

**To:** AmeriHealth Caritas Louisiana Primary Care Providers

**Date:** August 1, 2018

**Subject:** Now Launching – Improvements to Intensive Case Management (ICM) Program Activities in NaviNet

**Summary:** This month we are launching a few improvements to the Intensive Case Management (ICM) claim adjustment functionality in NaviNet. Read on to learn more about these updates.

**Update:**

AmeriHealth Caritas Louisiana primary care providers will now experience the following enhancements when completing ICM claim adjustments in NaviNet:

- **Diagnosis Code Descriptions** – When reviewing Claim Details on the Claim Adjustment screen, you will now see the *diagnosis code descriptions* automatically appearing on the screen, in addition to the diagnosis codes. **Impact:** Easy reference to this additional information will help you to verify coding accuracy.
- **Auto Population of User Identifiers** – Previously, when submitting a claims adjustment, users were asked to manually input a telephone number as an identifier. With the latest enhancements, this step now includes *auto population of the telephone number identifier* associated with the user’s ID. **Impact:** You will no longer need to key in your telephone number as an identifier with each adjustment; simply confirm that the auto populated number is correct.
- **Limitation of Gender-Specific Diagnosis Codes** – The claim adjustment functionality now includes logic to limit the available gender-specific diagnosis codes to those codes that align with the patient’s gender as reported on the claim. **Impact:** For example, if you are working a claim for a female patient, you will no longer be able to select male-specific diagnosis codes when making adjustments to that claim.

**Additional Resources:**

For more guidance on using NaviNet to complete ICM activities, including claim adjustments and member appointment scheduling, please watch for new **NaviNet ICM Training Videos**, coming soon to NaviNet Support.

**Questions:**

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana’s Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.