

PROVIDER ALERT

Subject: Some NaviNet Features Temporarily Unavailable

From: Passport Health Plan

Sent: December 21, 2011

To: All Passport Health Plan Providers

Background:

Due to unforeseen system errors, the following NaviNet functions are temporarily unavailable:

- Care Gap Alerts
- The Care Gaps and Chronic Condition portions of Member Clinical Summaries *(Note: The other clinical information is still available in this function. We encourage you to continue to use this new feature.)*

We are working diligently to correct these issues, and will notify you when the errors have been resolved.

Provider Action Needed:

No action needed at this time. Please share this information with your office staff and colleagues.

Questions:

If you have questions about this communication, please contact your Provider Relations representative or the Provider Relations Department at (502) 585-7943.

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