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# Care Gap Response Form Provider Guide

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Please note that this guide contains fictitious member and provider data for illustrative purposes.

## Care Gaps Response Form

The Care Gaps Response Form functionality allows providers using the NaviNet portal to enter Care Gap resolution data online. This data will be captured and stored along with any supporting documentation. Providers will be able to retrieve and report on specific Care Gap changes. Verified Care Gap resolution updates will be applied in real-time within NaviNet to prevent Care Gaps from continuing to appear as alerts.
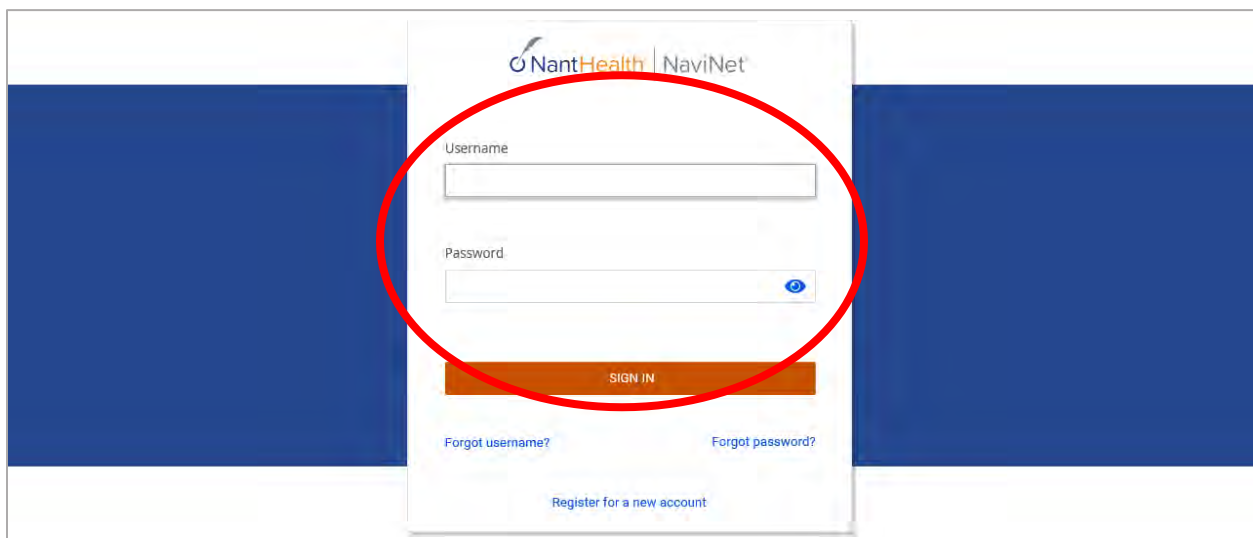
## Before You Begin

1. NaviNet Permissions - Contact your NaviNet Security Officer to confirm proper access and to enable Document Exchange.
2. Filter by Providers for Optimum Access

You can view and access documents submitted by all providers associated with your office, or you can specify a list of providers whose documents you prefer to see. You can save this list of providers to be used by default anytime you access the Patient or Practice Document dashboards. To learn more about your access options, please log into NaviNet and visit https://support.nanthealth.com/health-plans/navinet-open/user-guide/provider-filter.

## Log-In to NaviNet

1. Open your Internet browser.
2. Go to https://navinet.navimedix.com.
3. Log-in to NaviNet by entering your **Username** and **Password** and then clicking **Sign In**.

# Submit Care Gap Response Information via Patient Clinical Documents Workflow

Once you are successfully logged into NaviNet, you can see your alerts for unresolved Care Gaps by clicking on the **Activity** tab.
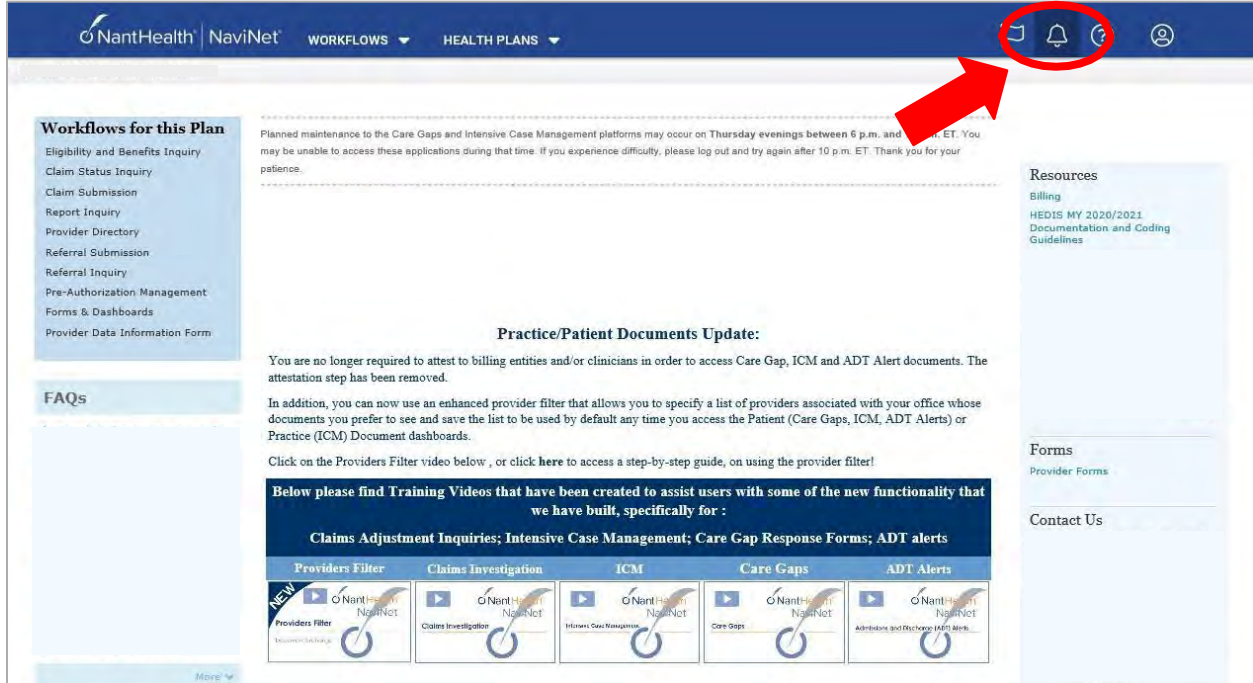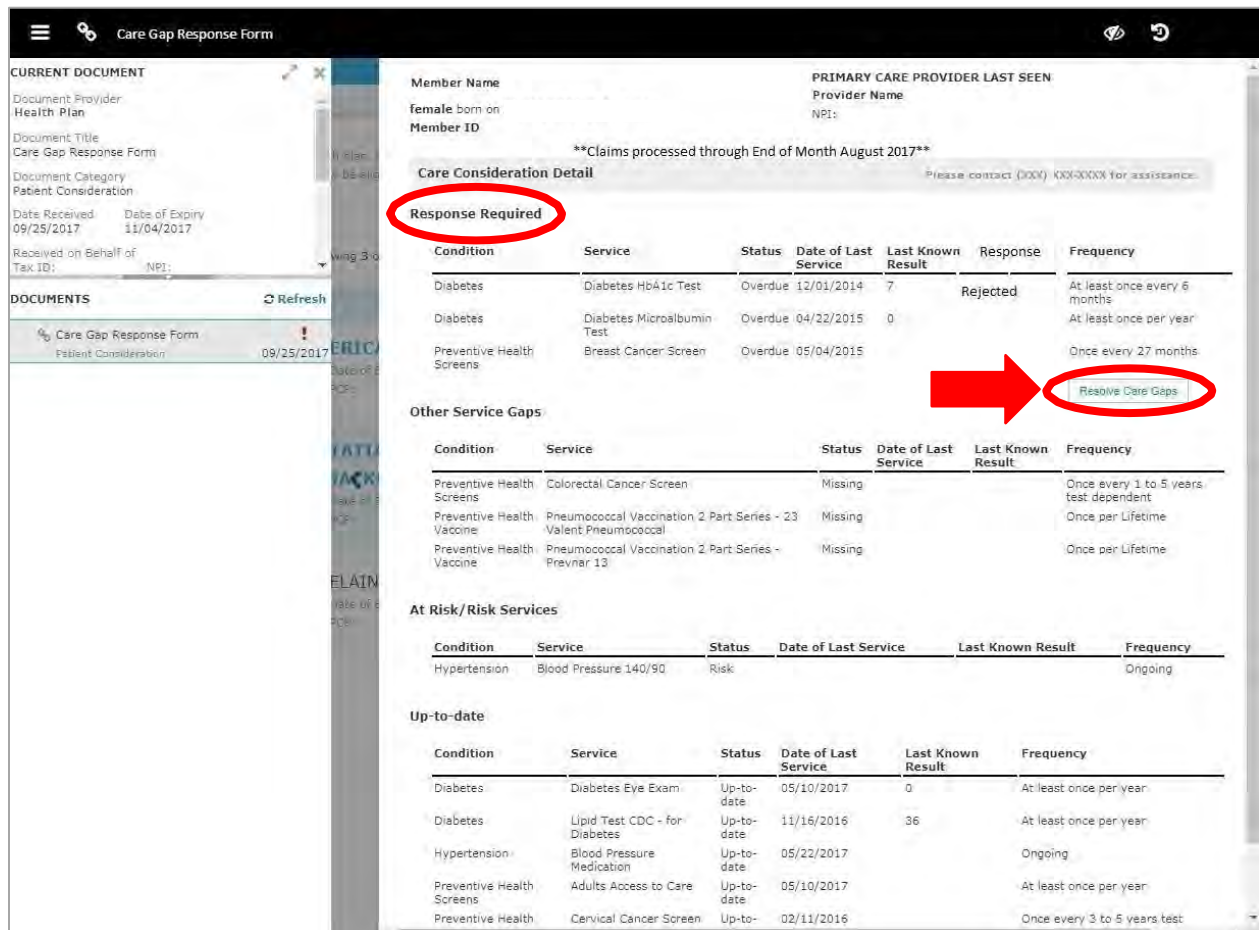


Note that under **Settings**, you can select the frequency you prefer for receiving pop-up notifications.
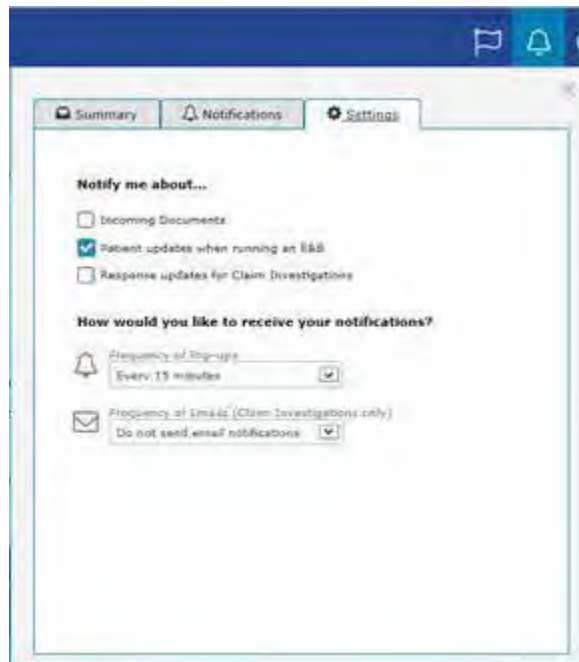
In the Summary tab of the Activity window, click on **Response Requested** or **Unread**. This opens the **Care Consideration Detail** screen. This screen contains detailed information on a patient's Care Gaps. The **Care Consideration Detail** screen automatically defaults to the first member on the list.
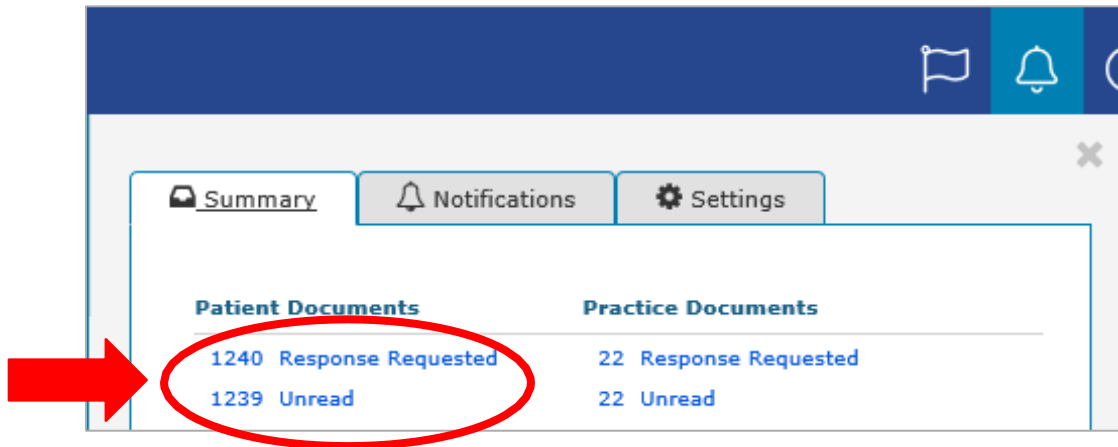


Review the **Care Consideration Detail** screen and click on **Resolve Care Gaps** to work on the actionable items under **Response Required**.

**Navigating the Screen**



**Toolbar**

- The top left side of the toolbar allows you to toggle to the full screen view.
- The top right side of the toolbar has an option that allows you to mark the current document as unread.

**Current Document**

- This section on the left side of the screen will allow you to view information such as:
    - Health Plan that sent the document
    - Document title
    - Document category
    - Line of business
    - Document name
    - Received and expiry dates
    - Documentation routing
    - Tag information
- You can expand the window to see any hidden information.

**Documents**

- Located mid-left screen is the documents section. This section allows you to view and enlarge the selected record by clicking on a document row link.
- Unread documents are highlighted with a blue bar and text.
- Documents for which a response is required are marked with a red exclamation point.

You can click on **Patient Clinical Documents** under the **Workflow** tab to see the list of patients with documents available for you to work.

**Filtering and Sorting**

You can filter the member list by:

- Patient last name
- PCP
- Date Received
- Response Status
- Document Category : Select Patient Consideration for Care Gaps.
  - Line of Business
  - Document Tags: Type Care Gap to filter the list on the same.



You can also sort the list by Patient's last name, Payer, and Last Document Received.

You can select any patient's name to open the **Care Consideration Detail** screen (below) for that patient.

The **Care Consideration Detail screen** will display all the Care Gaps for the selected patient as of the last month's load. You can see the patient's information, PCP (your) information, and Care Manager's name and number. If no Care Manager is assigned to the patient, you will see a phone number to call to participate in the "Let Us Know program" and receive support with reaching the patient.

Please respond to all the Care Gaps listed in the **Response required** section by clicking **Resolve Care Gaps**. This opens the **Care Gap Response Form** in a new pop-up window.

Any Care Gaps appearing in sections other than **Response required** are informational only.

On the **Care Gap Response Form** (below), you can see Member Details, PCP Assigned, and all the **Response Required** Care Gaps for this member.



**Completing the Care Gap Response Form**

Select the Care Gap to work by checking the box to the left of the Care Gap. Depending on the Care Gap type, you will be prompted to verify service delivery or request an exclusion.

You will be required to enter the **Date Complete** to confirm the service delivery, and you can add the **Result**, if appropriate. The **Result** field is not mandatory. To verify the service delivery for a specific Care Gap you will be required to attach one of the documents listed.

Note that:

- You may attach a maximum of two documents.
- The size of each document must be 3 megabytes (3 MB) or less.
- Accepted file formats are .jpg, .pdf, and .doc.

## Alert Service(s) - Due Soon/Over Due/Missing - Response Required

| | Service | Status | Date of Last Service | Last Known Result | Frequency | Provider Response Status |
|---|---|---|---|---|---|---|
| ☑ | Diabetes Microalbumin Test | Overdue | 4/22/2015 | 0 | At least once per year | |
| ☐ | Diabetes HbA1c Test | Overdue | 9/5/2017 | 7 | At least once every 6 months | Submitted |
| ☐ | Breast Cancer Screen | Overdue | 5/4/2015 | | Once every 27 months | |

## Service: Diabetes - Diabetes Microalbumin Test

Date Complete*

M/d/yyyy

Result (if appropriate)

250 characters remaining

Please attach one of the below documents to verify service delivery*
○ Copy of laboratory report
○ Copy of medical record displaying date of microalbumin test and result
○ Copy of medical record docmenting visit to nephrologist and visit date
○ Copy of medical record documenting renal transplant ESRD CKD
○ Copy of medication list showing prescription of ACE/ARB medication

[Choose File] No file chosen

[Upload Document]

You will have to attest that all the information on the form is true and accurate prior to submitting by checking the box below **Please Attest Below**.

Please Attest Below*
☐               hereby attest that the above information is true and accurate

Date
23/10/2017

Would you like assistance with this member?(optional)
◉ Yes
○ No

## Existing Supporting Documents

List of Supporting Documents uploaded and Submitted in an earlier session

| Document Link | Document Type |
|---|---|

**Requesting an Exclusion**

The provider can request an exclusion for Care Gaps such as the Breast Cancer Screen, Cervical Cancer Screen, and Chlamydia Screen in women. If you are reviewing one of these Care Gaps and need to request an exclusion, click on **Request an exclusion.** The form will populate with the documentation needed based on the selected Care Gap, and you will attach the supporting documentation.

**Reviewing the Status of a Care Gap**

Once you have submitted the **Care Gap Response Form**, a Quality Reviewer from our team will review the information provided and return a status of Approved or Rejected based upon the attached documentation. Once the Care Gap Response has been approved, the record or alert will no longer appear in your queue. Any approved record will move to the "up-to-date" section in the **Care Consideration Screen** for that member, while rejected responses will show Rejected in the **Response** column.

The Care Gap status can be reviewed in the **Response** column of the **Care Consideration Detail** screen. This field will display one of the following:

- Saved/not submitted: You have saved your response but did not submit it yet.
- Submitted: You have completed all necessary steps and submitted the information.
- Response Required: You have not yet responded to the Care Gap.
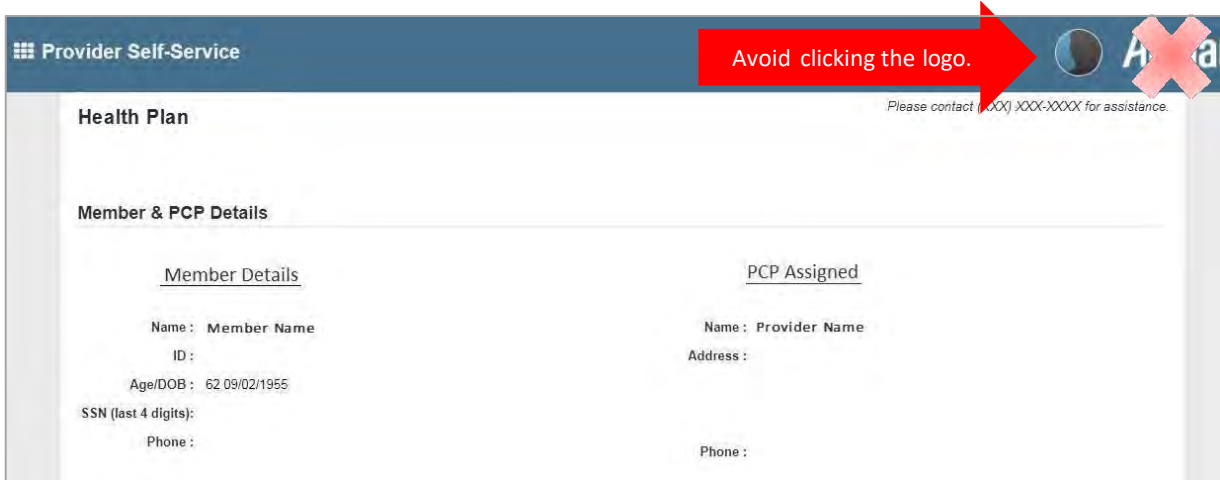- Rejected: Your response has been rejected by the Quality Reviewer.



If your Care Gap Response is rejected:

- You will see a new alert in the **Activity** tab in NaviNet.
- On the **Care Consideration Detail** screen for that patient, you will see the status in the **Response** column as **Rejected**.
- Once in the **Care Gap Response Form**, select the rejected Care Gap and read the Quality Reviewer's notes before resubmitting your response.
- The notes grid in the form will include all previous comments related to the Care Gap from both you and the Quality Reviewer.
- You can click **Resolve Care Gaps** to work that Care Gap again.

The Care Gap will not be removed from your list until approved by the Quality Reviewer.

**Important Notes**

- Once the Care Gap Response Form has been completed you can choose to **Submit** or **Save for now**. Responses saved for now will remain active for 30 days only.
- Avoid clicking on the **Appian** logo on the **Care Gap Response Form** as this will cause the the screen to auto-refresh.



- When the **Care Gap Response Form** remains inactive for more than 60 minutes, a pop-up warning will appear to notify you that your session is about to expire. To remain active, select **Resume** within 5 minutes of the notification to continue to work the Care Gaps.



- The form will time-out within 5 minutes if you do not click **Resume.** The log in screen below will appear once you have timed out. You will need to close this window and instead log into NaviNet.

# Access Care Gap Information via Eligibility and Benefits Inquiry

Alert-related information on a member will be available to the PCP via the **Eligibility and Benefits Inquiry**.



Afterselecting yourhealth plan, enter the member's ID or search by a combination of name and date of birth.

The resulting **Patient Details** screen will have a section with the Care Gap Alert noted as a **Critical Quality Incentive** for that member. A read only version of the Care Gap worksheet willappear once the pop-up alert is selected. The write and fax functionality will not be available on this worksheet.

Click on **Clinical Documents** to address any Care Gaps for that member. This link will open **the Care Consideration Detail** screen for that member. This link may take some time to appear due to the amount of data located under **the Care Consideration Detail.**

## Access Care Gap Information via Care Gap Query Reports

Login to NaviNet and choose the desired health plan.



Select **Report Inquiry** from the left-hand pane and choose **Clinical Reports** from the dropdown menu.

Select **Care Gap Query** from the dropdown menu and make appropriate selections on the following screen to receive the detailed Care Gap report. The **Care Gap Query Report** will display all of that member's Care Gaps.



**Important Notes**

The **Care Gap Query Report** displays the complete data set for Care Gaps by default. The following reports are sub-sets of the **Care Gap Query Report**. All of these reports are read-only.

- HEDIS Improvement Query
- Member Alert Standalone Care Gap Request

Single Care Gap QueryEach of these reports displays the following columns:

- Provider ID
- Member ID
- Date of Birth
- Member Information
- Service, Status
- Rule of Frequency
- Last Service Date
- Care Gap Update Status

# Access Care Gap Information via the Member Clinical Summary Report

Log-in to NaviNet and select a health plan. Select **Eligibility and Benefits Inquiry** option.



Enter the Member ID. On the **Patient Search** screen, click on **View Member Clinical Summary**.
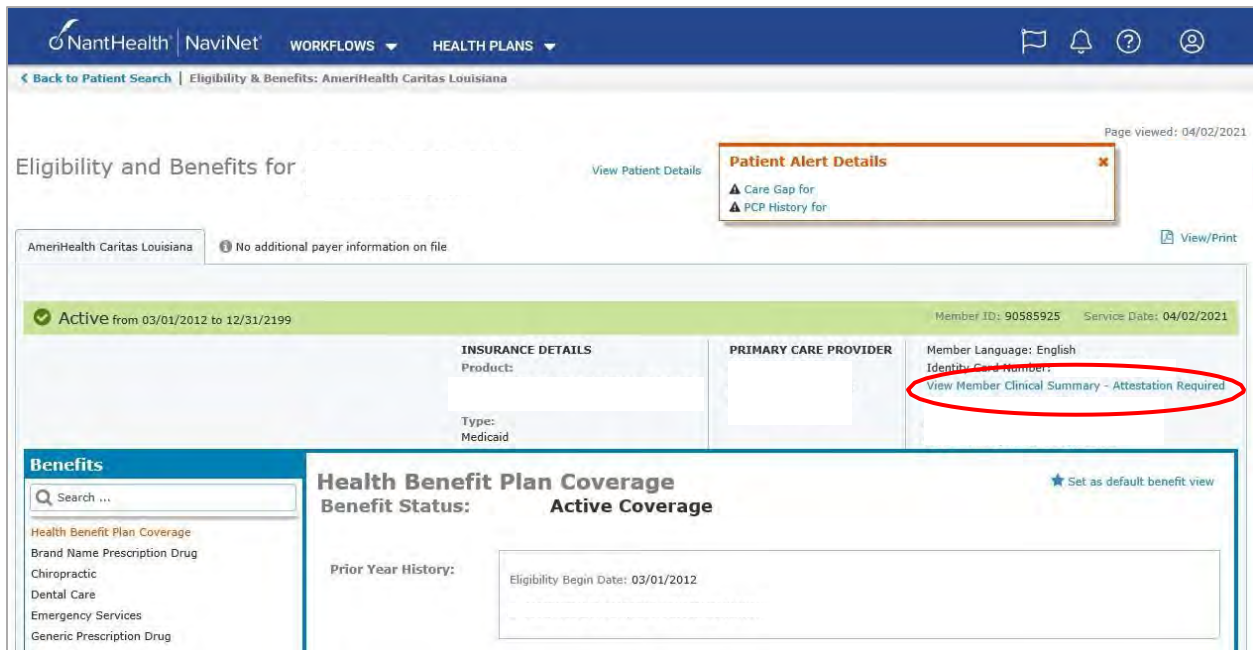


The **Member Clinical Summary** will show Care Gap statuses as *compliant* and *non-compliant*.

| Gaps in Care | | | | | |
|---|---|---|---|---|---|
| Condition | Service | Status | Last Service | Next Service | Rule |
| Hypertension | Blood Pressure 140/90 | Compliant | | | Ongoing |
| Hypertension | Blood Pressure Medication | Compliant | 3/18/2017 | | Ongoing |
| Preventive Health Screens | Colorectal Cancer Screen | Non-compliant | | | Once every 1 to 5 years test dependent |

**Please Note:** Perform RX care gaps will show additional statuses of *Up-to-date*, *Series Incomplete*, or *Missing*.