



## ADDITIONAL GUIDANCE ABOUT CLOSING CARE GAPS IN NAVINET

We've heard from you, and we are glad you are using the new **Care Gap Response Form** functionality in NaviNet to close Care Gaps. Based on some of your feedback, we wanted to provide additional information.

### Which Care Gaps can I resolve in the NaviNet Care Gap Response Form?

Please see the list below for Care Gaps that you can close in NaviNet using the **Care Gap Response Form**. These Care Gaps are based on Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) measures and can impact your quality scores and pay for performance reimbursement, if applicable.

Diabetes eye exam	Childhood Immunization Status (CIS) (complete CIS series or any submeasure) <ul style="list-style-type: none"> <li>• Hepatitis B vaccination series</li> <li>• Chicken pox vaccine</li> <li>• Diphtheria/tetanus/pertussis vaccine (DTap)</li> <li>• Haemophilus influenzae type B vaccine</li> <li>• Measles/mumps/rubella vaccine</li> <li>• Pneumococcal conjugate vaccine</li> <li>• Polio vaccine</li> </ul>
Diabetes microalbumin test	
Diabetes HbA1C test	
Members with a diagnosis or medication that requires a diabetes HbA1C screening	
Adolescent well care	
Chlamydia screening in women	
Breast cancer screening	
Cervical cancer screening	
Lead screening in children	
Well child visit 3 to 6 years	
Well child visit 15 months	

- Care Gaps other than those listed above cannot be closed using the **Care Gap Response Form**. Instead, those Care Gaps will close successfully upon receipt of a claim for the related service.
- For more information about the documentation that must be submitted to close a given Care Gap, please see our ***NaviNet Care Gaps Documentation List*** on NaviNet Plan Central.

### Why can't I see Care Gaps for my patients in NaviNet?

- If you are having trouble accessing Care Gaps for your patients, make sure you have completed the User Attestations. This important step confirms that you are authorized to access the applicable Protected Health Information.
- You must complete the mandatory User Attestation for both the **Billing Entities** and **Clinicians** associated with your practice to see Care Gaps for corresponding patients. **Note: NaviNet will display Patient Clinical Documents only for those Billing Entities and Clinicians that you have attested to be authorized to access.** For step-by-step instructions on completing the User Attestation, see our guide ***How to Complete the User Attestation***, posted on NaviNet Plan Central.

## Why are there more Care Gaps on the Care Gap Query Report than in Patient Clinical Documents or on the Activity tab?

The Care Gap Query Report displays all Care Gaps for your patients, whether or not these Care Gaps can be resolved in the NaviNet Care Gap Response Form. The report indicates which Care Gaps can be resolved in NaviNet by showing Response Required in the **Care Gap Update Status** column, as shown below.

Health Plan		Care Gap Query Report						MM/DD/YYYY ID #-Provider Group
Provider ID	Member ID	Date of Birth	Member Information	Service	Status*	Rule of Frequency	Last Service Date	Care Gap Update Status
XXXXXXXX	XXXXXXXX	MM/DD/YYYY	MEMBER NAME MEMBER ADDRESS CITY, STATE ZIP PHONE NUMBER	Annual Hearing Test	Overdue	At least once per year	09/03/2015	
XXXXXXXX	XXXXXXXX	MM/DD/YYYY	MEMBER NAME MEMBER ADDRESS CITY, STATE ZIP PHONE NUMBER	Annual Vision Screen Well Child Visit 3 to 6 Years	Overdue	At least once per year	08/03/2015 02/21/2017	Response Required
XXXXXXXX	XXXXXXXX	MM/DD/YYYY	MEMBER NAME MEMBER ADDRESS CITY, STATE ZIP PHONE NUMBER	Annual Hearing Test	Overdue	At least once per year	10/10/2016	
XXXXXXXX	XXXXXXXX	MM/DD/YYYY	MEMBER NAME MEMBER ADDRESS CITY, STATE ZIP PHONE NUMBER	Annual Hearing Test	Missing	At least once per year		
XXXXXXXX	XXXXXXXX	MM/DD/YYYY	MEMBER NAME MEMBER ADDRESS CITY, STATE ZIP PHONE NUMBER	Annual Vision Screen Well Child Visit 3 to 6 Years	Missing Overdue	At least once per year At least once per year	 01/18/2017	Response Required

Data Source: The data in the Care Gap Query is derived from claim information submitted to and processed by the health plan. The information may lag behind the actual delivery of services depending on when the claim was submitted and processed.

Only those Care Gaps marked as Response Required appear within your **Patient Clinical Documents** Workflow or your Activity tab. You can enter information for services provided to close Response Required Care Gaps within NaviNet following the instructions in the **Care Gap Response Form Provider Guide**.

### Questions:

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