

Keystone First Releases NaviNet Enhancements to the ICM Reimbursement Program

Based on your feedback, we are improving NaviNet functionality for the Intensive Case Management (ICM) Reimbursement Program. Effective December 14, 2017 providers will experience NaviNet enhancements designed to improve usability and streamline ICM activities.

The latest enhancements include:

- Access to ICM activities via new “Practice Documents” or “Patient Clinical Documents” workflows.
- Organization of pending activities in the “Practice Documents” or “Patient Clinical Documents” workflows, including the ability to filter by health plan, response status, date received, member, practice name, or document category/name.
- Expanded search and filter features in the Member List Report, including searching by member last name, member ID, or date of birth, and filtering by the type of action needed.
- Streamlined steps for multiple claims adjustments related to one member.
- **Effective December 14, 2017 PCPs must use the new workflow to complete ICM activities in the enhanced NaviNet environment.**

A step-by-step user guide to help complete ICM activities is posted on NaviNet Plan Central and in the NaviNet section of the Provider Center at www.keystonefirstpa.com → Providers → Resources → Go to NaviNet → NaviNet Features & Tools.

In conjunction with this NaviNet release, the paper submission process for ICM information will be retired. **After February 28, 2018, providers who currently submit ICM information via paper will need to log-in to NaviNet to complete ICM activities.**

If you have questions about this communication, please contact your Provider Account Executive.