



October 12, 2011

RE: NaviNet Offers Member Clinical Summaries and Care Gap Alerts

Dear Providers:

Passport Health Plan (PHP) is pleased to announce Member Clinical Summaries and Care Gap Alerts are now available on NaviNet. These online tools provide great opportunities for improving both the quality and continuity of care of our members.

- **Care Gap Alerts**

These alerts will notify you when gaps are found in the member's care, and when recommended services are missing before a member comes in for a visit. They will appear on your NaviNet screen when checking a member's eligibility and benefits, or when accessing the Member Clinical Summary.

- **Member Clinical Summary (MCS)**

This tool captures personal health information (PHI) on a specific member. The MCS allows you to view clinical and demographic data such as:

- ✓ Member and provider information
- ✓ Medications filled within the past six months
- ✓ Emergency room visits
- ✓ Inpatient admissions
- ✓ Office visits
- ✓ Gaps in care
- ✓ Chronic conditions

Note: Because the MCS contains extensive PHI, your NaviNet Security Officer will need to grant access for designated users in their NaviNet security profile for you to begin using it.

For additional information on MCS and Care Gap Alerts or to begin using these tools, please refer to the User Guide and New Features documents located under the Customer Support option in NaviNet (www.navinet.net).

If you have questions about the medical information contained in the MCS or Care Gap Alerts, or if you would like to discuss coordination of care for a member, please contact our Care Connectors team at 1-877-903-0082.

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

Sincerely,

Peg Patton, AVP
Provider Network Management

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