



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:

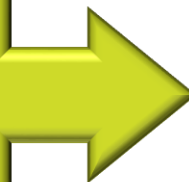
- Activity Tab
- Patient Clinical Documents workflow
- Eligibility and Benefits workflow
- Member Clinical Summary workflow

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.navimedix.com> with your user name and password



The screenshot shows the NantHealth NaviNet website interface. At the top left is the NantHealth logo and 'NaviNet'. Below the logo is a 'Sign In' section with a red border, containing 'Username:' and 'Password:' input fields, a 'Sign In' button, and links for 'Forgot your password?' and 'Forgot your username?'. To the right of the sign-in form is a navigation bar with links: 'All-Payer Access: Connect with 750+ Plans', 'Re-Save Bookmarks', 'New IVR Message', and 'Discontinued Support of Windows Vista'. Below the navigation bar is a large promotional banner for 'NantHealth NaviNet AllPayer ACCESS' with the headline 'Start 2018 a Step Ahead' and a 'Request Pricing' button. At the bottom of the page are three informational boxes: 'ICD-10 READY' with text about ICD-10 compliance, 'Are You In The Loop?' with an envelope icon and text about email updates, and 'Are You Sharing Login Credentials?' with text about HIPAA guidelines.

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 'Welcome, Jennifer' and the 'Activity' tab, which is represented by a bell icon. On the left, a 'Workflows' dropdown menu is open, showing options for 'My Health Plans', 'Patient Clinical Documents', 'Practice Documents', and 'Prescription Savings'. Below this is a 'My Links' section with an 'Add your first Link' button. The main content area features a banner for 'Start 2018 a Step Ahead' with a 'Request Pricing' button. Below the banner are three video thumbnails: 'Where is the list of Health Plans?', 'Learn all about the exciting changes in NaviNet.', and 'Looking for NaviNet Help?'. On the right, there is a 'Top Support FAQs' section with a list of frequently asked questions and a 'Support Videos' section.

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.

Activity

Summary Notifications **Settings**

Notify me about...

- Incoming Documents Select Incoming Documents to see ADT alerts
- 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.

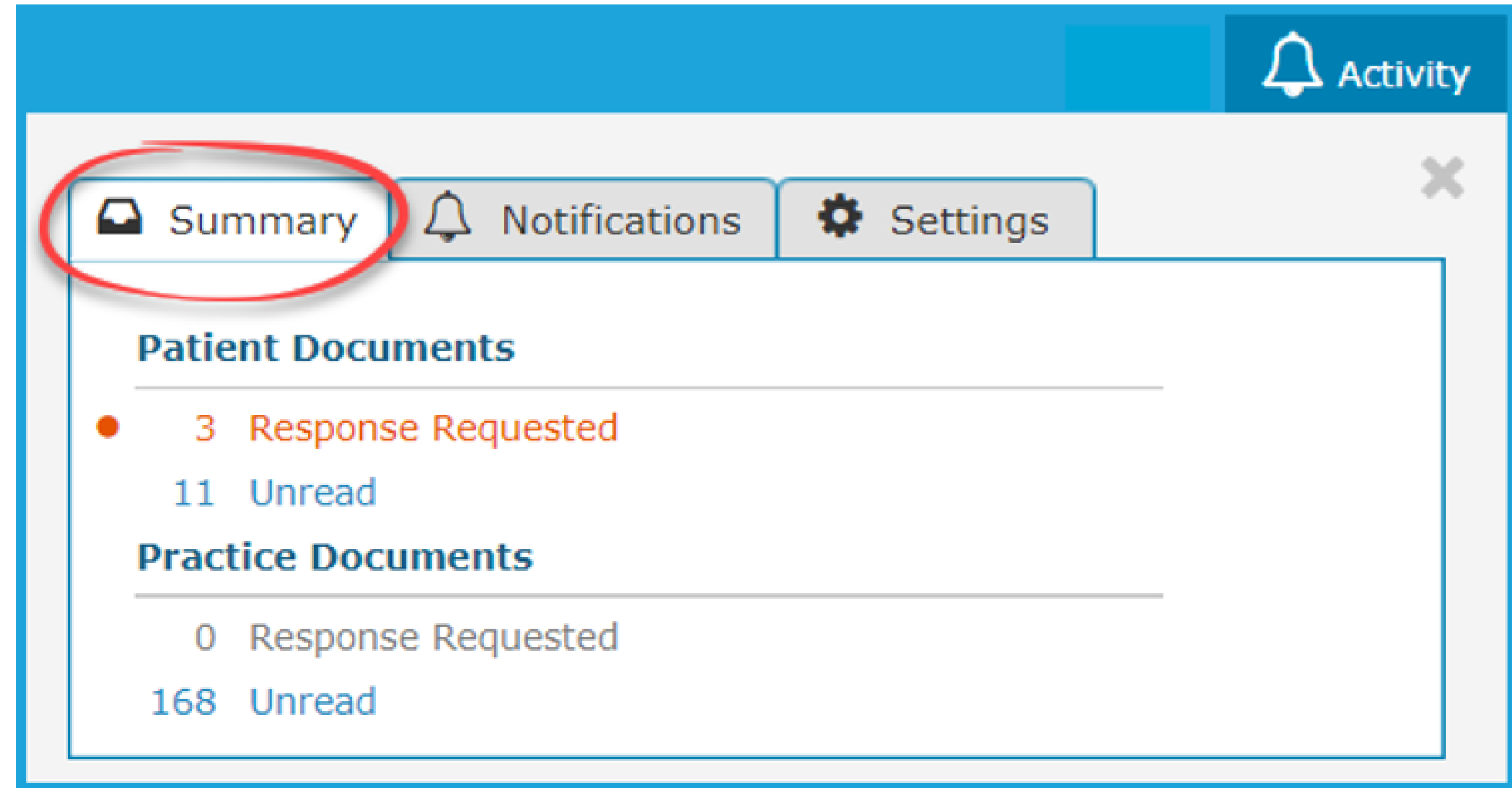
Next, select the “Notifications Tab”.

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.

The screenshot shows a software interface with a blue header bar containing a bell icon and the word "Activity". Below the header is a tabbed interface with three tabs: "Summary", "Notifications", and "Settings". The "Notifications" tab is highlighted with a red oval. The main content area displays a notification titled "Patient Documents Available - Response Requested (2)" with a sub-message: "2 patient documents have arrived. Your response is requested." Below this is a timestamp "29 minutes ago" and a blue button labeled "View Documents". A second notification titled "Patient Consideration" follows, with the text: "A new Patient Consideration from 'Health Plan' is available for LACI SMITH ." and a timestamp "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.



The screenshot shows a notification window titled "Activity" with a bell icon. The window has three tabs: "Summary" (selected and circled in red), "Notifications", and "Settings". The "Summary" tab displays the following information:

- Patient Documents**
 - 3 Response Requested
 - 11 Unread
- Practice Documents**
 - 0 Response Requested
 - 168 Unread

EXAMPLE OF AN ADT ALERT

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.

The screenshot shows a web interface for an ADT alert. At the top, a toolbar contains a 'Toggle Full Screen View' button, the title 'Emergency Room Alert Smith Medical Center', and a 'Toolbar' label. On the right, there are 'Mark Unread', 'View History', and 'Close Viewer' buttons. The main content is divided into three sections:

- CURRENT DOCUMENT:** A summary of the document including provider, title, category, dates, patient name (LACI SMITH), and primary care physician (JAMES TONI). A red box labeled 'Expand' points to the document title.
- Document Summary:** A detailed view of the alert with fields for Member ID, Member Name, Facility Name, Date of Birth, Admit Date Time, Discharge Data Time, Reason, Alert Type, Event Type, Pregnancy Indicator, High Risk Indicator, Readmission, and Alt. Phone Number. A red box labeled 'Document Summary' points to this section.
- DOCUMENTS:** A list of documents with a 'Refresh' button. A red box labeled 'Document List' points to the list. A red box labeled 'Document' points to a specific document entry in the list.

Sensitive Health Information Disclaimer

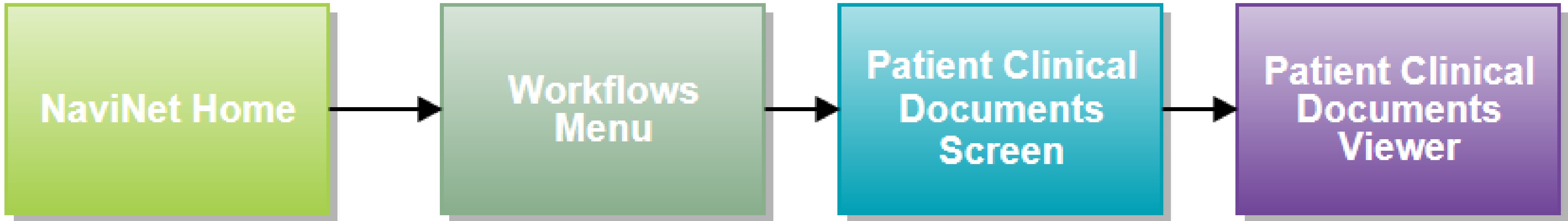
- When a member has a sensitive health condition, The disclaimer, “State and Federal laws preclude the inclusion of information related to behavioral health, HIV-related and or drug and alcohol medications and treatments addiction.” will appear in the alert and the “reason” for admission will display 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

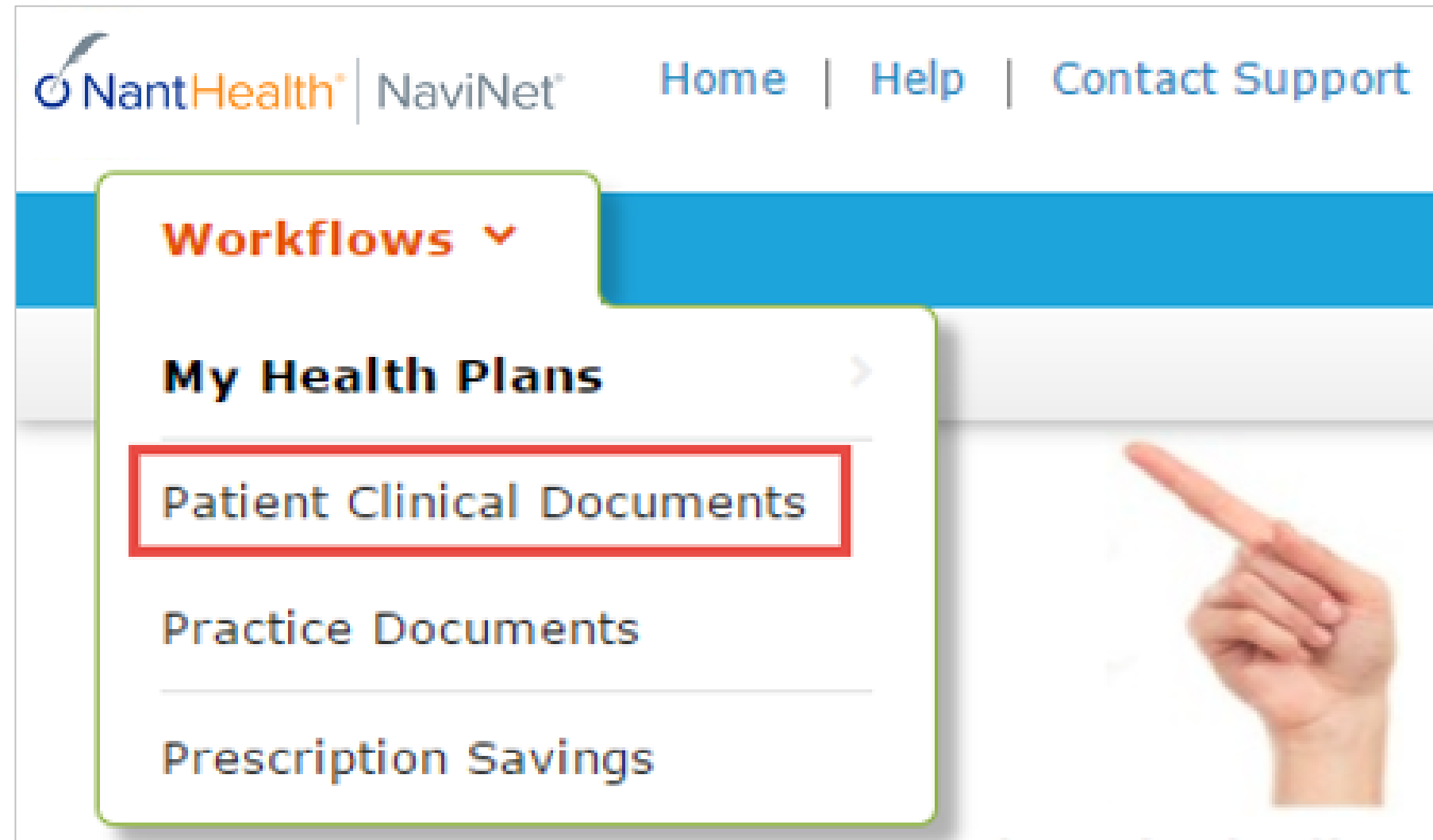
Patient Document Workflow

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.

Showing 21 of 21 patients

Sorting Options [View/Print List](#)

Sort by: Patient Last Name

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

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](#)

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

Document Tags Clear

Type here to search tags...

ADT

[Edit supported entities/clinicians](#)

Patient Clinical Documents

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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

Sort by: Patient Last Name

View/Print List

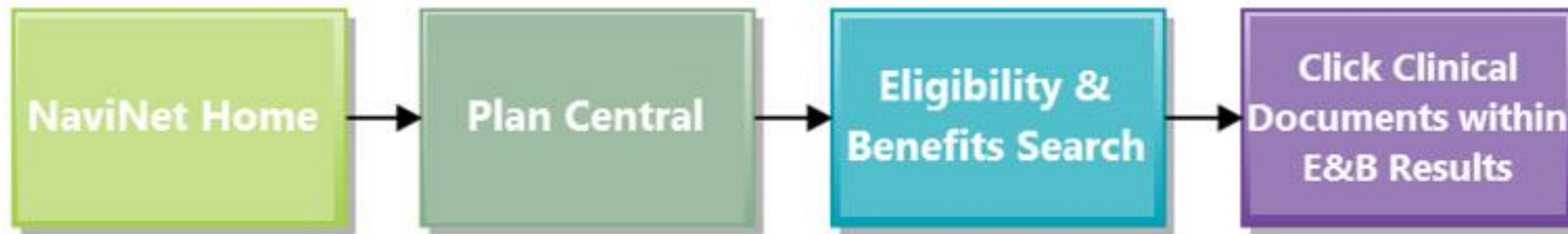
! CARLI SMITH	Date of Birth: 01/07/1979 PCP: LARKIN GREG	2 documents	Received: Oct 27, 2017 From: Health Plan
! SAM JONES	Date of Birth: 05/01/1970 PCP: ROY PAUL	1 document	Received: Oct 27, 2017 From: Health Plan
! LACI SMITH	Date of Birth: 01/01/2000 PCP: JAMES TONI	1 document	Received: Oct 27, 2017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

Sorting Options

- Patient Last Name
- Payer
- Last Document Received

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

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

Date Of Service

➔

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

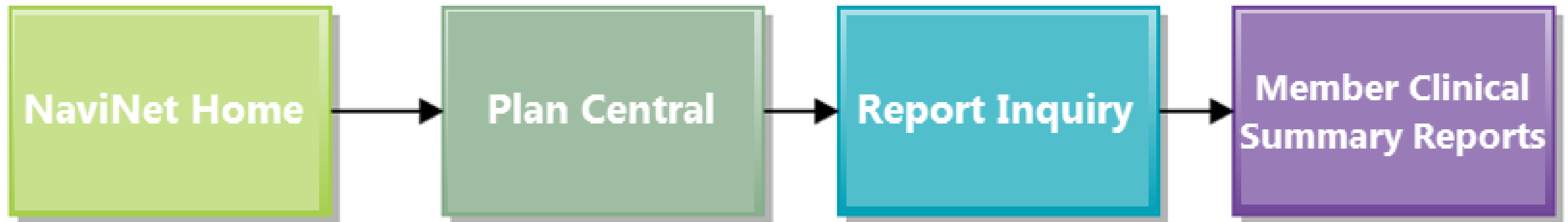
<p>ADULT MEDICAID 21 AND OVER</p>	<p>PRIMARY CARE PROVIDER</p> <p>Phone: NPI:</p>	<p>Member Language: English Identity Card Number: 0024460578</p> <p> View Member Clinical Summary View EHR Care Gap for</p>
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age ★ [Set as default benefit view](#)

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

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

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

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

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- 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

Date of Report 11/02/2017

Member Information	PCP Information
Name: Laci Smith	Provider name: JAMES TONI
Address1: 1234 Rutgers Blvd	Address1: 4321 Rams Blvd
Address 2:	Address 2:
City/St/Zip: Philadelphia, PA 19144	City/St/Zip: Philadelphia, PA 19144
Phone: 888-888-8888	Phone: 999-999-9999
Gender: F	
DOB: 0 1/1/2000	
Member ID: 5555555	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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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		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