



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas District of Columbia Providers

Date: April 18, 2016

Subject: **AmeriHealth Caritas DC announces enhancements to NaviNet Plan Central, Eligibility and Benefits, and Claim Status Inquiry**

Summary: NaviNet is upgrading the Plan Central, Eligibility and Benefits, and Claims Status Inquiry transactions for easier navigation. Beginning **May 12, 2016**, you will see the following enhanced features.

Plan Central: Easily view the latest updates as well as quick access to:

- **FAQs.**
- **Hours of Availability and Contact Information for the Plan.**
- **Quick Links to Provider Tools.**

Eligibility and Benefits: View eligibility status and date, benefit information for different services, and patient details.

- **Screen Header:** The patient's name, gender, and date of birth are displayed prominently at the top of the screen to confirm you are viewing details for the correct patient.
- **Patient Details Window:** You can view more details about the patient by choosing View Patient Details at the top of the screen. This link opens the Patient Details window, which displays patient demographic information and subscriber details.
- **Eligibility Status Bar:** The overall coverage status of the patient appears in large font for quick confirmation. The eligibility date (start date or range) is shown to the right of the eligibility status.
- **Services Menu:** A list of services supported by the health plan is displayed. Services are listed alphabetically, and the currently selected service is always highlighted in the Services Menu. You can choose a service to see benefit details for the patient in the Details Section to the right of the menu.
- **Details Section:** When you select a service in the Services Menu, the Details Section shows benefit details for the patient. The header displays the name of the service selected.

Claim Status Inquiry: Access real-time, detailed claim status information, which can eliminate the need to make phone inquiries. You can check claim status at any time following a claim submission, for all claims, regardless of submission method.

- **Screen Header:** The patient's name and date of birth are displayed prominently at the top of the screen to confirm you are viewing details for the correct patient.
- **Claim Status Bar:** Current claim status, overall claim status, and status details are displayed.
- **Claims Summary Section:** The most important details of the claim, including the total charge from the provider and the amount paid by the health plan, are prominently displayed.
- **Service Line Details Section:** Details of the individual claim service line are displayed.
- **Additional Payment Details:** The allowed amount, amount applied to member responsibility, and explanation of benefits description are displayed for each line item.

Questions? You can find additional information on NaviNet Plan Central in the *NaviNet Enhancements Training Guide*, which gives you detailed previews of the new screens. As always, feel free to contact your provider account executive with any questions.