



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas District of Columbia Providers

Date: February 12, 2018

Subject: New functionality allows AmeriHealth Caritas District of Columbia providers to resolve patient Care Gaps electronically through NaviNet

Summary: Effective immediately, AmeriHealth Caritas District of Columbia providers will be able to resolve Care Gaps by entering information in NaviNet for services you have provided. Read on for more information about this new functionality, and see our **Care Gap Response Form Provider Guide** in the Provider/NaviNet section of our website for step-by-step instructions on accessing and completing the **Care Gap Response Form**.

Background:

We're pleased to announce a new functionality in NaviNet for faster, simpler closing of Care Gaps for your patients, our members. This solution will reduce paperwork and enable more frequent status updates of Care Gaps. You no longer need to print and complete a worksheet and fax it back to us to resolve Care Gaps. Instead, the new **Care Gap Response Form** allows you to close Care Gaps by entering information in NaviNet for services that you have provided. You must attach supporting documentation in the **Care Gap Response Form**.

After you submit the information, our quality team will review and confirm that it resolves the Care Gap. If additional information is needed to validate the service provided, you will be notified in NaviNet.

Once you've logged in to NaviNet, check the **Activity** tab to see alerts for Care Gaps that need your response. Clicking on **Response Requested** in the **Activity** window takes you to the **Care Consideration Detail** screen, where you can click on **Resolve Care Gaps** and enter information. You can click on **Patient Clinical Documents** under the **Workflow** tab to see the list of members with Care Gaps. You can also see Care Gaps for your patients through **Eligibility and Benefits Inquiry**, and on the **Member Clinical Summary** and **Care Gap Query Report**.

For more information on viewing and closing Care Gaps, including how to navigate the **Care Consideration Details** screen, see our **Care Gap Response Form Provider Guide** by visiting the Provider section of our website, clicking the NaviNet portal link. The provider guide is located in the **NaviNet Resources** section.



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Action Needed:

Effective immediately, use the new **Patient Clinical Documents** workflow to navigate to the **Care Gap Response Form**. Here you will be able to enter information on services you have provided.

In conjunction with this upgraded functionality release, the health plan will no longer accept fax submissions of the Care Gap Worksheet. Effective immediately, you will no longer be able to fax the Worksheet back. Instead, you will need to log-in to NaviNet and complete the **Care Gap Response Form**.

Questions:

If you have questions about this communication, please contact your provider account executive.