copy of Page 1 of this letter will be returned and the overpayment will be recovered from future payments.

Let Us Know – Member Intervention Form

The health plans are committed to assisting health plan providers in engaging members and supporting their health and well-being. If you identify members who need help managing their health, please notify the plan so they can offer timely assistance through the Let Us Know Program.

You can *Let Us Know* if a member requires support by completing the Member Intervention Form via the NaviNet Provider Portal. The form can be used to assist members with issues such as:

- Missed appointments
- Behavioral health needs
- Medication noncompliance
- Care management engagement
- Developmental screening concerns
- Emergency room misutilization
- Understanding plan benefits
- Social determinants of health
- Tobacco cessation referrals

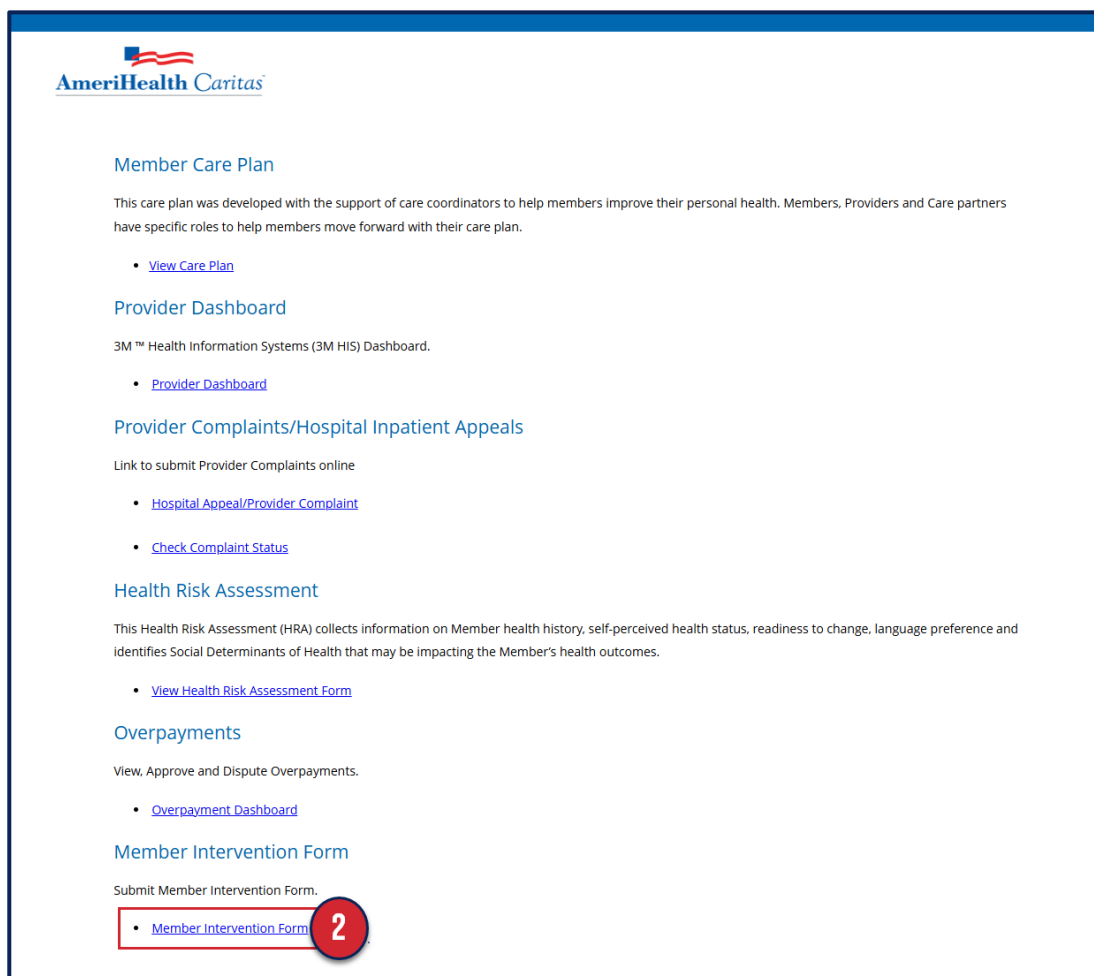
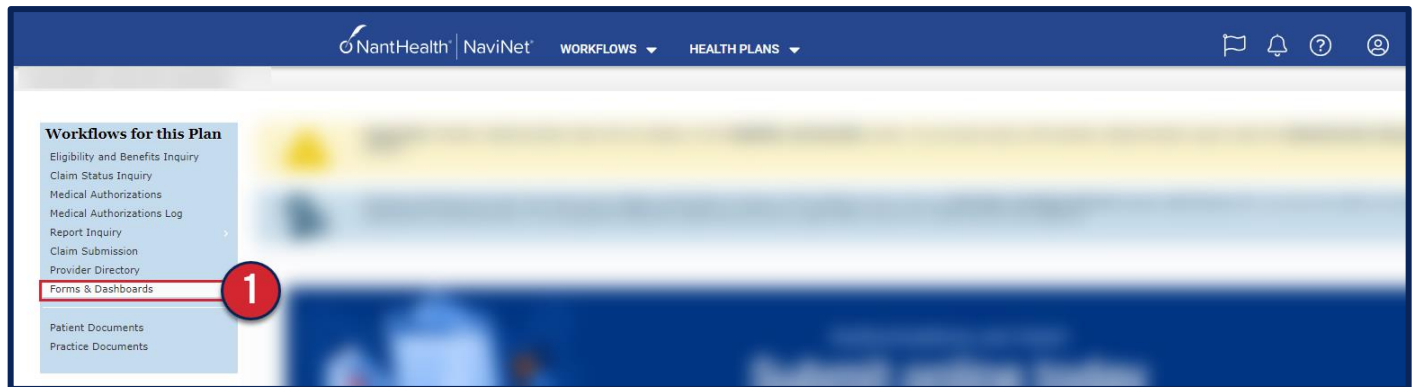
Routing and Support

Once submitted, the Member Intervention form is routed directly to the Rapid Response Outreach Team (RROT) to address any identified concerns.

- A Care Connector from the RROT will contact you within 48 to 72 hours to confirm receipt and to ensure understanding of the request.
- Outreach will then be made to the member, and upon successful contact, all requested interventions will be completed.
- Upon completion, you will be notified of the outcome, whether successful or unsuccessful.

Submitting the Member Intervention Form in NaviNet

1. Click **Forms & Dashboard** from the Workflows for this Plan.
2. In the new window that displays, click the hyperlinked bullet, **Member Intervention Form**.



3. Fill out all relevant fields on the form.
4. Click Submit.
5. After submission, a confirmation message will appear: Member intervention form Submitted (not pictured).



Member Intervention Request Form

3

MEMBER INFORMATION

Member name * Date of birth *

Member ID Phone number *

Address Line 1

Address Line 2

City County Zip

Preferred Language

Is the member aware of this referral? ☐ Yes ☐ No

Preferred contact method (select all that apply): ☐ Phone ☐ Text ☐ Mail

Parent/guardian name

PROVIDER INFORMATION

Group * Provider *

Role in member's care team: ☐ Primary Care Provider (PCP) ☐ Specialist

Office contact name *

Phone Number *

Email/fax

Best time to call

Follow-up preference: ☐ Fax ☐ Call ☐ Email

Please check the identified need or intervention

☐ Assistance locating a specialty provider (e.g., physical health, behavioral health, trauma specific)

☐ Assistance with durable medical equipment (DME) (e.g., a wheelchair)

☐ Assistance with translation services and preferred language materials

☐ Bright Start® maternity program referral

Estimated date of delivery

☐ Care management referral

☐ Caregiver resources

☐ Coaching and education on health conditions

☐ Crisis follow-up resources (recent suicide attempt or bereavement after a death by suicide)

☐ Education on alternative and proper use of urgent care and emergency services

☐ Education on plan benefits and resources

☐ Frequent emergency room utilization

☐ Identified care gaps

☐ In need of dental provider

☐ Multiple missed appointments or follow-up care

☐ Nonadherence with treatment plan

☐ Pharmacy consult on controlled substances

☐ Assistance with scheduling and transportation (e.g., recent discharge or appointments)

☐ Recent exposure to trauma or stressful life events (e.g., natural disaster, bullying, violence, loss of job, or death in the support system)

☐ Risk of prescribed medication nonadherence

☐ Screening for mental health or substance use services

☐ Tobacco cessation

☐ Value-added benefits support

Specific request, if any

☐ Weight management

☐ Assistance identifying resources for the following social determinants of health (SDOH) and/or health-related social needs (HRSN):

☐ Education and employment

☐ Food and nutrition

☐ Financial (budgets/utilities)

☐ Housing resources

☐ Transportation

☐ Treatment plan coaching and education support

☐ Additional comments

For guidance on completing this form, or to enquire about a submission, please call

4

Patient and Practice Documents

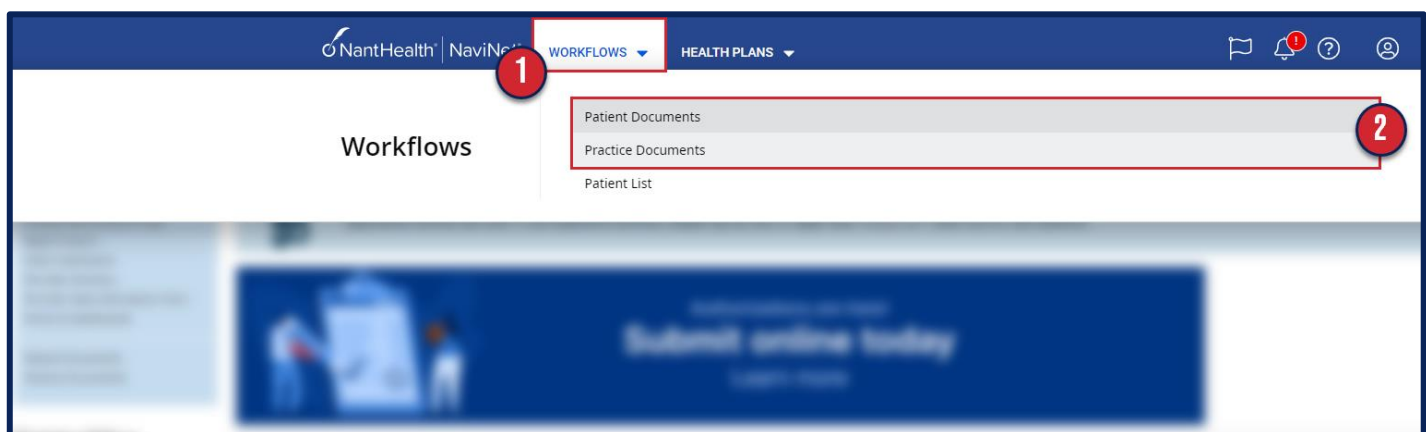
In the Patient or Practice Documents workflows, you can view and access documents submitted on behalf of all providers associated with your office. The patient's health plan provides these documents. Many of them are questionnaires or forms that require an uploaded response.

Some of the documents you can find under the Patient or Practice Documents Workflows are:

- Care Gap Response Forms
- ADT Alerts
- Authorization Letters
- Condition Optimization Program (COP)
- Dispute Letters

To access the Patient or Practice Documents:

1. Click Workflows from the NaviNet toolbar
2. Select either the Patient or Practice Documents workflow



Provider Filter

You can specify a list of providers whose documents you prefer to see and save the list to be used by default anytime you access the Patient or Practice Document dashboards.

The following topics will be covered in this section:

- [Provider Filter Options](#) – Learn about the options in this drop-down menu.
- [Provider Filter Panel](#) – Learn about the three views of the panel and the actions you can take on each view.
- [Provider Details View](#) – Review what the Provider Details screen looks like once selected.
- [Search for Providers to Select](#) – Find out how to search for a specific provider.
- [Select and save your Default Providers](#) – Follow these steps to save your default list of providers.
- [Select and Save Providers](#) (for one-time use) – Follow these steps to select providers whose documents you want to view during the current session.

Provider Filter Options

In the Filter by section of the Practice or Patient Document dashboard, you can select an option from the Providers drop-down list or click the Pencil icon to select Providers to filter the documents by.

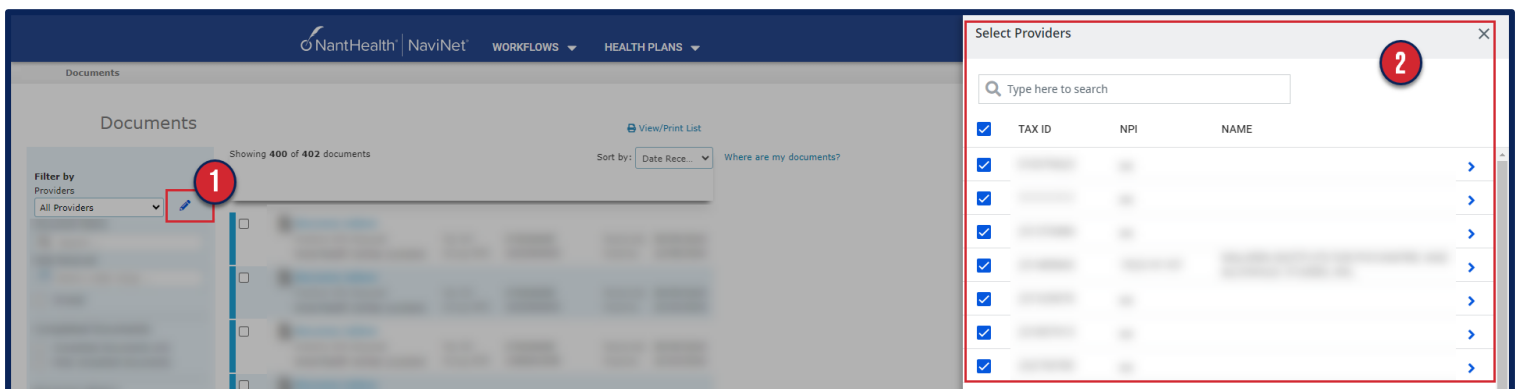
This field always has the option to view all providers. To have other options in this field, you must make manual provider selections or define a default list of providers. Once you do so, additional options appear in the Providers drop-down list.

The possible options in the drop-down list include the following:

- **All Providers** – View documents associated with all providers in your office.
- **Default** – View documents associated with the providers that you have saved as default.
- **Manually selected** – View documents associated with the provider selections that you have applied during the current visit to the Practice or Patient Clinical Documents screens.

To open the Provider Filter panel to review and select providers:

1. Click the pencil icon next to the Providers field
2. The Select Providers view of the panel appears



Provider Filter Panel

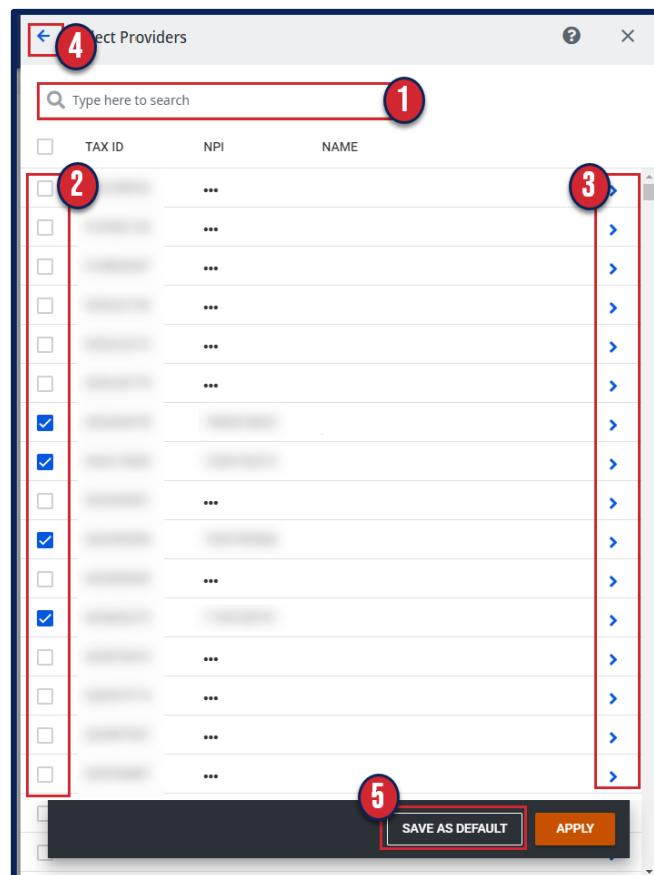
The Provider Filter panel allows you to search for providers, review provider details, make selections, and apply/save your selections.

The Provider Filter panel can show the following details for each record:

- Provider Name (Clinician or Billing Entity)
- NPI
- Tax ID
- Address
- Provider Group ID
- Provider ID
- Providers view (View all Providers for a specific Tax ID, sorted by health plan)
- Provider Details view

You can take any of the following actions in this view:

1. Type in the search box to find a specific provider or Tax ID.
2. Make selections, as needed.
3. Click a Provider to view Provider Details, including Group ID, health plan, and address
4. Return to the previous view by clicking the arrow in the top left of the panel.
5. Save as default or apply your selections





The Provider View provides more details about the provider (or entities) associated with a particular Tax ID.

- Billing entities and Clinicians are sorted by health plan.
- You cannot make selections from this view.

1. Select a provider (Tax ID) from the Select Providers screen
2. Select Provider or Practice
3. The Provider View will display

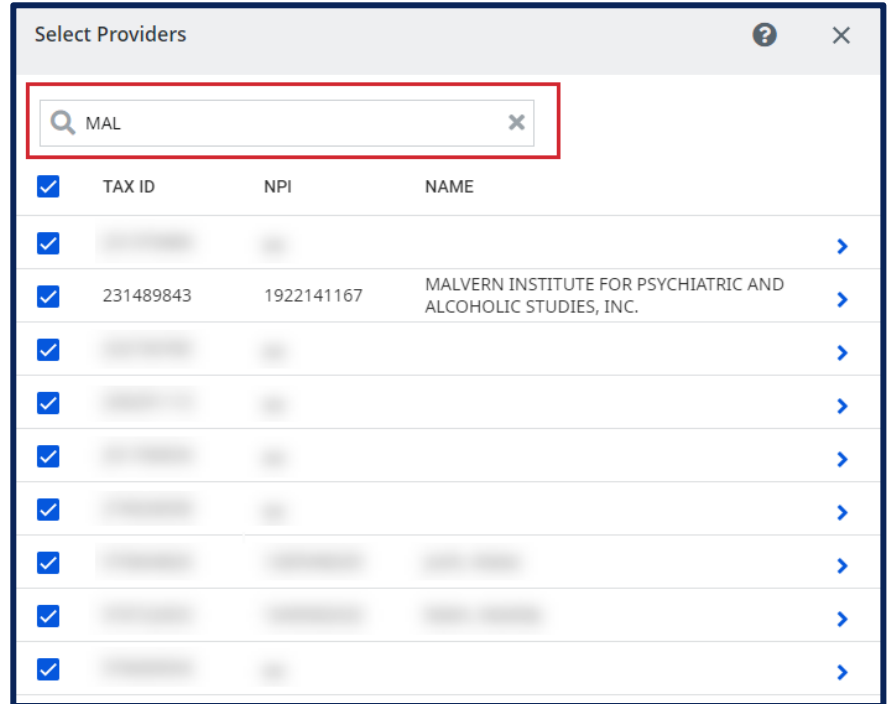
88

Search for Providers to Select

Type at least three characters in the search box to search for an individual provider. The list of providers begins to sort.

Search requirements and included fields are as follows:

- The search includes sub-strings and is not case-sensitive.
- If you enter multiple words, an "or" search is performed.
- The search includes Tax ID, NPI, Group NPI, Provider Name, Address, and Health Plan Name.



	TAX ID	NPI	NAME
☒	[REDACTED]	[REDACTED]	[REDACTED]
☒	231489843	1922141167	MALVERN INSTITUTE FOR PSYCHIATRIC AND ALCOHOLIC STUDIES, INC.
☒	[REDACTED]	[REDACTED]	[REDACTED]
☒	[REDACTED]	[REDACTED]	[REDACTED]
☒	[REDACTED]	[REDACTED]	[REDACTED]
☒	[REDACTED]	[REDACTED]	[REDACTED]
☒	[REDACTED]	[REDACTED]	[REDACTED]
☒	[REDACTED]	[REDACTED]	[REDACTED]
☒	[REDACTED]	[REDACTED]	[REDACTED]

Default Providers

You can save a list of providers to use to filter the list of documents by default every time you visit the Patient or Practice Document dashboard.

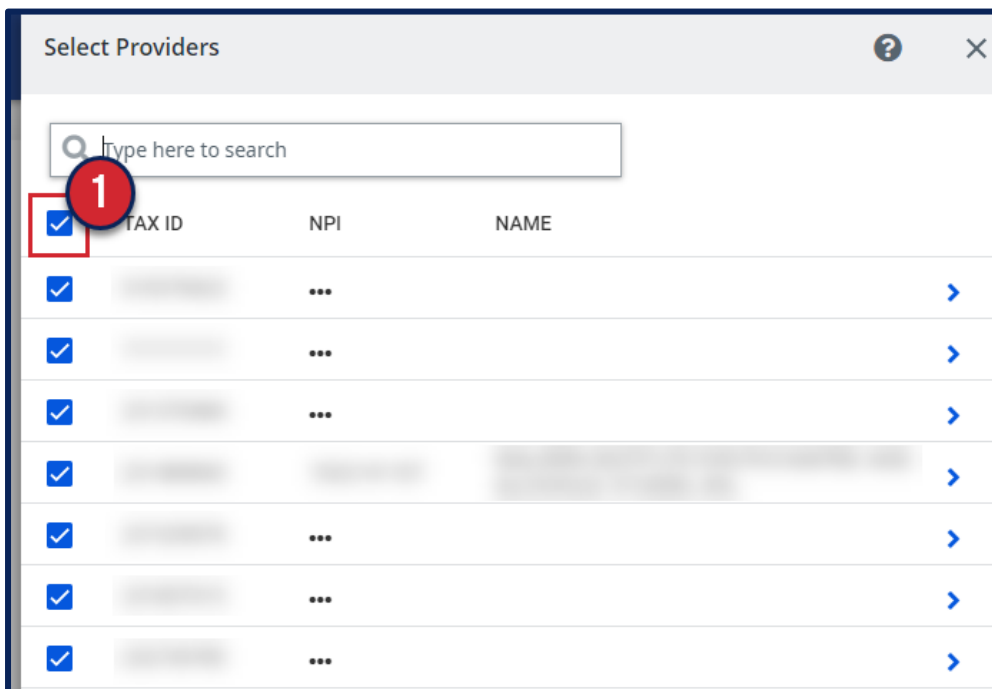
You can select:

1. [All providers](#)
2. [All providers for a particular Tax ID](#)
3. [Individual providers](#)

You can also make selections from the Select Providers and Provider views of the Provider Filter panel.

Default Providers: All Providers

1. On the Select Providers view, select the Select All checkbox to select all providers associated with your office
 - When new providers or health plans are added to your office in the future, they are automatically included in your default filter results.
 - The “Select All” checkbox is not checked if you choose individual Tax IDs.
 - If you perform a search, the “Select All” check box will only select the visible Tax IDs and providers. If you save these as default, any time a new provider is added to your office or to the selected health plan, it will NOT be included in your default filter results.



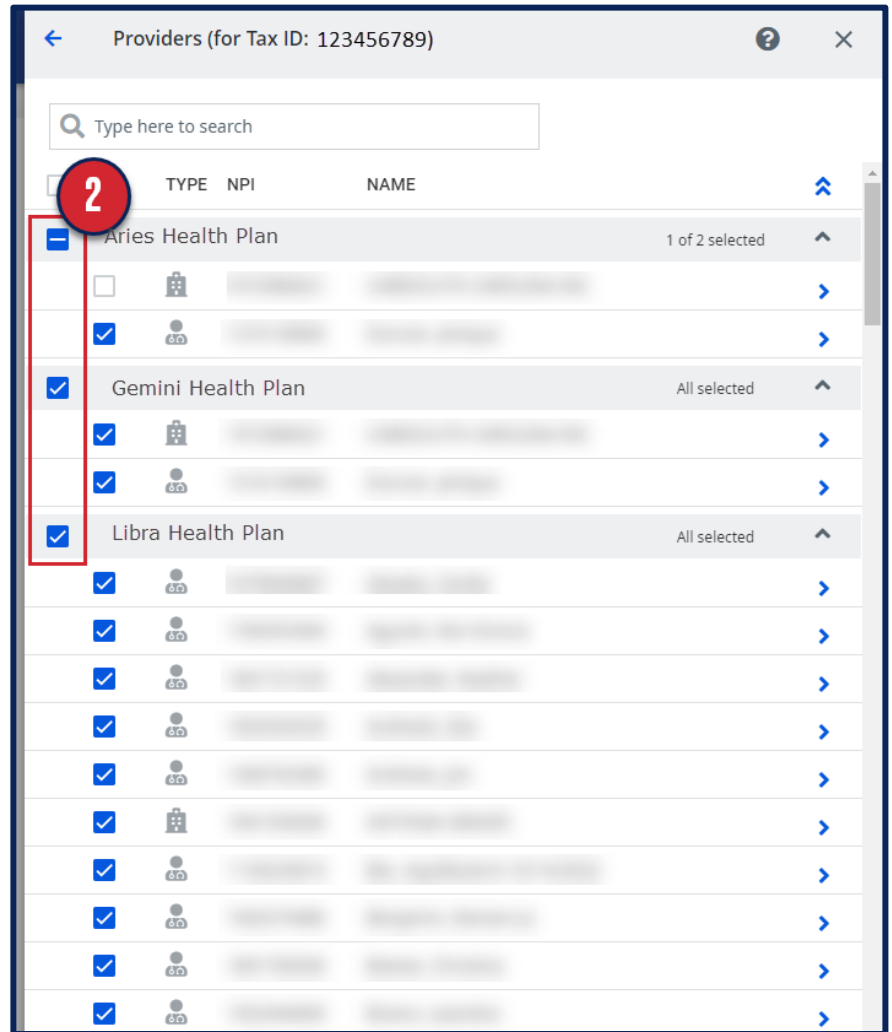
The screenshot shows a window titled "Select Providers" with a search bar and a table of providers. The table has columns for "TAX ID", "NPI", and "NAME". The first row of the table has a checkbox in the "TAX ID" column, which is highlighted by a red circle with the number "1". This checkbox is checked. Below it are several other rows, each with a checked checkbox in the "TAX ID" column and a blue arrow in the "NAME" column.

TAX ID	NPI	NAME
☒		
☒	...	>
☒	...	>
☒	...	>
☒	...	>
☒	...	>
☒	...	>
☒	...	>

Default Providers: All Providers for particular Tax ID

2. On the Providers view, click the Select All checkbox for the required health plan to select all providers associated with a Tax ID for that health plan.

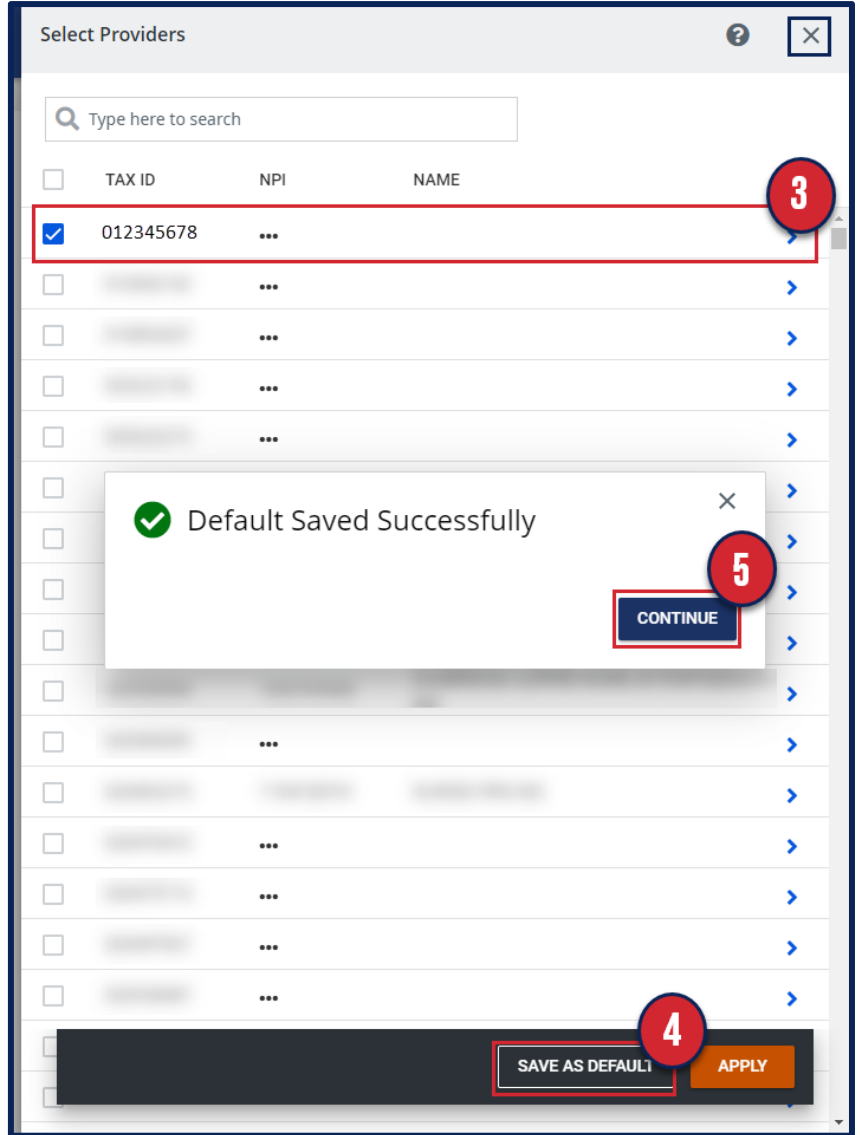
- When a new provider is associated with the health plan for the selected Tax ID in the future, it is automatically included in your default filter results. In the following example, the Select All checkbox for Gemini and Libra health plans is selected.



Note: The Select All checkbox displays a dash (-) if only individual providers associated with a Tax ID are selected on the Provider view (as shown in the Aries Health Plan Select All checkbox in the screenshot).

Default Providers: Individual Providers

3. On the Select Providers view, select the check box next to the provider. If necessary, use the search box to find a particular provider.
 - This selection will include all details associated with that provider (for example, multiple locations or health plan associations).
4. Once you have made your selections, click Save As Default
 - Click Apply to close the panel and apply your selections. They are retained until you navigate away from the Practice or Patient Documents screen
 - You can close the panel without saving or applying your selections by clicking the X button at the top-right of the panel.
5. A pop-up will display, click Continue



The screenshot shows the 'Select Providers' window. At the top is a search bar labeled 'Type here to search'. Below it is a table with columns: TAX ID, NPI, and NAME. The first row is selected, with a red box around the checkbox and the text '012345678 ...'. A red circle with the number '3' is next to this row. A modal dialog box is open in the center, displaying a green checkmark and the text 'Default Saved Successfully'. A red circle with the number '5' is next to the 'CONTINUE' button in the dialog. At the bottom of the window, there are two buttons: 'SAVE AS DEFAULT' and 'APPLY'. A red circle with the number '4' is next to the 'SAVE AS DEFAULT' button. A red circle with the number '3' is also next to the 'X' button in the top right corner of the window.



Note: If you selected too many items, a pop-up window will appear with a message indicating that changes cannot be saved because you selected too many providers. Click Cancel, reduce the number of selections you made, and try again.

Select and Save Providers (for one-time use)

During your current session, you can view documents for specific providers by selecting:

- All providers
- All providers for a particular Tax ID
- Individual Providers

These selections are not retained for future visits to the Practice or Patient Clinical Documents screens.

You can make selections from the Select Providers and Provider views of the Provider Filter panel.

1. Select the providers
2. Click Apply to close the panel and apply your selections.

Your selections are retained until you navigate away from the Practice or Patient Documents screen.

[illegible]

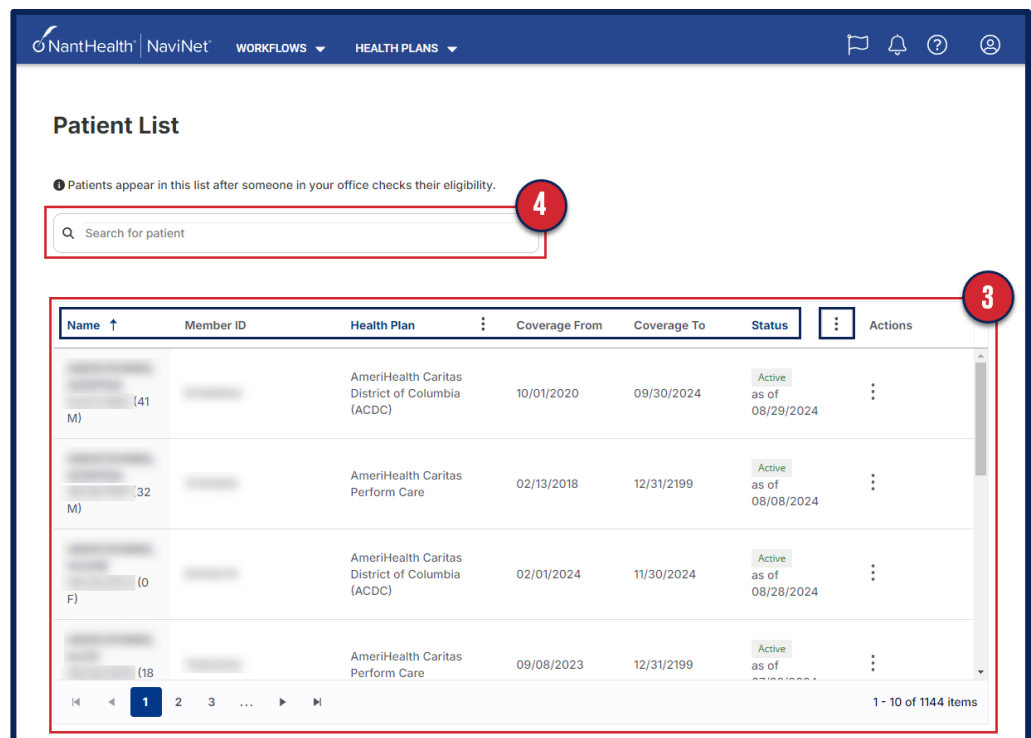
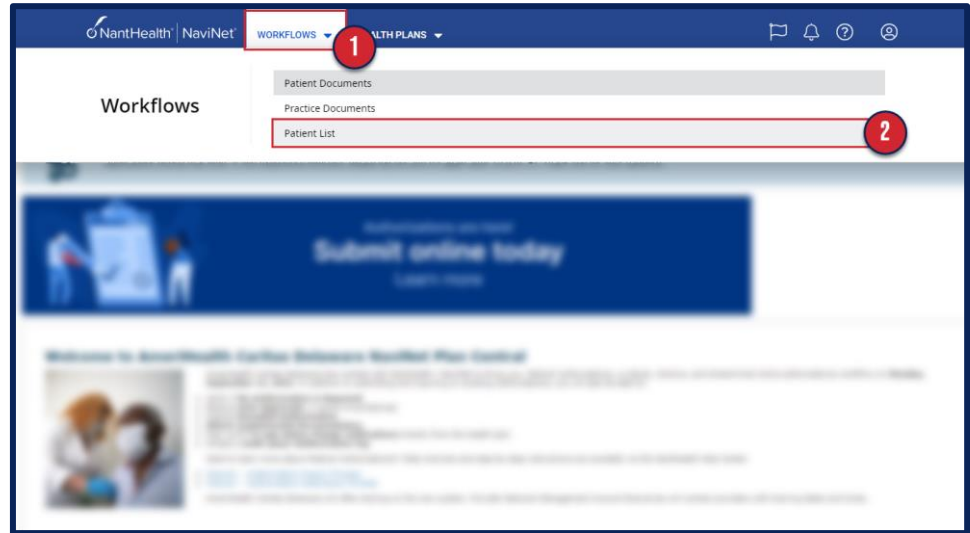
Note: If you selected too many items, a pop-up window will appear with a message indicating that changes cannot be saved because you selected too many providers. Click Cancel, reduce the number of selections you made, and try again.

Patient List

You can view your patients in one place and quickly check their eligibility details or claim status. Patients automatically appear in the list after the eligibility is checked.

To access the Patient List:

1. Click Workflows from the top menu bar
2. Select Patient List
3. The Patient List appears. You can see the patient's coverage status, which is based on the most recent eligibility check
4. Find the patient
 - Type criteria in the search box at the top to narrow the list
 - Click a column header to sort by that column
 - Click the Filter icon (⋮) in the Health Plan or Status column to filter the list by a specific health plan or coverage status



Patient List Actions

The following actions can be performed in the Patients List:

- View the patient's eligibility for today
- [Update the eligibility search criteria](#)
- [Check the status of a claim](#) (only available if the health plan supports it)
- [Remove a patient from the list](#)

To view the patient's eligibility for today:

1. Click the patient row
2. The Eligibility and Benefits screen will display

Patient List

Patients appear in this list after someone in your office checks their eligibility.

Name ↑	Member ID	Health Plan	Coverage From	Coverage To	Status	Actions
MEMBER LAST NAME, FIRST NAME 01/01/1983 (41 M)	11223344	Health Plan Name	10/01/2020	09/30/2024	Active as of 08/29/2024	

Back to Patient List | Eligibility & Benefits: AmeriHealth Caritas

Eligibility and Benefits for [Patient Name]

View Patient Details

AmeriHealth Caritas

AETNA U.S. HEALTHCARE - MEDICAL/HOSPITAL WITH RX

BCMD2 - MEDICAL/HOSPITAL WITH RX

CIGNA - MEDICAL/HOSPITAL WITH RX

EXPRESS SCRIPTS - PHARMACY

Active from 10/01/2020 to 09/30/2025

Member ID: [Redacted] Group: 028563001000001 AETNA U.S. HEALTHCARE - MEDICAL/HOSPITAL WITH RX Service Date: 09/23/2024

Insurance Details

Product: AMERHEALTH CARITAS

Type:

Primary Care Provider

Phone: [Redacted]

NPI: [Redacted]

Member Language: English

Identity Card Number: [Redacted]

View Member Clinical Summary

View EHR

Member ID Card for [Redacted]

PCP History for [Redacted]

On Demand Medication Report for [Redacted]

Benefits

Search ...

Health Benefit Plan Coverage

Health Benefit Plan Coverage

Benefit Status: Active Coverage

Prior Year History:

Eligibility Begin Date: 10/01/2020

Eligibility End Date: 09/30/2025

AMERHEALTH CARITAS

GROUP

METRO IMMEDIATE PRIMARY CARE-MCPHERSON SQUARE

NPI: [Redacted]

Phone: [Redacted]

Patient List Actions Cont'd.

You can **update the eligibility search criteria** by:

1. Clicking the Actions menu (three vertical dots) on the right side of the patient row
2. Select Eligibility & Benefits
3. The Patient Search screen will display. Update the search criteria

- You can use the current patient or search for a new one. You cannot change the health plan.

Patient List

Patients appear in this list after someone in your office checks their eligibility.

Search for patient

Name ↑	Member ID	Health Plan	Coverage From	Coverage To	Status	Actions
MEMBER LAST NAME, FIRST NAME 01/01/1983 (41 M)	11223344	Health Plan Name	10/01/2020	09/30/2024	Active as of 08/29/2024	1 2 - Eligibility & Benefits - Claim Status - Remove Patient

1 - 10 of 1144 items

[Back to Patient List](#) | Eligibility & Benefits: AmeriHealth Caritas

Eligibility & Benefits: Patient Search

Medicaid is the payer of last resort. To be considered for payment, any claim submission must include a valid EOB or evidence of non-coverage from any and all other insurance plans under which the member is currently insured.

You may enter the member ID #, contract #, social security #, Medicaid ID #, Medicare ID # or HICN # in the Member ID field.

Search by Member ID

Member ID

OR

Search by Name

Last Name First Name

Date of Birth

Date Of Service

Search

Patient List Actions Cont'd.

You can **check the status of a claim** by:

1. Clicking the Actions menu (three vertical dots) on the right side of the patient row
2. Select Claim Status
3. The Claim Status Search screen will display. Enter your search criteria

- You can use the current patient or search for a new one. You cannot change the health plan.

Patient List

● Patients appear in this list after someone in your office checks their eligibility.

Q Search for patient

Name ↑	Member ID	Health Plan	Coverage From	Coverage To	Status	Actions
MEMBER LAST NAME, FIRST NAME 01/01/1983 (41 M)	11223344	Health Plan Name	10/01/2020	09/30/2024	Active as of 08/29/2024	1 - Eligibility & Benefits - Claim Status - Remove Patient 2

1 - 10 of 1144 items

< Back to Patient List | Claim Status: AmeriHealth Caritas

Claim Status: Search

Online Remittance Advice will be available for claims paid on or after 01/04/2016.

Reset Search Fields

Billing Entity
Type Name or ID to find provider...

Patient Details
Search by either ...

Member ID
OR
Last Name
First Name
Date of Birth

Claim Status Details
Service Start: 09/23/2024
Service End: 09/23/2024
Claim ID: Optional

Reset Search Fields Search

Patient List Actions Cont'd.

After a patient appears on this list, they stay there unless you remove them.

To remove a patient from the list:

1. Clicking the Actions menu (three vertical dots) on the right side of the patient row
2. Select Remove Patient

This action removes the patient from the list until someone in your office checks their eligibility again in NaviNet.

Patient List

Patients appear in this list after someone in your office checks their eligibility.

Name ↑	Member ID	Health Plan	Coverage From	Coverage To	Status	Actions
MEMBER LAST NAME, FIRST NAME 01/01/1983 (41 M)	11223344	Health Plan Name	10/01/2020	09/30/2024	Active as of 08/29/2024	1 - Eligibility & Benefits - Claim Status - Remove Patient 2
						⋮
						⋮

1

2

3

...

▶

▶▶

1 - 10 of 1144 items

