Document Exchange
ADT Alerts
About this User guide

ADT (admission and discharge) alerts are now available on NaviNet. This new feature will allow providers to see when our members have either been treated at an emergency room or admitted to the hospital within the last 7 days.

There are two types of alerts: emergency room and inpatient. You can access ADT alerts through four NaviNet functionalities:

- Activity Tab
- Patient Clinical Documents workflow
- Eligibility and Benefits workflow
- Member Clinical Summary workflow

This user guide provides step-by-step instructions on how to access your ADT alerts in all four functionalities.
Activity Tab
Sign in to NaviNet at https://navinet.navim.edix.com with your user name and password.
Accessing ADT Alerts via the Activity Tab

Click on the Activity Tab in the upper right hand corner of your screen.
TURN ON YOUR NOTIFICATIONS

Notifications must be turned on in order to see ADT and other alerts. Turning your notifications on is easy. First, select the “Settings tab”.

Next, select the type of notifications you would like to see and how often you would like to see them.

Select Incoming Documents to see ADT alerts
Next, select the “Notifications Tab”.

Hover over the bottom section of the notification and a “View Documents” tab will pop up. Click on the tab to view or print your ADT alerts.
The Summary tab will advise you how many notifications you have received.

Click on the selection you are interested in to see the entire notification previously displayed under the notifications tab.
The left side of the toolbar allows the user to toggle for a full screen view and shows the current document’s file type and title. The right side allows the user to mark the current document as unread.

Unread documents are highlighted with a blue bar and text. Documents for which a response is requested are marked with a red exclamation point.

The document summary provides information on the current document, such as the health plan that sent the document, the document category, line of business, document name, and received and expiry dates. Document routing and tag information is also displayed. Users can expand the window to see any hidden information.
Sensitive Health Information
Disclaimer

• When a member has a sensitive health condition, the disclaimer, “State and Federal laws preclude the inclusion of information related to behavioral health, HIV-related and or drug and alcohol medications and treatments addiction.” will appear in the alert and the “reason” for admission will display as blank.

• If the HIE does not provide a diagnosis, and diagnosis is unknown, the reason will also display as blank but the disclaimer will not appear.

If this member was seen for a sensitive health related condition the “Reason” for admission would display as blank
Patient Document Workflow
Accessing ADT Alerts via Patient Clinical Documents Workflow

In addition to ADT alerts, there are also Care Gaps and Intensive Case Summary alerts. All three alerts will be displayed in Patient Clinical Summary.

Select Patient Clinical Documents to see patient alerts.
Navigating the Patient Clinical Documents Screen

Click on the name of the person to see alerts for that patient.

- **Sorting Options**
- **Unread Document**
- **Number of Documents**
- **Document Tag**
- **ADT Document Category**
You can filter by the following categories:
- Patient’s last name
- PCP
- Date Received
- Response Status
- Health Plan
- Document Category
- Line of Business
- Document Tags

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- Patient’s last name
- PCP
- Date Received
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- Line of Business
- Document Tags

Type “ADT” in Document Tags to see your alerts.
Eligibility and Benefits Workflow
ADT Alerts via E&B Workflow

Search the member’s health plan

Click Eligibility and Benefits under the workflow for this plan.

Workflows for this Plan

Eligibility and Benefits

Search Patient by Member ID or full name and date of birth

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 HCN # in the Member ID field.

Search by Member ID

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<th>Member ID</th>
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OR

Search by Name

<table>
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<th>Last Name</th>
<th>First Name</th>
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<table>
<thead>
<tr>
<th>Date of Birth</th>
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<td>mm/dd/yyyy</td>
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<table>
<thead>
<tr>
<th>Date Of Service</th>
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<td>11/02/2017</td>
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Member Clinical Summary
Each member’s Member Clinical Summary will automatically updated with hospital admissions and discharges.
Hover over Report Inquiry and select Member Clinical Summary.

Select Member Clinical Summary as your report.

Confirm that you are authorized to view clinical information.
You will be able to view ADT activity that has occurred over the last 3 months.

Enter your search criteria

- Choose your Provider Group
- Enter the Member ID and select either a PDF or an EHR as your report type.
The sensitive health disclaimer will also appear on the member clinical summary if the member has been diagnosed with a sensitive health issue. The reason for the admission will appear as blank. If the HIE does not provide the diagnosis, the reason will also display blank but the disclaimer will not appear.

Updated hospital admissions and discharges
Sensitive Health Information Disclaimer

- When a member has a sensitive health condition, the disclaimer, “State and Federal laws preclude the inclusion of information related to behavioral health, HIV-related and or drug and alcohol medications and treatments addiction.” will appear in the alert and the “reason” for admission will display as blank.

- If the HIE does not provide a diagnosis, and diagnosis is unknown, the reason will also display as blank but the disclaimer will not appear.

If this member was seen for a sensitive health related condition the “Reason” for admission would display as blank.