# NantHealth

NaviNet Claims Investigation User Guide

The **Claim Inquiry** function, also referred to in this guide as a Claim Investigation, allows ancillary, facility and professional providers the ability to submit a claim inquiry on claims that were previously finalized. For each submitted transaction, users will receive an electronic response indicating if the claim was adjusted or an explanation why it was not adjusted. This new feature is for individual claims, if users have a large claim project please continue to contact your Provider Account Executive.

This guide was designed to help you:

- Submit a Claim Inquiry
- Review/ Search the Investigation List
- Enable Notifications
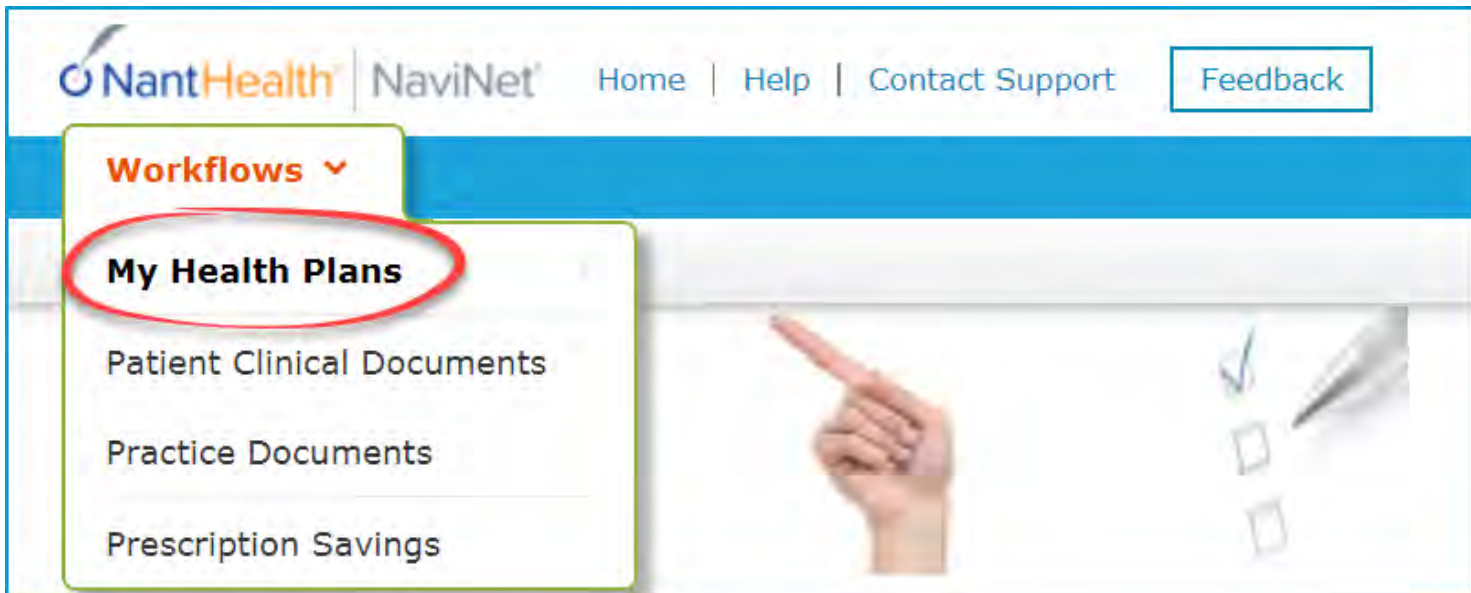- Start a new Claim Investigation

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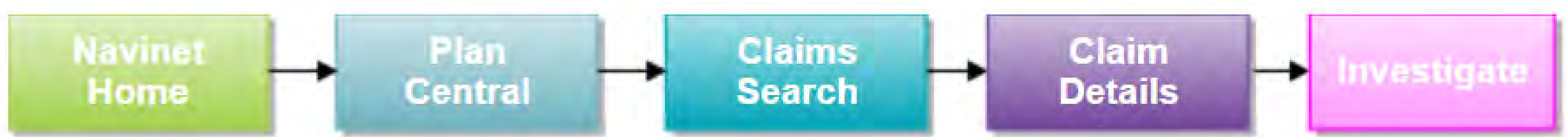
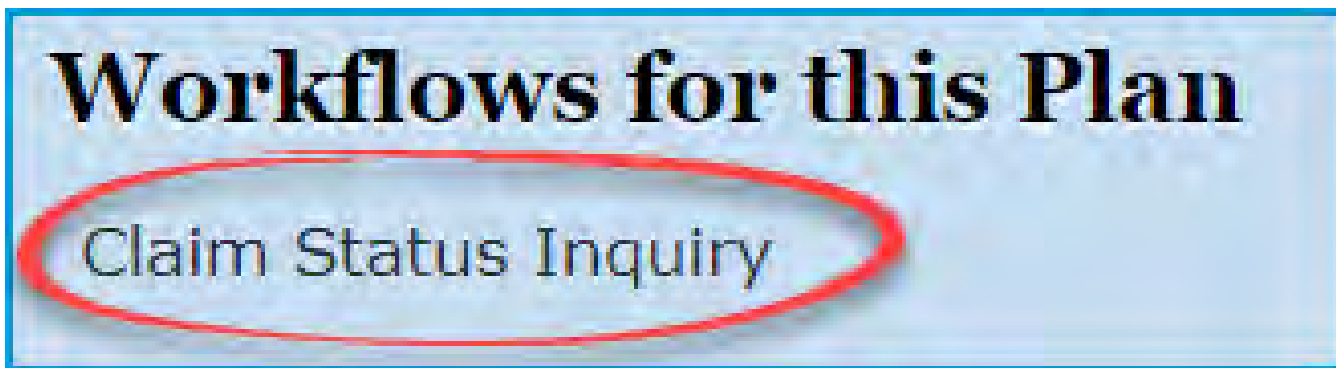# Claim Status Inquiry Workflow
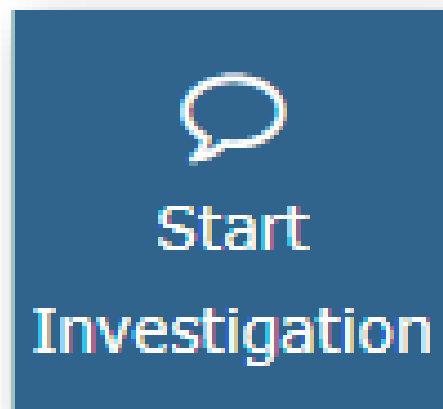
Starting a Claim Investigation (Inquiry)

Sign in to navigate to the NaviNet Open Home screen.

Under **Workflows** on the NaviNet toolbar, select **My Health Plans**. Choose **AmeriHealth Caritas Next**

On the Plan Central screen: Select **Claim Status** on the **Workflows for this Plan** menu.

The **Claim Status** Search screen appears: Enter claim search criteria and click **Search**

< Back to | Claim Status:

Claim Status: **Search**

Print

Online Remittance Advice will be available for claims paid on or after 01/04/2016.

↻ Reset Search Fields

Billing Entity

Type Name or ID to find provider...

Patient Details

Member ID

Last Name

First Name

Optional

Date of Birth

mm/dd/yyyy

Claim Status Details

Note: Fields not marked optional are required.

Service Start

08/17/2017

Service End

11/15/2017

Claim ID

Optional

↻ Reset Search Fields   Search

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In the action bar, on the top-right of the screen, click Investigate.

An Investigation window opens

Back to Claim Status Search | Claim Status:

Claim Status Details | LACI SMITH
Born on 01/01/2000

Investigate   View/Print

✓ Finalized (Claim Status as of 10/09/2017)   Claim ID:20000000000   Service Dates: 09/23/2017 to 09/23/2017

INSURANCE DETAILS
Health Plan
Member ID: 555555555

Total Billed: $275.00

Total Paid: $0.00

BILLING ENTITY
SMITHTOWN PEDIATRICS
Tax ID: 012345678
Provider PIN: 123456

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Start Investigation

- In the blue panel on the left of the investigation screen is a **Start Investigation** icon. Click this to create a new message.

Reason For Investigation

- Select the reason for the investigation by selecting one of the options in the dropdown.

Select reason for investigation ...
Eligibility Updated
Authorization Updated/On File
TPL/COB Changed
Duplicate Payment Received
Claim Underpaid
Claim Overpaid

Investigation Details

- Enter inquiry details. Please be as specific as possible when entering your inquiry.

Contact Information

- Enter in your contact information.

Send Investigation

- Click **Send.**

Start Investigation

⬜ Start Investigation

💬 Start Investigation

💬 Investigation List

LACI SMITH

55555555

Date of Service	Claim ID	Billed Amount	✓ Finalized
09/23/2017 to 09/23/2017	200000000000	$275.00	

Reason: Select reason for investigation ...   ▼

Enter investigation details ...

2000 characters left

Contact Information

👤 First name ...   Last name ...

✉ Email address ...

📞 Telephone number ...   Ext: Optional

Email address is required but notifications will not be sent via email.

Cancel   ⬤ Send

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The inquiry will now appear in your Investigation List

Claim Status Inquiry Workflow
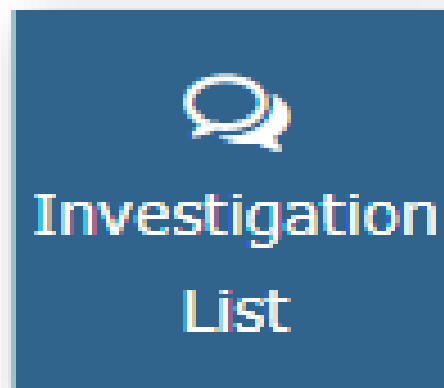
Continuing Claim Investigations (Inquiry)

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Investigation List

Status Details

- On the upper-left of the window is a blue Status Details link. Click this to be redirected to the claim details page.

Start New Investigation

- On the upper-right of the Investigation screen is a Start New Investigation link. Click this to create a new message for the health plan.

View/Print

- View /Print Claim Investigation

Investigation List

- In the blue panel on the left of the investigation screen is an Investigation List icon. Click this to see the list of existing investigations.

NEW

- In the Investigation List view, if responses from the health plan are unread, a red NEW icon appears next to the message

Claim Status

- On the upper-right of the Investigation screen, the status of the claim is displayed.

< Back to Investigation List

Start Investigation

Investigation List

Status Details   Start New Investigation   View/Print

LACI SMITH
55555555

Date of Service   Claim ID   Billed Amount   ✓ Finalized
09/23/2017 to   200000000000 $275.00
09/23/2017

Claim Overpaid

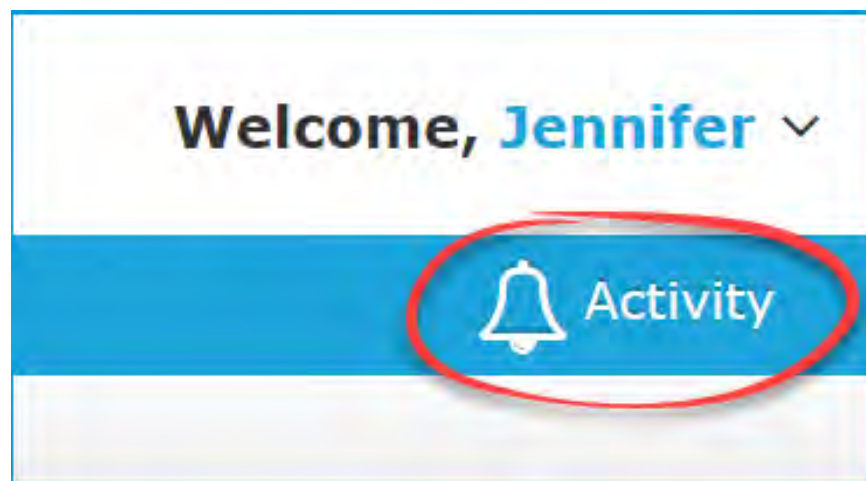Raised on   Reference
Today   --   < Prev   Next >

——— Today ———

Jennifer Jones   Hello, the member's eligibility has been updated, please review for claim adjustment.

NEW   Thank you for your response, we will respond to your request within 10 business days.

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Communication between
You & The Health Plan

View/Print your Claim Investigation Communications

The reference field will not be populated.

Claim Investigations
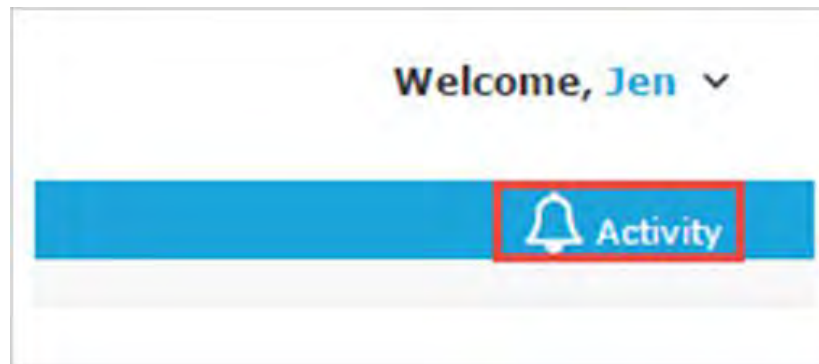
Enabling Notifications

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Enabling Claim Investigation Notifications

How will I be notified once AmeriHealth Caritas Next responds to my inquiry?

Settings Tab
Enabling Notifications
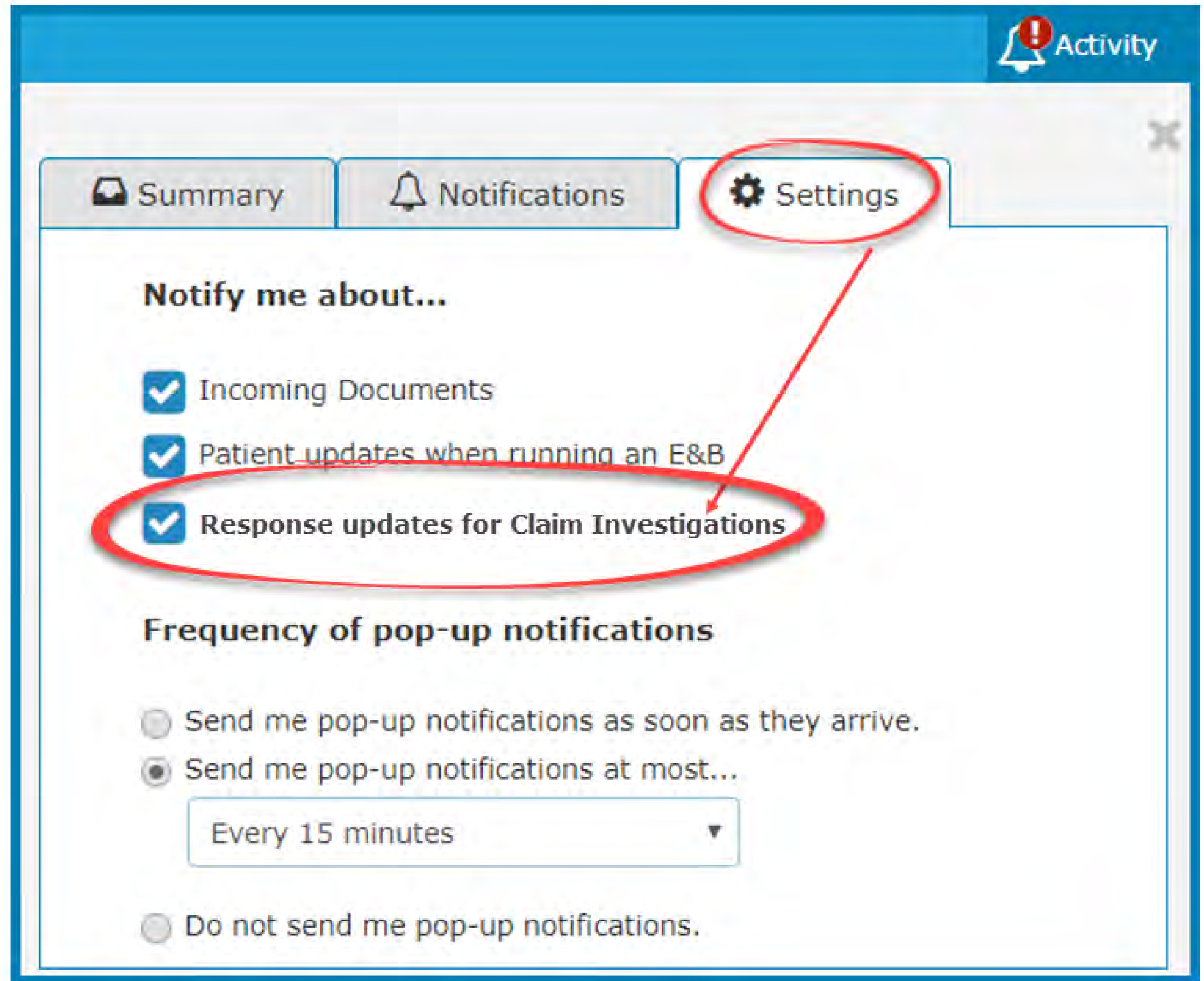
Sign in to navigate to the NaviNet **Open Home** screen.

Click **Activity** located on the top right of your NaviNet toolbar.

Welcome, Jen ⌄

🔔 Activity

Select the **Settings** tab.

Check the **Response updates for Claim Investigation** box.

Select the frequency in which you would like to receive you notifications.

🔔❗Activity

| 📥 Summary | 🔔 Notifications | ⚙ Settings |

Notify me about...

☑ Incoming Documents

☑ Patient updates when running an E&B

☑ Response updates for Claim Investigations

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.

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NOTE: Responses will be available to view for 7 days from the date of notification.
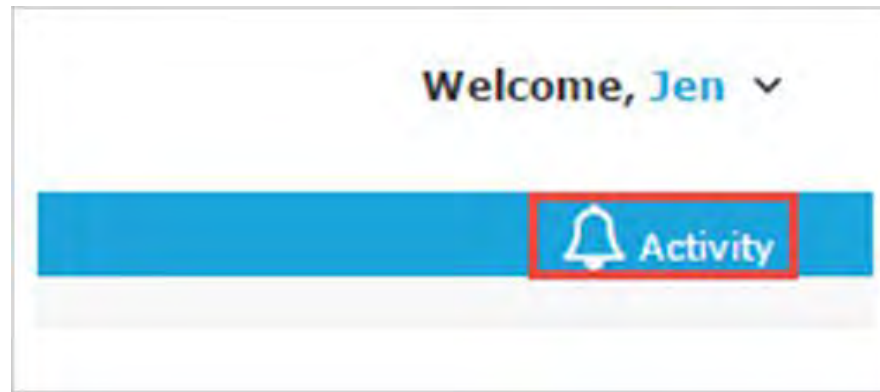
Once you have enabled the Claims Investigations Notifications you will begin receiving updates for existing claim inquiries you sent to AmeriHealth Caritas Next

Notifications Tab
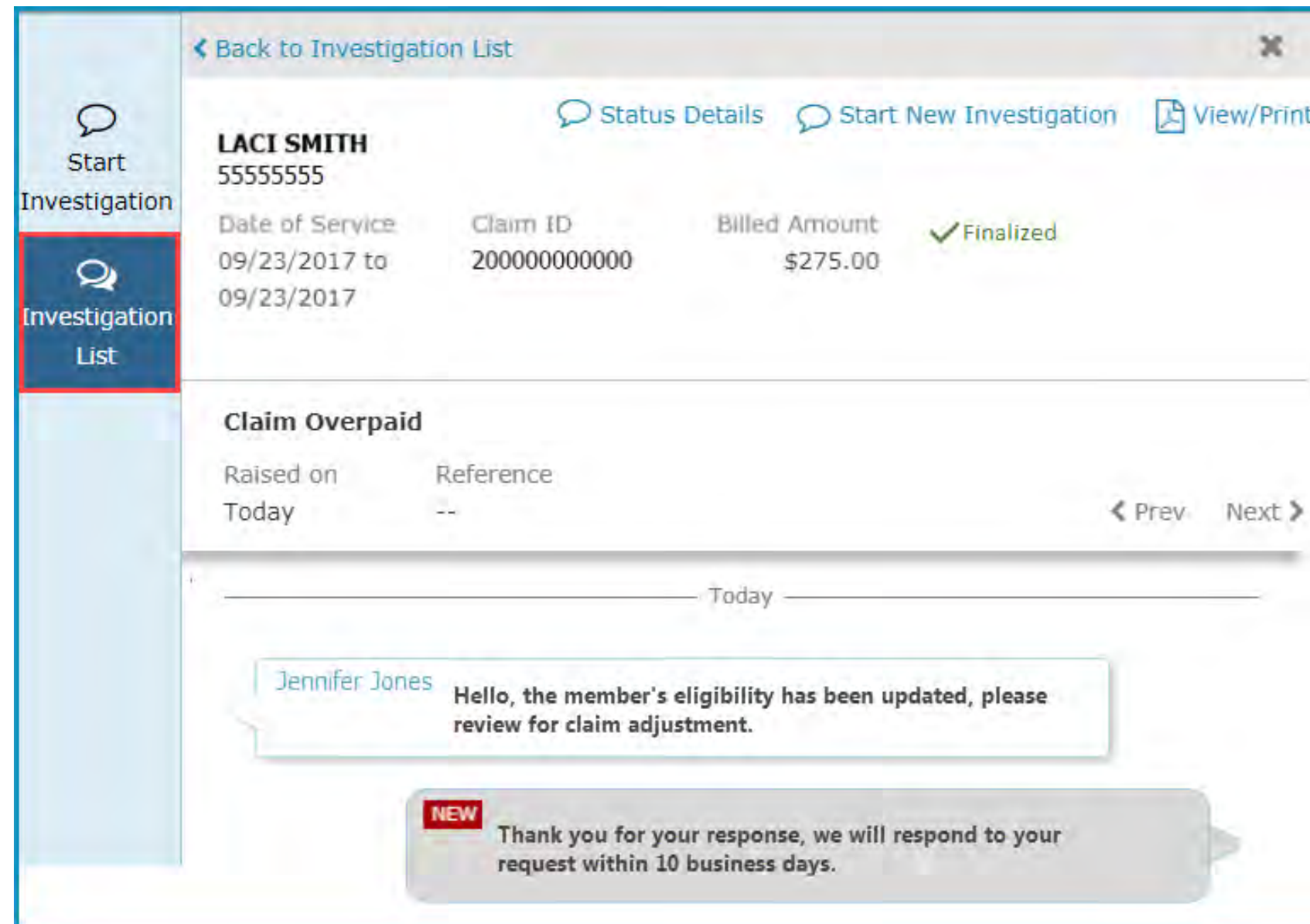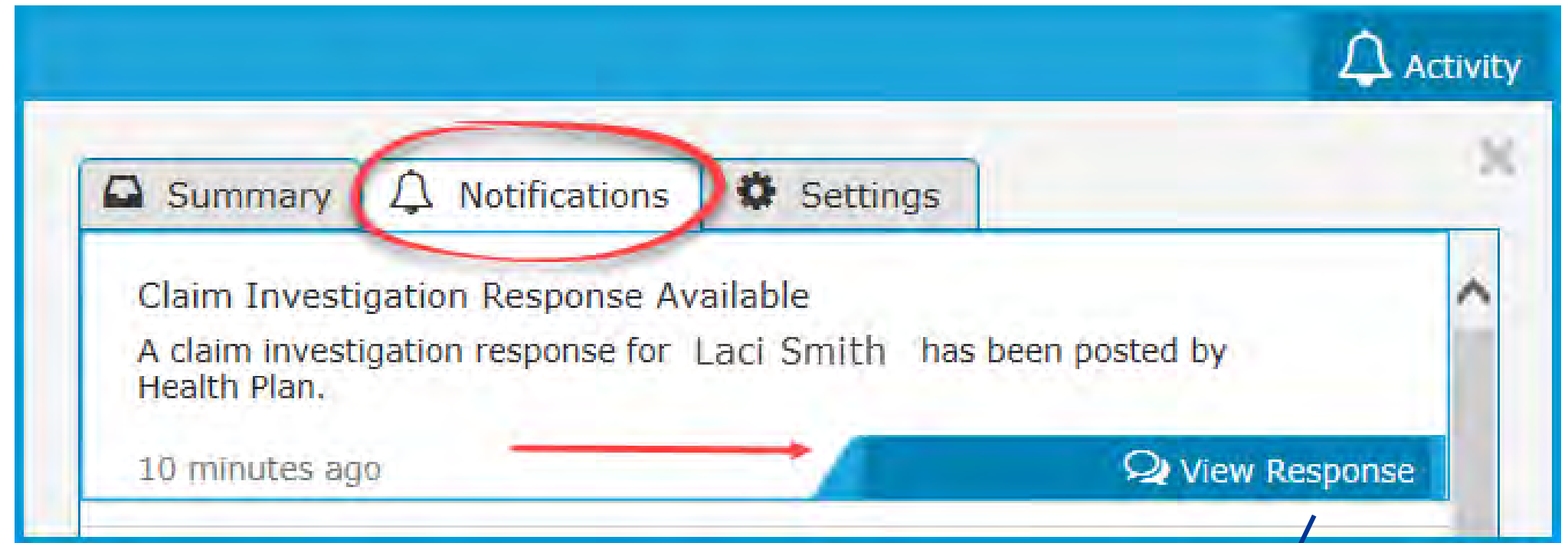
Sign in to navigate to the NaviNet Open Home screen

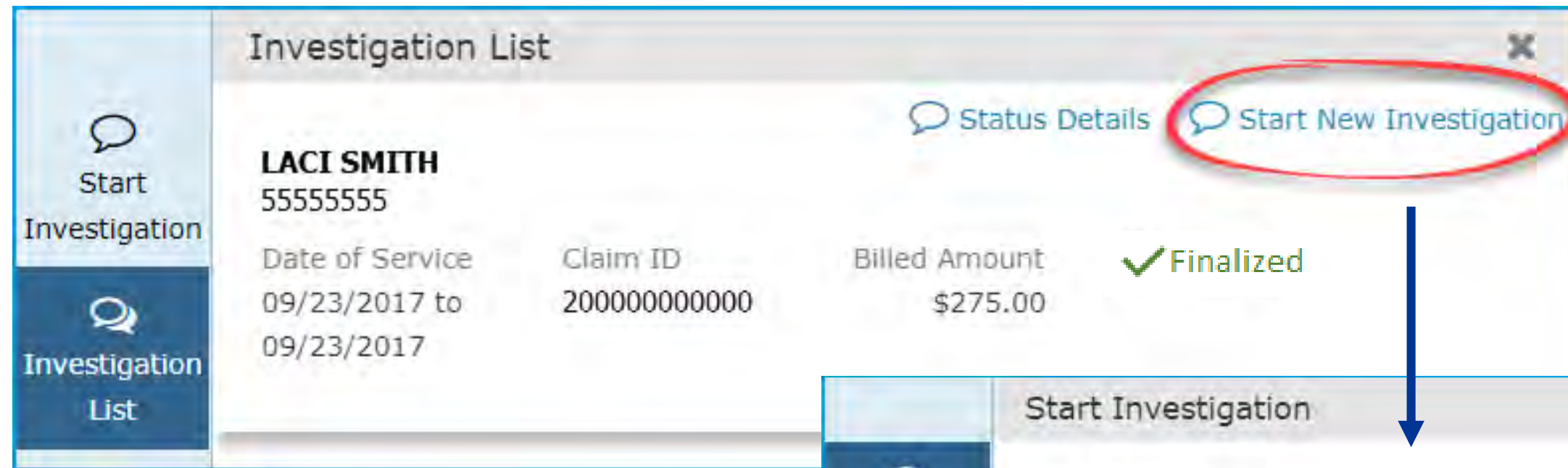Click Activity located on the top right of your NaviNet toolbar

Select the Notifications tab

Hover over the bottom section of each notification to View Response

Click on Open Investigations to view Claim Investigations sent to the Health Plan
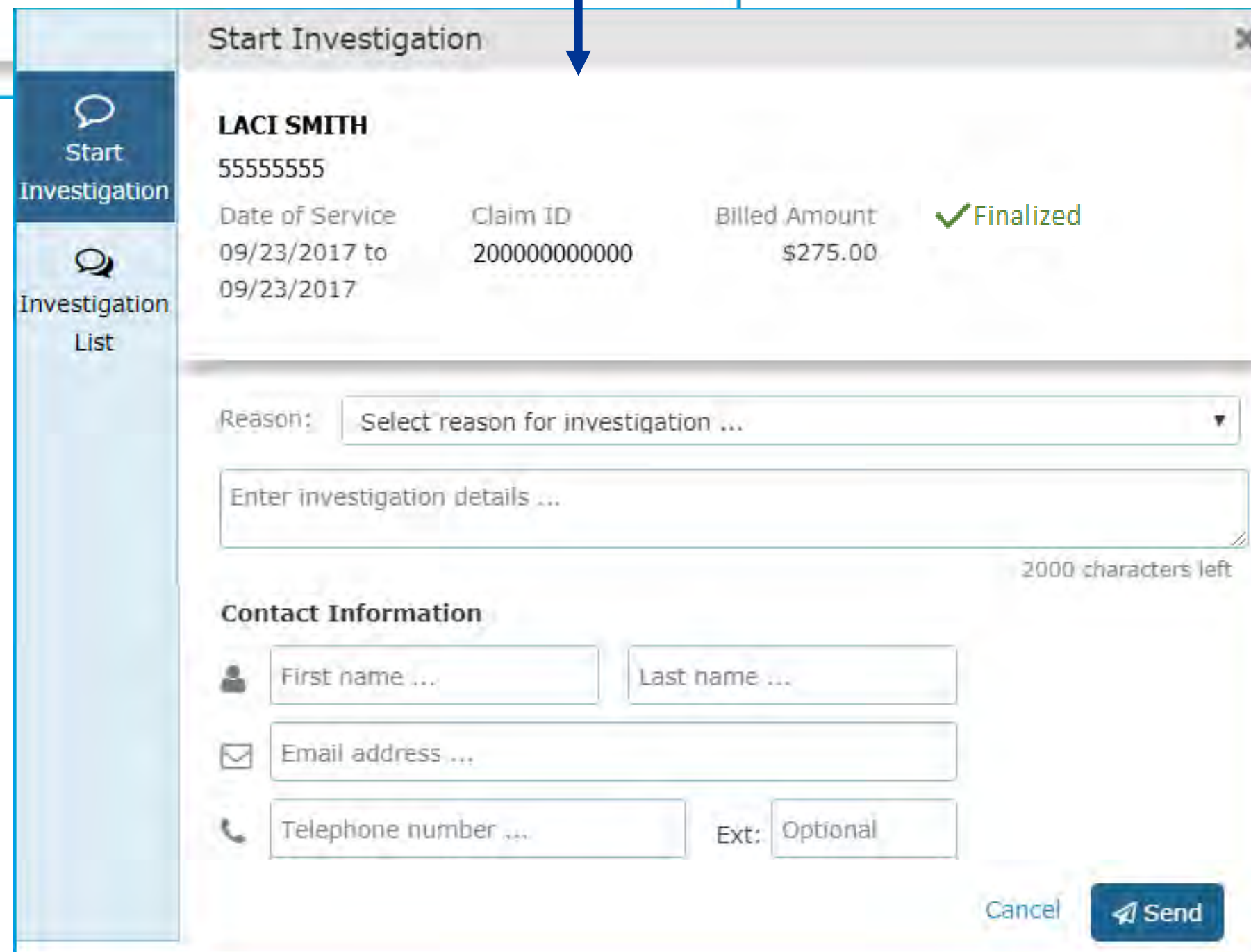
Start New Investigation From Investigation List

On the upper-right of the Investigation screen is a **Start New Investigation** link. Click this to create a new message for AmeriHealth Caritas Next.

Status Details

On the upper-left of the window is a blue Status Details link. Click this to be redirected to the claim details page.

Claims Details Page