

## Provider Notice

**To:** All Network Providers  
**From:** PerformCare  
**Date:** January 26, 2024  
**Subject:** AD 24 100: Sharing Integrated Care Plans with Providers

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Members 18+ years old are identified for Integrated Care Plans when they have complex physical and behavioral health care needs. PerformCare is working closely with PH-MCOs to develop care plans that outlines both physical and behavioral health information and needs. We are asking providers for your support and input into the development of the Integrated Care Plans that are being developed with your PerformCare Members.

In an effort to share Physical Health (PH) and Behavioral Health (BH) information more efficiently, PerformCare will begin to share applicable components of newly created Integrated Care Plans with behavioral health providers via NaviNet effective January 26, 2024. The expectation will be that behavioral health providers routinely access NaviNet, using the instructions included with this notice, to determine if any Integrated Care Plans have been shared by PerformCare for any PerformCare Members served.

BH Providers should share the ICP with Member and notify PerformCare CCM by phone that ICP was shared, as well as coordinate care with BH and PH Providers, PH-MCO/PCP, and PerformCare Clinical Care Managers to meet the BH/PH treatment needs of Members as indicated on ICP. Providers are encouraged to contact their PerformCare Member's PH-MCO if there are any concerns with their physical health or physical health treatment, and if there is a need to relay information or make a referral for treatment.

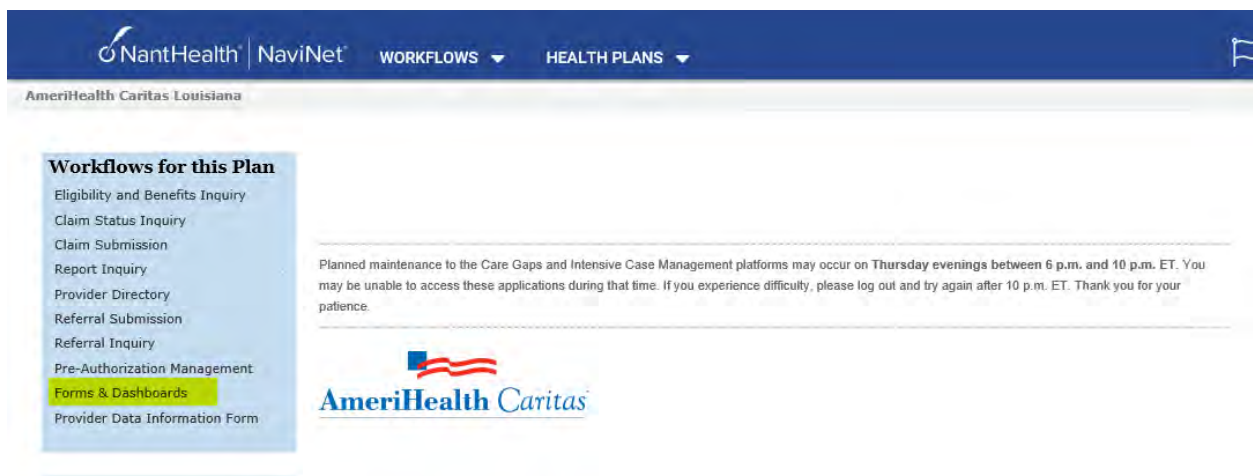
Thank you for your assistance in helping us to collaborate in the care of PerformCare Members to help improve their overall health. If you have questions or would like to provide input into the Integrated Care Plan regarding a member, please call PerformCare Member Services and ask to speak to a Care Manager.

cc: Scott Suhring, Capital Area Behavioral Health Collaborative  
Missy Reisinger, Tuscarora Managed Care Alliance  
Lisa Hanzel, PerformCare Executive Director  
PerformCare Account Executives

Please refer to the **Jiva Provider Portal Guide** for details on this application.

<https://pa.performcare.org/assets/pdf/providers/resources-information/navinet/provider-portal-guidelines.pdf>

**The Member Care Plan details can be accessed through the Forms & Dashboards workflow of NaviNet.** This care plan was developed with the support of Physical Health plans and PerformCare to help members improve their personal health. Members, Providers and Care partners have specific roles to help members move forward with their care plan.



**Guidelines for viewing a Member Care Plan in NaviNet:**

1. Under Workflows for this Plan on Plan Central, select **Forms and Dashboards**.
2. Select the **View Care Plan** link in the *Member Care Plan* section.



### Member Care Plan

This care plan was developed with the support of care coordinators to help members improve their personal health. Members, Providers and Care partners have specific roles to help members move forward with their care plan.

- [View Care Plan](#)

### Provider Dashboard

3M™ Health Information Systems (3M HIS) Dashboard.

- [Provider Dashboard](#)

### Health Risk Assessment

This Health Risk Assessment (HRA) collects information on Member health history, self-perceived health status, readiness to change, language preference and identifies Social Determinants of Health that may be impacting the Member's health outcomes.

- [View Health Risk Assessment Form](#)

3. Select a Group and a Provider in the drop-down fields
4. Click the View link in the Action column for the desired member.

The Care Plan details selected to be shared for the member will be displayed. This information may be saved by selecting Save to PDF.

The screenshot shows the AmeriHealth Caritas Member Care Plan interface. At the top, there are two dropdown menus for 'Group' and 'Provider', both set to 'Test, Provider'. Below these is a table with columns: Action, Member, Member ID, Gender, and Date Of Birth. The first row shows 'David Test' with a 'View' link highlighted in a red box. The second row shows 'North Carolina Test'. At the bottom left, there is a red 'Save' button.

Action	Member	Member ID	Gender	Date Of Birth
<a href="#">View</a>	David Test	843844836	MALE	07/22/1965
<a href="#">View</a>	North Carolina Test	TEST14725836	FEMALE	11/12/1954

The Care Plan for the member will be displayed. This information may be saved by selecting Save to PDF.

### Member Care Plan

Member: North Carolina Test Care Manager: ,Inactive user tasks  
Member ID: TEST14725836 Care Manager Phone:  
Date of Birth: 11/12/1954 Care Manager Email:  
Eligibility Start Date: 09/01/2019 Plan Last Updated: 05/10/2021

[Save to PDF](#)

Problem	Goal	Intervention and Status	Responsible Person	Start/Completed Date
COVID-19 Vaccine	A means of effective communication will be established	Appointment Confirmation Appointments - attend dietician appointments	Bailey, Dara	05/09/2021 / 01/01/0001

#### Send Note to Care Manager

250 characters left

[Clear](#)

[Back to Member Listing](#)