

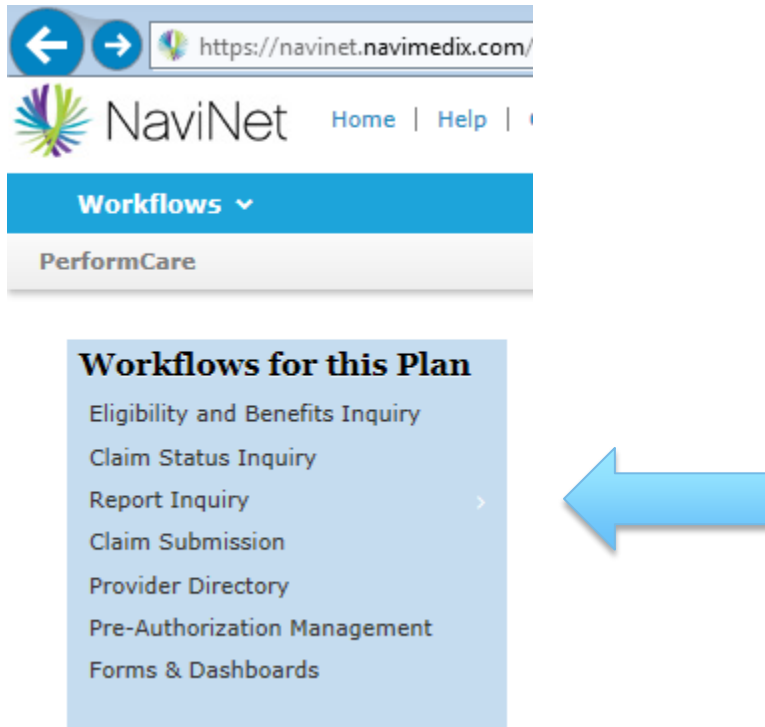
Provider Notice

To: **All PerformCare Network Providers**
From: **Scott Daubert, PhD, VP Operations**
Date: **October 1, 2017**
Subject: **AD 17 105 NaviNet Authorization and Claims Reports for Providers**

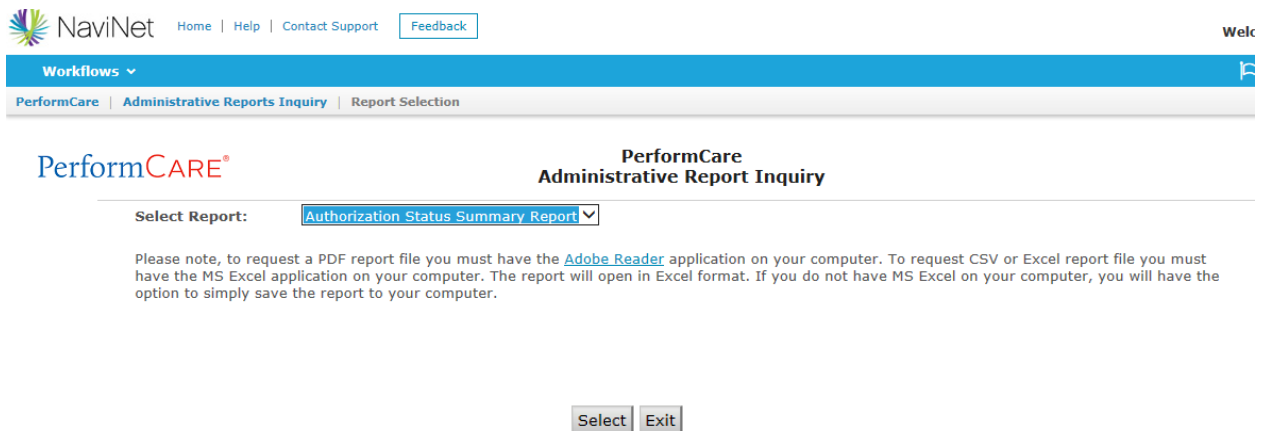
New report functionality is now available in NaviNet for all providers. Providers can now view Authorization and Claim Status Summary Reports in NaviNet. The Claims Status Summary Report is in addition to the current member-specific Claims Status Inquiry function that is already active in NaviNet. The Authorization Status Summary Report allows you to select the Provider Group and service dates of interest. The report output includes Member demographics; the CPT code requested; the authorization status; authorization number; the authorization dates; and units authorized. The Claims Status Summary Report similarly allows you to select the Provider Group, claims status, and service dates of interest. The report output includes Member demographics; service dates on the claim; date the claims were received; claim status; billed amount; paid amount; payment date; EOB explanation (if relevant); denial explanation and amount (if relevant).

Please see the following pages for instructions and screenshots on accessing these reports.

To access the reports, from the PerformCare Plan Central page in NaviNet, choose the Workflow entitled Report Inquiry, then choose the Administrative Reports category:



In the drop-down, select the report you would like to run:



Choose the parameters for your report inquiry:

Authorization Report:

- Select Servicing Provider
- Select Report Format PDF

PerformCARE®

Authorization Status Summary Report v. 1.0.0

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.

Search Criteria	
* Choose a Provider Group	Group Name - PIN
Choose Provider Type	<input type="radio"/> Requesting Provider <input checked="" type="radio"/> Servicing Provider
Service Date Range	
From Service Date (MM/DD/YYYY)	To Service Date (MM/DD/YYYY)
Report Format	<input checked="" type="radio"/> PDF <input type="radio"/> Excel/CSV
Last Update: 06/29/2017 v.1.0.0	
<input type="button" value="Search"/> <input type="button" value="Exit"/> <input type="button" value="Clear"/>	

Claims Report:

- Select Report Format PDF

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Claims Status Summary Report v. 1.0.0

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.

Search Criteria	
* Choose a Provider Group	Group Name - PIN
Claim Status	ALL
Service Date Range	UPTO 60 DAYS
From Service Date (MM/DD/YYYY)	To Service Date (MM/DD/YYYY)
Report Format	<input checked="" type="radio"/> PDF <input type="radio"/> Excel/CSV
Last Update: 06/29/2017 v.1.0.0	
<input type="button" value="Search"/> <input type="button" value="Exit"/> <input type="button" value="Clear"/>	

Currently, the output for both reports is limited to .pdf format. Microsoft Excel or .csv output is not available and should not be chosen as an output option.

Please contact your PerformCare Account Executive for further information on these additional self-service tools.

cc: James Laughman, PerformCare
 Scott Suhring, Capital Area Behavioral Health Collaborative
 Tia Mann, Behavioral Health Services of Somerset & Bedford Counties
 Missy Reisinger, Tuscarora Managed Care Alliance
 PerformCare Account Executives