

To: AmeriHealth Caritas Louisiana Providers

Date: April 10, 2018

Subject: The AmeriHealth Caritas Louisiana Retrospective Risk Adjustment Program is now the Intensive Case Management Reimbursement Program

Summary: Effective April 1, 2018, AmeriHealth Caritas Louisiana providers can perform Intensive Case Management Reimbursement Program activities via the NaviNet provider portal. Read on to learn more about this program and the resources available to help you complete program activities. **Providers who currently receive information via paper will need to log-in to NaviNet to complete program activities.**

Background:

Under its contract with the Louisiana Department of Health, AmeriHealth Caritas Louisiana is responsible for collecting and submitting complete and accurate encounter data for all services furnished to its members. One of the key components to ensuring that our encounter data is complete and accurate is validation of the diagnoses reflected in the encounters that we submit to the state.

AmeriHealth Caritas Louisiana has developed the Intensive Case Management Reimbursement Program to compensate providers for completing the essential, administrative activities that help to validate encounter data.

What's new?

Historically, AmeriHealth Caritas Louisiana providers have used a cumbersome, paper-based process to complete program activities. *Now there's a faster and easier way to participate in the Intensive Case Management Reimbursement Program!*

How does it work?

To help the health plan accurately represent our membership, this web-based program facilitates provider submission of complete and accurate member diagnoses and disease acuity information.

With the new functionality available via NaviNet, you can now participate in the Intensive Case Management Reimbursement Program by following these simple steps:

1. Log-in to NaviNet at <https://navinet.navimedix.com>.
2. Have your NaviNet Security Officer enable access to Document Exchange by:
 - a. Clicking on the **Administration** dropdown and clicking on **Manage User Permissions**.
 - b. Selecting **NaviNet** and **Document Exchange** in the drop-down list.
 - Clicking to enable the following options:
 - Document Viewer
 - Document Preview

- Document Download
 - Document Respond
 - Practice Document Viewer
 - Practice Document Preview
 - Practice Document Download
 - Practice Document Respond
- c. Then, selecting **AmeriHealth Caritas Louisiana** in the Plan’s drop-down list and **Document Exchange Categories** in the Group’s drop-down list.
- Click to enable the following options:
 - Patient Roster Report
 - Patient Consideration
 - Financial Report
3. Choose the “Practice Documents” workflow and look for “Pending Activities” to identify members who:
- May be overdue for a routine primary care visit; OR,
 - Are associated with claims that may not include complete or accurate chronic/comorbid diagnosis codes based on the member’s claims history.
4. Launch the “Member Selection” webpage to access key program functions, including:
- Adjusting claims in order to reflect complete and accurate diagnosis data for a member, based on medical record reviews.
 - Using a Complex Case Management Member Worksheet to track member outreach and to schedule appointments for members who may be overdue for routine care. Once a member presents for an appointment, this worksheet can also be used to report the member’s diagnosis or diagnoses.

How do I get started?

Please refer to the step-by-step *Intensive Case Management Program Guide* to help you complete program activities via NaviNet. The guide is available on our website at www.amerhealthcaritasla.com > Providers > NaviNet > NaviNet Intensive Case Management Provider User Guide.

In conjunction with this change, the health plan will also be retiring the paper submission process for Retrospective Risk Adjustment Program information. **Providers who currently receive information via paper will need to log-in to NaviNet to complete program activities.**

Questions:

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