

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** February 7, 2022

**Subject:** NaviNet Upgrades for Condition Optimization Program (formerly Intensive Case Management Program)

**Summary:** Effective April 1, 2022, AmeriHealth Caritas Louisiana is upgrading the NaviNet portal to enhance the Retrospective and Prospective Outreach Programs. When all program requirements are met, they will include administrative payments for completion of the action items in NaviNet. Read on to learn more about the system changes.

#### About the program:

As a reminder, there are two components to the **Condition Optimization** program:

- PCP **Retrospective** Outreach component includes reviewing and updating diagnostic information previously reported via claims submission.
- PCP **Prospective** Outreach component includes outreaching to members to encourage scheduling routine appointments.

#### How does the program help PCPs?

As part of AmeriHealth Caritas Louisiana's ongoing efforts to assess your patients' (our members') chronic health conditions, we are offering this program to help PCPs:

- Identify patients who may be "due" for routine care.
- Proactively outreach to and schedule the identified patients.
- Complete scheduled routine visits, including evaluation of any chronic health conditions and creation of a medically-appropriate treatment plan.
- Report accurate and up-to-date patient diagnosis information to the health plan by completing a few simple program steps.

#### What about the administrative investment of participation?

Both the Retrospective and Prospective Outreach components offer an administrative payment when all program requirements are met. Please look for additional information, including training opportunities, to be released in the first quarter of 2022.

#### What about the NaviNet changes?

We are upgrading NaviNet to capture important information about chronic diagnoses and to enhance the user experience. Here is a summary of the upcoming NaviNet changes:

##### **Condition Optimization Actions**

- Streamlined instructions to complete actions.
- Addition of claim adjustment reviews resulting from AmeriHealth Caritas Louisiana's medical record review (replaces Claim Attestation Process).

- Addition of a Contact Worksheet to track outreach efforts.
- Addition of an Appointment Worksheet to track outcomes during patient visits.

**Your Provider Account Executive will be reaching out to you to provide training on these upgrades. For questions or concerns regarding the program, please email:**  
[conditionoptimizationprogram@amerihealthcaritas.com](mailto:conditionoptimizationprogram@amerihealthcaritas.com).

**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 Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

**Missed an alert?** You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

**Need to update your provider information?** Send full details to [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).

**Where can I find more information on COVID-19?**

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.