



Document Exchange ADT Alerts

About this User guide

ADT (admission and discharge) alerts are now available on NaviNet. This new feature will allow providers to see when our members have either been treated at an emergency room or admitted to the hospital within the last 7 days.

There are two types of alerts; **emergency room** and **inpatient**. You can access ADT alerts through four NaviNet functionalities:

- Activity Tab
- Patient Clinical Documents workflow
- Eligibility and Benefits workflow
- Member Clinical Summary workflow

This user guide provides step-by-step instructions on how to access your ADT alerts in all four functionalities.

Activity Tab

Sign in to NaviNet

Sign in to NaviNet at <https://navinet.navim edix.com> with your user name and password

NantHealth | NaviNet

Sign In

Username:

Password:

Sign In

[Forgot your password?](#)

[Forgot your username?](#)

Getting Started with NaviNet

[Trouble Logging In?](#)

[Sign Up](#)

[What Plans Participate?](#)

All-Payer Access: Connect with 750+ Plans

Re-Save Bookmarks **New IVR Message** **Discontinued Support of Windows Vista**

NantHealth | NaviNet AllPayer ACCESS

Start 2018 a Step Ahead

Get access to patients' eligibility and benefits information for **750+ plans and Medicare** without having to pick up the phone.

Request Pricing

ICD-10 READY

NaviNet is ICD-10 compliant. For information regarding plan-specific implementation of this federal mandate, please refer to plan-supplied documentation or visit the plan's website for details.

Are You In The Loop?

Make sure you don't miss out on our important updates. Update your email address today by logging in and going to **My Account** and clicking **About Me** to receive important updates and information.

Are You Sharing Login Credentials?

HIPAA guidelines prohibit users from sharing login information. If you are sharing login credentials, please contact your NaviNet Security Officer to be added as a user. Don't know the name of your Security Officer? Log in and go to **My Account** and click **My Security**. There is no additional charge for adding users.

Accessing ADT Alerts via the Activity Tab

The screenshot displays the NantHealth NaviNet user interface. At the top, the navigation bar includes the NantHealth logo, NaviNet, and links for Home, Help, Contact Support, and Feedback. A red box highlights the user profile area in the top right corner, which shows 'Welcome, Jennifer' and a bell icon labeled 'Activity'. Below the navigation bar, the left sidebar contains a 'Workflows' dropdown menu with options for 'My Health Plans', 'Patient Clinical Documents', 'Practice Documents', and 'Prescription Savings'. Below this is a 'My Links' section with an 'Edit' button and a description: 'My Links' allows you to add bookmarks for any websites that you frequently visit. A '+ Add your first Link' button is also present. The main content area features a large banner for 'Start 2018 a Step Ahead' with a 'Request Pricing' button. Below the banner are three sections: 'Where is the list of Health Plans?' (with a hand pointing to the Workflows menu), 'Learn all about the exciting changes in NaviNet.' (with a checklist icon), and 'Looking for NaviNet Help?' (with a magnifying glass icon). On the right side, there are sections for 'Top Support FAQs' and 'Support Videos'.

NantHealth NaviNet

Home | Help | Contact Support | Feedback

Welcome, Jennifer

Activity

Workflows

My Health Plans

Patient Clinical Documents

Practice Documents

Prescription Savings

My Links

Edit

'My Links' allows you to add bookmarks for any websites that you frequently visit.

+ Add your first Link

Start 2018 a Step Ahead

Get access to patients' eligibility and benefits information for 750+ plans and Medicare without having to pick up the phone.

Request Pricing

Where is the list of Health Plans?

Find it in the top left corner under **Workflows**.

Learn all about the exciting changes in NaviNet.

Watch Video Now >>

Looking for NaviNet Help?

You'll find it in the left-hand corner.

Learn More Now >>

Top Support FAQs

All Top Support FAQs

- Why are my NaviNet bookmarks broken?
- How do I add a provider to my office?
- How do I find my Aetna EOBs?
- How do I update my office address with my health plans?
- How do I add new users to my office?
- How do I add a health plan to my office?
- How do I enable or disable permissions for users in my

Support Videos

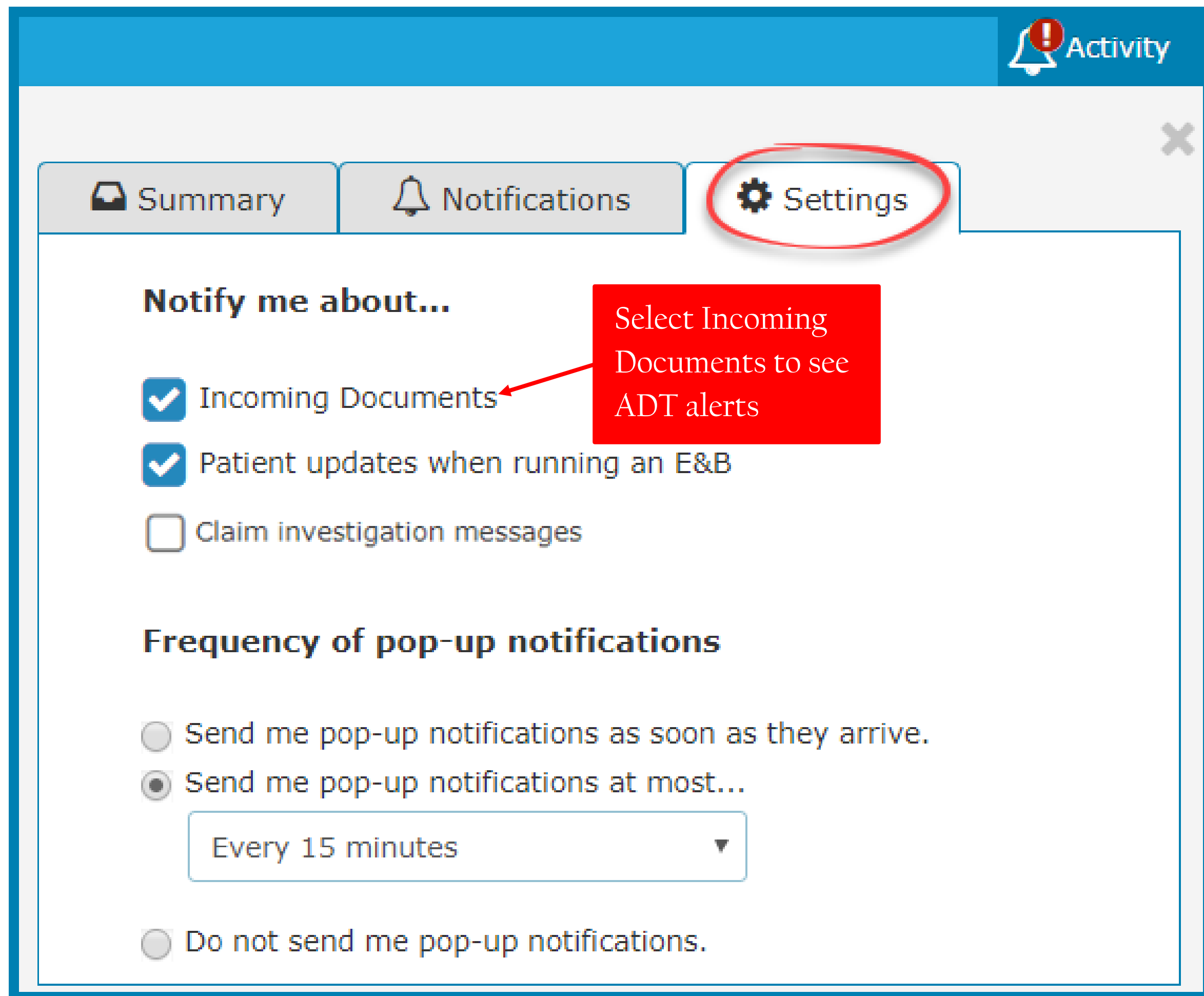
All Support Videos

Click on the Activity Tab in the upper right hand corner of your screen.

TURN ON YOUR NOTIFICATIONS

Notifications must be turned on in order to see ADT and other alerts. Turning your notifications on is easy. First, select the “Settings tab”.

Next, select the type of notifications you would like to see and how often you would like to see them.



The screenshot shows the 'Activity' window with three tabs: 'Summary', 'Notifications', and 'Settings'. The 'Settings' tab is selected and circled in red. Below the tabs, the 'Notify me about...' section has three checkboxes: 'Incoming Documents' (checked), 'Patient updates when running an E&B' (checked), and 'Claim investigation messages' (unchecked). A red callout box points to the 'Incoming Documents' checkbox with the text 'Select Incoming Documents to see ADT alerts'. Below this, the 'Frequency of pop-up notifications' section has three radio button options: 'Send me pop-up notifications as soon as they arrive.' (unchecked), 'Send me pop-up notifications at most...' (selected), and 'Do not send me pop-up notifications.' (unchecked). The selected option has a dropdown menu showing 'Every 15 minutes'.

Activity

Summary Notifications **Settings**

Notify me about...

- ☒ Incoming Documents
- ☒ Patient updates when running an E&B
- ☐ Claim investigation messages

Frequency of pop-up notifications

- ☐ Send me pop-up notifications as soon as they arrive.
- ☒ Send me pop-up notifications at most...
Every 15 minutes
- ☐ Do not send me pop-up notifications.

Select Incoming Documents to see ADT alerts

Next, select the “Notifications Tab”.

Hover over the bottom section of the notification and a “View Documents” tab will pop up. Click on the tab to view or print your ADT alerts.

Activity

Summary

Notifications

Settings

Patient Documents Available - Response Requested (2)

2 patient documents have arrived. Your response is requested.

29 minutes ago

View Documents

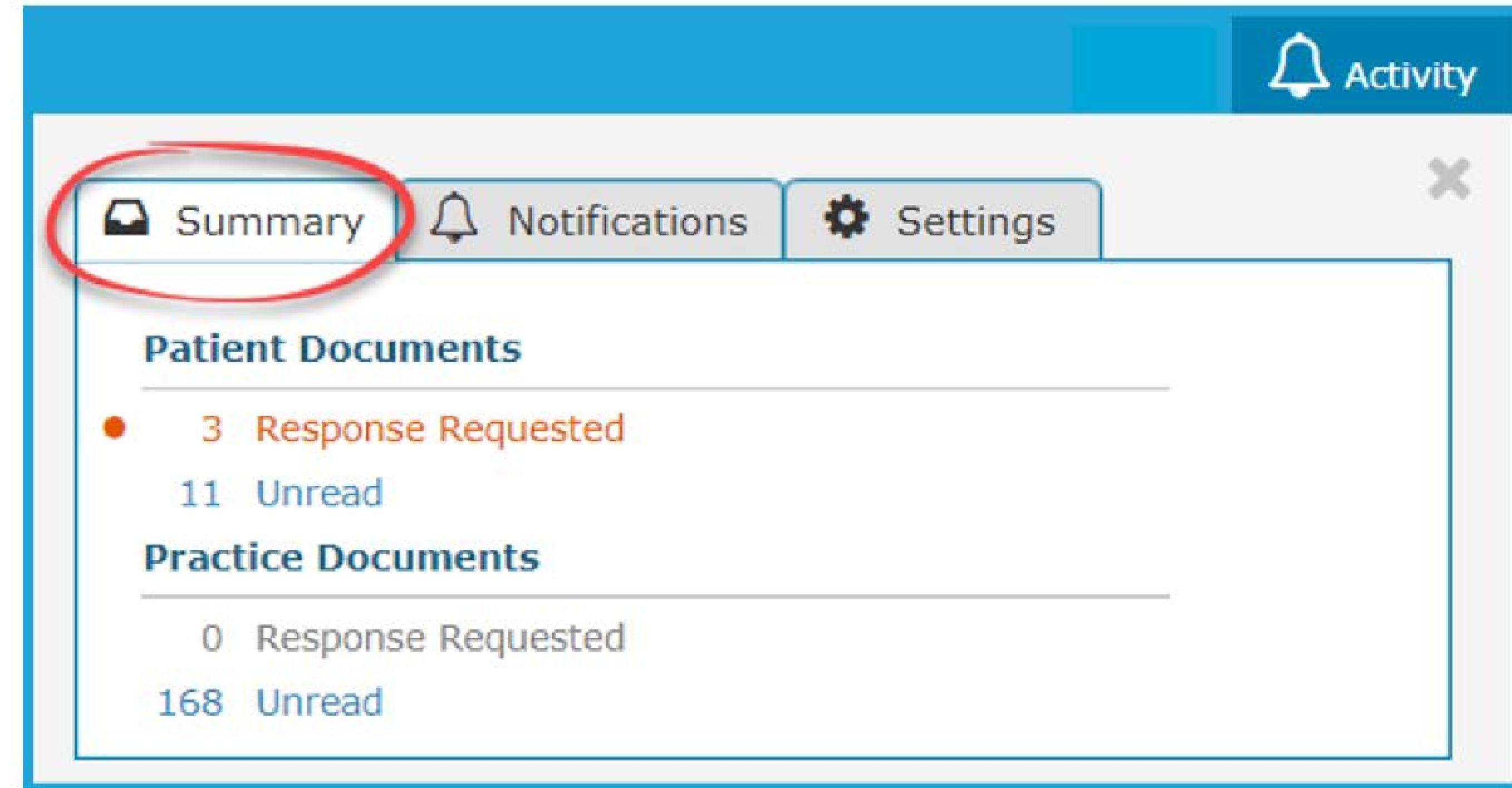
Patient Consideration

A new Patient Consideration from "Health Plan" is available for LACI SMITH .

1 hour ago

The Summary tab will advise you how many notifications you have received.

Click on the selection you are interested in to see the entire notification previously displayed under the notifications tab.



Toolbar -

- The left side of the toolbar allows the user to toggle for a full screen view and shows the current document's file type and title. The right side allows the user to mark the current document as unread.

Document List

- Shows the documents you have selected. Clicking a document row displays the document in the document viewer.
- Unread documents are highlighted with a blue bar and text.
- Documents for which a response is requested are marked with a red exclamation point.

Current Document Summary

- Gives information on the current document, such as the health plan that sent the document, provides the document category, line of business, document name, and received and expiry dates. Document routing and tag information is also displayed. Users can expand the window to see any hidden information.

EXAMPLE OF AN ADT ALERT

☰

Toggle Full Screen View

Emergency Room Alert Smith Medical Center

Toolbar

Mark Unread

View History

Close Viewer

CURRENT DOCUMENT

Document Provider
Health Plan

Document Title
Emergency Room Alert Smith Medical Center

Document Category
Patient Consideration

Date Received
10/27/2017

Date of Expiry
11/03/2017

Received on Behalf of
Tax ID 123456789 NPI: 9876543210

Patient Name
LACI SMITH
55555555

Primary Care Physician
JAMES TONI

Line of Business
Medicaid

Document Tags
ADT

Expand

Emergency Room Alert- Smith Medical Center

Member ID: 55555555

Member Name: LACI SMITH

Facility Name: Smith Medical Center

Date of Birth: 01/01/2000

Admit Date Time: 10/19/2017 12:00:00 :00 AM

Discharge Data Time: 10/19/2017 12:00:00 :00 AM

Reason: Hypertension

Alert Type: Emergency

Event Type: DISCHARGE

Pregnancy Indicator: Y

High Risk Indicator: Y

Readmission: N

Alt. Phone Number: 888-888-8888

Document Summary

DOCUMENTS

Refresh

Emergency Room Alert Smith Medical Patient Consideration 10/27/2017

Document List

Document

Sensitive Health Information Disclaimer

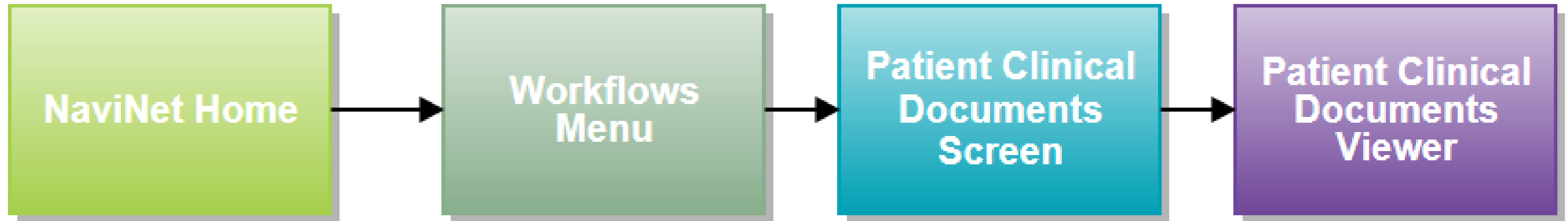
- When a member has a sensitive health **condition, The disclaimer, “State and Federal laws preclude the inclusion of information related to behavioral health, HIV-related and or drug and alcohol medications and treatments addiction.” will appear in the alert and the “reason” for admission will display as blank.**
- If the HIE does not provide a diagnosis, and diagnosis is unknown, the reason will also display as blank but the disclaimer will not appear.

Emergency Room Alert- Smith Medical Center			
Member ID:	55555555	Alert Type	Emergency
Member Name:	LACI SMITH	Event Type:	DISCHARGE
Facility Name:	Smith Medical Center	Pregnancy Indicator:	Y
Date of Birth:	01/01/2000	High Risk Indicator:	Y
Admit Date Time:	10/19/2017 12:00:00 :00 AM	Readmission:	N
Discharge Data Time:	10/19/2017 12:00:00 :00 AM	Alt. Phone Number	888-888-8888
Reason:			

If this member was seen for a sensitive health related condition the “Reason” for admission would display as blank

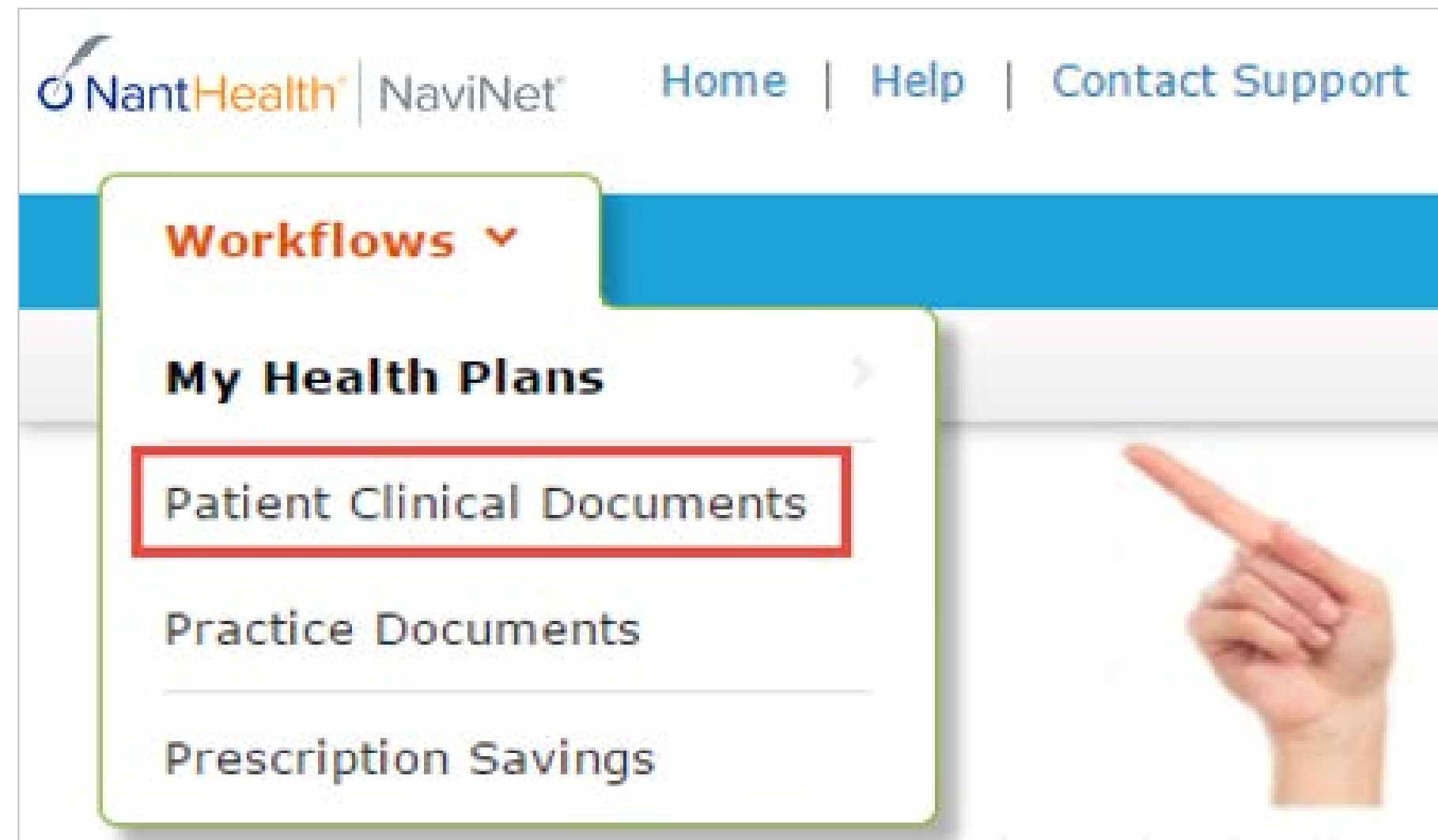
Patient Document Workflow

Accessing ADT Alerts via Patient Clinical Documents Workflow



Select Patient Clinical Documents to see patient alerts.

In addition to ADT alerts, there are also Care Gaps and Intensive Case Summary alerts. All three alerts will be displayed in Patient Clinical Summary.



Navigating the Patient Clinical Documents Screen

Click on the name of the person to see alerts for that patient.

Patient Clinical Documents

These documents are provided by the patient's health plan. Many of them are questionnaires or forms that require an uploaded response. Depending on the contracts that your providers have in place, they may be eligible for incentives when these documents are completed and returned.

Filter by

Patient's last name
Search ...

PCP
Search PCP ...

Date Received
Select a date range ...

Unread

Response Status
☐ Awaiting Response
☐ Response Sent

Health Plan

Document Category
☐ Clinical Summary
☐ Info Request
☒ Patient Consideration
☐ Program Enrollment

Line Of Business
☐ Commercial
☐ Dual Eligibles
☐ Medicaid
☐ Medicare
☐ Other

Document Tags
Clear
Type here to search tags...
ADT
Edit supported entities/clinicians

Showing 21 of 21 patients

Sorting Options
Sort by: Patient Last Name

View/Print List

CARLI SMITH Date of Birth: 01/07/1979 PCP: LARKIN GREG	2 documents	Received: Oct 27, 2017 From: Health Plan
SAM JONES Date of Birth: 05/01/1970 PCP: ROY PAUL	1 document	Received: Oct 27, 2017 From: Health Plan
LACI SMITH Date of Birth: 01/01/2000 PCP: JAMES TONI	1 document	Received: Oct 27, 2017 From: Health Plan

ADT Document Category

Unread Document

Document Tag

Number of Documents

You can filter by the following categories:

- Patient's last name
- PCP
- Date Received
- Response Status
- Health Plan
- Document Category
- Line of Business
- Document Tags

Patient Clinical Documents

These documents are provided by the patient's health plan. Many of them are questionnaires or forms that require an uploaded your providers have in place, they may be eligible for incentives when these documents are completed and returned.

Filter by

Patient's last name

Search ...

PCP

Search PCP ...

Date Received

Select a date range ...

Unread

Response Status

Awaiting Response

Response Sent

Health Plan

Document Category

Clinical Summary

Info Request

☒ Patient Consideration

Program Enrollment

Line Of Business

Commercial

Dual Eligibles

Medicaid

Medicare

Other

Document Tags

Search ...

ADT

Edit supported entities/clinicians

Showing 21 of 21 patients

Sort by: Patient Last Name

View/Print List

CARLI SMITH

Date of Birth: 01/07/1979

PCP: LARKIN GREG

2 documents

Received: Oct 27, 2017

From: Health Plan

SAM JONES

Date of Birth: 05/01/1970

PCP: ROY PAUL

1 document

Received: Oct 27, 2017

From: Health Plan

LACI SMITH

Date of Birth: 01/01/2000

PCP: JAMES TONI

1 document

Received: Oct 27, 2017

From: Health Plan

Type "ADT" in Document Tags to see your alerts.

Sorting Options

- Patient Last Name
- Payer
- Last Document Received

Document Tags

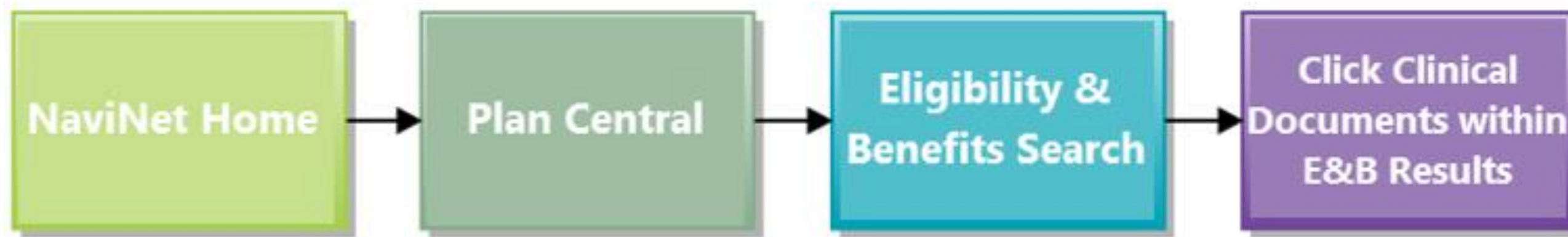
Clear

Type here to search tags...

ADT

Edit supported entities/clinicians

Eligibility and Benefits Workflow



ADT Alerts via E&B Workflow

Search the member's health plan

Click Eligibility and Benefits under the work flow for this plan.

Workflows for this Plan

Eligibility and Benefits

Search Patient by Member ID or full name and date of birth

Eligibility and Benefits: Patient Search

Medicaid is the payer of last resort. To be considered for payment, any claim submission must include a valid EOB or evidence of non-coverage from any and all other insurance plans under which the member is currently insured.

You may enter the member ID #, contract #, social security #, Medicaid ID #, Medicare ID # or HICN # in the Member ID field.

Search by Member ID

Member ID

OR

Search by Name

Last Name

First Name

Date of Birth

mm/dd/yyyy

Date Of Service

11/02/2017



Search

Workflows ▼



[Back to Patient Search](#) | Eligibility & Benefits:

Page viewed: 11/01/2017

Eligibility and Benefits for LACI SMITH

Female born on

[View Patient Details](#)

Patient Alert Details ✕

⚠ ADT Alert for Smith, Laci

[View/Print](#)

Secure |

Emergency Room Alert- Smith Medical Center

Member ID:	55555555	Alert Type	Emergency
Member Name:	LACI SMITH	Event Type:	DISCHARGE
Facility Name:	Smith Medical Center	Pregnancy Indicator:	Y
Date of Birth:	01/01/2000	High Risk Indicator:	Y
Admit Date Time:	10/19/2017 12:00:00 :00 AM	Readmission:	N
Discharge Data Time:	10/19/2017 12:00:00 :00 AM	Alt. Phone Number	888-888-8888
Reason:	Hypertension		

Member ID: Service Date: 11/01/2017

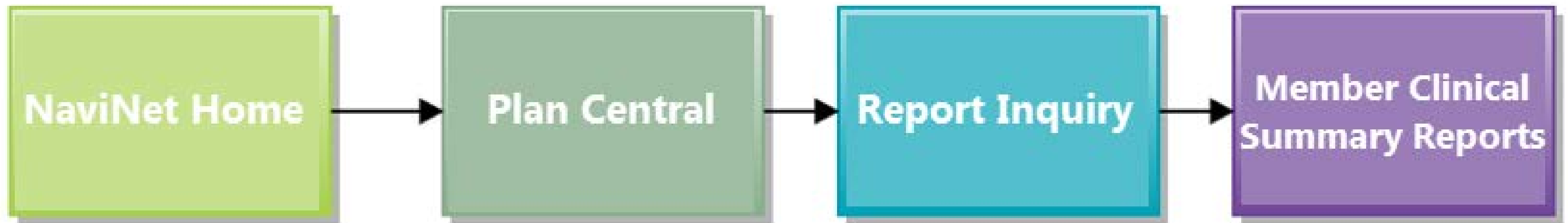
PRIMARY CARE PROVIDER
 Phone:
 NPI:
 Member Language: English
 Identity Card Number: 0024460578
[View Member Clinical Summary](#)
[View EHR](#)
 ⚠ Care Gap for

★ Set as default benefit view

Member Clinical Summary

ADT Alerts via Member Clinical Summary Workflow

Each member's Member Clinical Summary will automatically updated with hospital admissions and discharges.



Hover over Report Inquiry and
select Member Clinical Summary

Workflows for this Plan

Report Inquiry

Administrative Reports

Clinical Reports

Financial Reports

Member Clinical Summary Reports

Select Member Clinical
Summary as your report

| Member Clinical Summary Reports Inquiry | Report Selection

[Print page](#)

Member Clinical Summary Report Inquiry

Select Report: Member Clinical Summary ▼

Please note, to request a PDF report file you must have the [Adobe Reader](#) application on your computer. To request CSV or Excel report file you must have the MS Excel application on your computer. The report will open in Excel format. If you do not have MS Excel on your computer, you will have the option to simply save the report to your computer.

→

Confirm that you are authorized to
view clinical information

User Clinical Access Confirmation Screen

You have requested access to patient clinical information.
Please click Yes to confirm that you are authorized to view this information.

[What is this?](#)

You will be able to view ADT activity that has occurred over the last 3 months.

Enter your search criteria

- Choose your Provider Group
- Enter the Member ID and select either a PDF or an EHR as your report type.

Member Clinical Summary Reports Inquiry | **Report Selection** | **Report Search**

Member Clinical Summary v. 2.2.

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.

Patient Clinical Report

* **Choose a Provider Group**

* **Member ID**

* **Select Report Type** ☒ **View PDF**
☐ **Save For EHR (CCD)**

* **Search Time Frame** ☒ **6 months**
☐ **12 months**
☐ **24 months**

Last Update: 8/26/2014 v.2.2.4

Member Clinical Summary Report

The sensitive health disclaimer will also appear on the member clinical summary if the member has been diagnosed with a sensitive health issue. The reason for the admission will appear as blank. If the HIE does not provide the diagnosis, the reason will also display blank but the disclaimer will not appear.

Updated hospital
admissions and
discharges

Member Clinical Summary

Date of Report 11/02/2017

PCP Information

Provider name: JAMES TONI
Address1: 4321 Rams Blvd
Address 2:
City/St/Zip: Philadelphia, PA 19144
Phone: 999-999-9999

Care Manager Information

Please contact 777-777-7777 for assistance

Member Information

Name: Laci Smith
Address1: 1234 Rutgers Blvd
Address 2:
City/St/Zip: Philadelphia, PA 19144
Phone: 888-888-8888
Gender: F
DOB: 0 1/1/2000
Member ID: 5555555

Medications (Within past 06 months)

Fill date	Name & Strength	Days Supply	Prescribers Name	Pharmacy Name
10/31/2017	PRENATAL VITAMIN PLUS LOW IRON	90	JAMES TONI	PHARMACY COMPANY

Chronic Conditions

There are no data records available for this section

Social Determinants (Within past 12 months)

Category	Date Answered	Self-Reported Member Information
There are no data records available for this section		

Gaps in care (within 06 months)

Condition	Service	Status	Last Service	Next service	Rule
EPSDT	Annual Dental Visit 2 to 21 Years	Up-to-Date	2/21/2017	2/21/2018	At least once per year
EPSDT	Well Care	Due soon	10/25/2016	10/25/2017	At least once per year

Recent Hospital Notifications (Within past 03 months)

Admit Date Time	Discharge Date Time	Facility Name	Alert Type	Event Type	Reason	Alt. Phone Number	Pregnancy Indicator	High Risk Indicator	Readmission
10/19/2017 06:00:00 AM	10/19/2017 12:00:00 AM	Smiths Medical Center	Emergency	DISCHARGE	Hypertension	888-888-8888	Y	Y	N

Sensitive Health Information Disclaimer

- When a member has a sensitive health **condition, The disclaimer, “State and Federal laws preclude the inclusion of information related to behavioral health, HIV-related and or drug and alcohol medications and treatments addiction.” will appear in the alert and the “reason” for admission will display as blank.**
- If the HIE does not provide a diagnosis, and diagnosis is unknown, the reason will also display as blank but the disclaimer will not appear.

Member Clinical Summary

Member Information

Name:

Laci Smith

Address1:

1234 Rutgers Blvd

Address 2:

City/St/Zip:

Philadelphia, PA 19144

Phone:

888-888-8888

Gender:

F

DOB:

0 1/1/2000

Member ID:

5555555

PCP Information

Date of Report

11/02/2017

Provider name:

JAMES TONI

Address1:

4321 Rams Blvd

Address 2:

City/St/Zip:

Philadelphia, PA 19144

Phone:

999-999-9999

Care Manager Information

Please contact

777-777-7777 for assistance

Medications (Within past 06 months)

Fill date	Name & Strength	Days Supply	Prescribers Name	Pharmacy Name
10/31/2017	PRENATAL VITAMIN PLUS LOW IRON	90	JAMES TONI	PHARMACY COMPANY

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Admit Date Time	Discharge Date Time	Facility Name	Alert Type	Event Type	Reason	Alt. Phone Number	Pregnancy Indicator	High Risk Indicator	Readmission
10/19/2017 06:00:00 AM	10/19/2017 12:00:00 AM	Smiths Medical Center	Emergency	DISCHARGE		888-888-8888	Y	Y	N

If this member was seen for a sensitive health related condition the “Reason” for admission would display as blank