

To: AmeriHealth Caritas Louisiana Providers

Date: August 25, 2022

Subject: NaviNet Enhancement - Behavioral Health Admission and Discharge Alerts

Summary: AmeriHealth Caritas Louisiana is pleased to announce an exciting new feature on NaviNet. Effective August 22, 2022, near real time member admission, discharge, and transfer (ADT) alerts are available in the provider portal for behavioral health providers.

AmeriHealth Caritas Louisiana has launched behavioral health ADT alerts as an additional resource for behavioral health providers. The ADT alerts notify attributed behavioral health providers when our members have been either admitted to or discharged from the hospital or treated in an emergency room within the last 7 days for a behavioral health condition.

This critical information is available via our secure provider portal, NaviNet, within 24 hours of the event, allowing behavioral health providers to identify members needing post-discharge follow-up visits.

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

Behavioral health providers are identified by their specialties. The member attribution logic for behavioral health providers is updated monthly. Members are assigned to the behavioral health providers who submit the greatest number of claims for members, indicating the members' care is primarily provided by those practitioners.

The following information is displayed for each alert:

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

The admission and discharge alerts can be accessed through the following steps in NaviNet:

1. Log in to NaviNet,
2. Health Plans – My Plans – AmeriHealth Caritas Louisiana,
3. Workflows – Patient Clinical Documents – AmeriHealth Caritas Louisiana,

4. Document Tags – enter “ADT”

To begin receiving ADT alerts in NaviNet, click the Activity Bell in the upper-right corner, then click the Settings tab. Check the box next to Incoming Documents.

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

Questions:

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

Missed an alert?

You can always find a complete listing of provider alerts on the [Newsletters and Updates](#) page of our website.

Need to update your provider information? Send full details to 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 update-to-date information for both providers and members, including frequently asked questions, cancellations and postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.