# NAVINET DISENROLLMENT REPORT

Accessing disenrollment reports on NaviNet



Delivering the Next **Generation** of Health Care

### Access NaviNet Production Environment



- Log in to NaviNet Production Environment (<u>https://identity.navinet.net/).</u>
- Select Health Plans from the upper toolbar.
- Using the drop-down menu option, select "AmeriHealth Caritas North Carolina".

#### Access Administrative Reports



- Navigate to the Sidebar Workflows for this plan menu.
- Select Reports Inquiry> Administrative Reports.

Health Caritas North Carolina		
Vorkflows for this Plan	Planned maintenance to the Care Gaps and Intensive Case Management platforms may occur on Thursday evenings between 6 p.m. and 10 p.m. ET. You may be unable to access these applications dur that time. If you experience difficulty, please log out and try again after 10 p.m. ET. Thank you for your patience.	mg AmeriHealth Caritas
eport Inquiry	Administrative Reports	North Carolina
rovider Directory harmacy Authorizations orms & Dashboards	Financial Reports Member Clinical Summary Reports	Hours of Availability Mon-Fri: 8:00am-6:00pm ET Sat-Sun: 9:00am-5:00pm ET
e-Authorization Management	Welcome AmeriHealth Caritas North Carolina providers to the <b>NaviNet Plan Central Page</b> , your connection between our secure, easy-to-use provider por and the AmeriHealth Caritas North Carolina website. These tools will assist you in providing the best care possible for our members.	tal Resources How are we doing?
AQs		
How do I change my password?	and member panel rosters (for primary care providers).	<sup>1,</sup> Contact Us AmeriHealth Caritas North
I cannot remember my password.	June 10 — AmeriHealth Caritas North Carolina Plan Central Page will be available	Carolina 8041 Arco Corporate Dr
How do I set up additional Health	June-17 — Preauthorization Management will be available	Raleigh, NC 27617
What are the roles and esponsibilities of a Security Officer?	<ul> <li>July 1 — The following functionalities will be available:</li> <li>Eligibility and Benefits</li> </ul>	1-888-738-0004 (TTY 1-866- 209-6421) Credentialing 1-833-559-2262 Utilization Management
How do I enable or disable ermissions for users in my office?	Claim Status Inquiry     Claim Investigation	Provider Services Fax 1-833-581-2262 UM Prior Authorization Fax:
How do I add new users to my fice?	Report Inquiry     Provider Directory	1-833-893-2262

#### Select Disenrollment Report



• Select Disenrollment Report from the drop-down menu.



#### Select Disenrollment Report



- Select the Provider Group from the drop-down menu.
- Select Report Type
- Click 'Search'

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ÖNantHealth <sup>®</sup> NaviNet <sup>®</sup> workflows -	HEALTH PLANS 🔻
AmeriHealth Caritas North Carolina   Administrative Reports Inquiry   Report Selection   Report Search	
AmeriHealth Caritas North Carolina Instructions Please enter your search criteria, and click "Search". * Indicates Required Fields. NOTE: if your browser has an active popup blocker you may need to turn it off to receive the report.	<b>Disenrollment Report</b> v. 1.0.0
Provider/Member Information * Choose a Provider Group Group Name - PIN ✓ Select Report Type Ourrent OPrevious	
Last Update: 09/29/2021 v.1.0.0	Search Exit Clear

## Sample Disenrollment Report



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о́NantHealth <sup>®</sup>   NaviNet <sup>®</sup> workflows -	HEALTH PLANS 👻
AmeriHealth Caritas North Carolina   Administrative Reports Inquiry   Report Selection   Report Search	
AmeriHealth Caritas North Carolina Instructions Please enter your search criteria, and click "Search". * Indicates Required Fields. NOTE: if your browser has an active popup blocker you may need to turn it off to receive the report.	<b>Disenrollment Report</b> v. 1.0.0
Provider/Member Information         * Choose a Provider Group Group Name - PIN          Select Report Type          Orrent Orevious	
Last Update: 09/29/2021 v.1.0.0	Search Exit Clear
Provider Member Disenrollment Report	

Provided by: AmeriHealth Caritas North Carolina



North Carolina

MEMBER ID	LAST NAME	FIRST NAME	PCP NAME	PROVIDER TIN	MEMBER DISENROLLMENT DATE	REASON FOR DISENROLLMENT	REASON FOR DISENROLLMENT DESC	DISENROLLMENT
9999999999	DOE JR.	John	SAMPLE MEDICAL GROUP	SAMPLE MEDICAL GROUP (0200000)	12/31/2021	MCS001	Standard Plan Mandatory	10/19/2021
9999999901	DOE	JANE	SAMPLE MEDICAL GROUP	SAMPLE MEDICAL GROUP (0200000)	11/30/2021	MCS001	Standard Plan Mandatory	10/19/2021