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NaviNet

NaviNet Enhancements Training Guide

Keystone First

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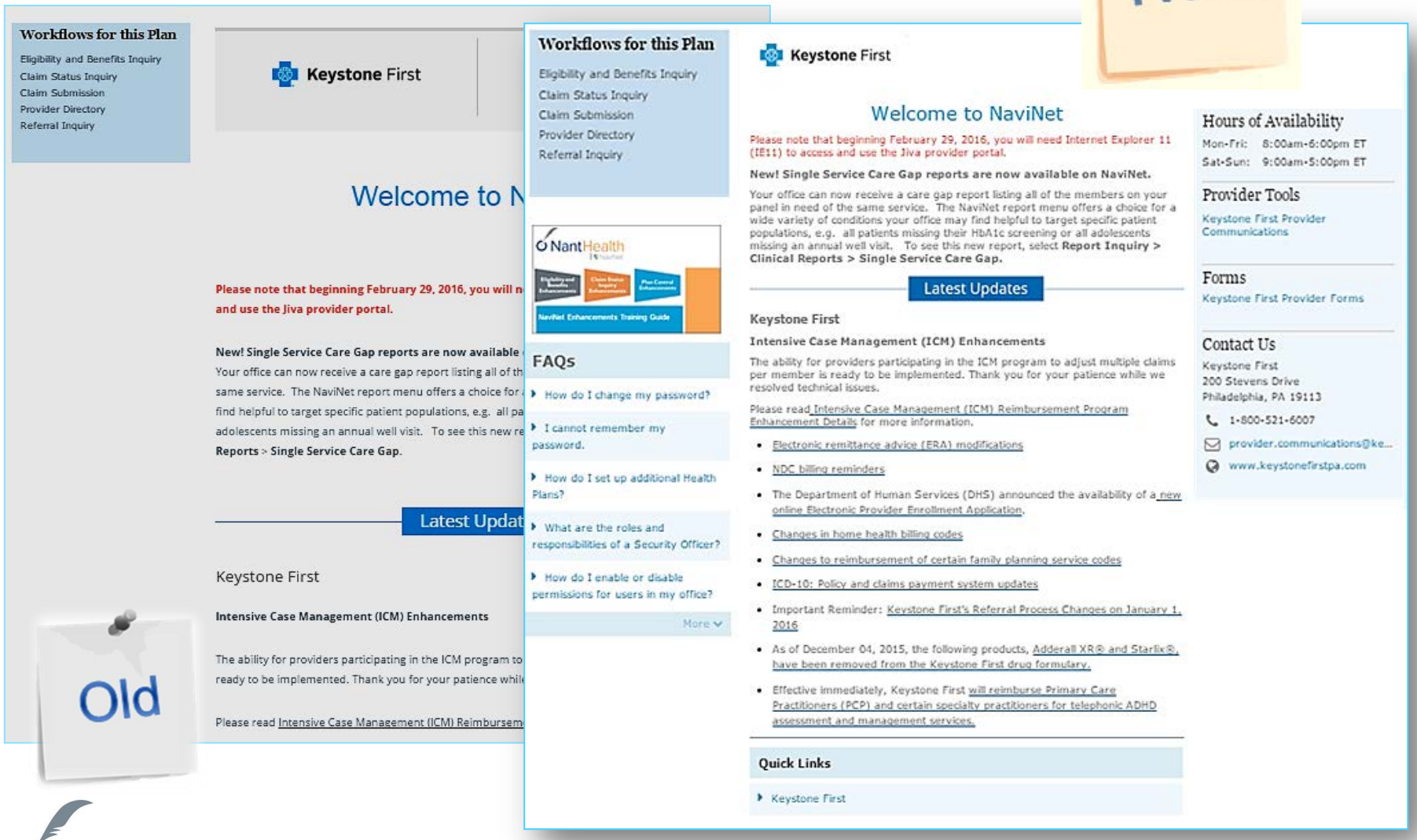
Transaction Enhancements

Plan Central Enhancements

Plan Central Old vs New



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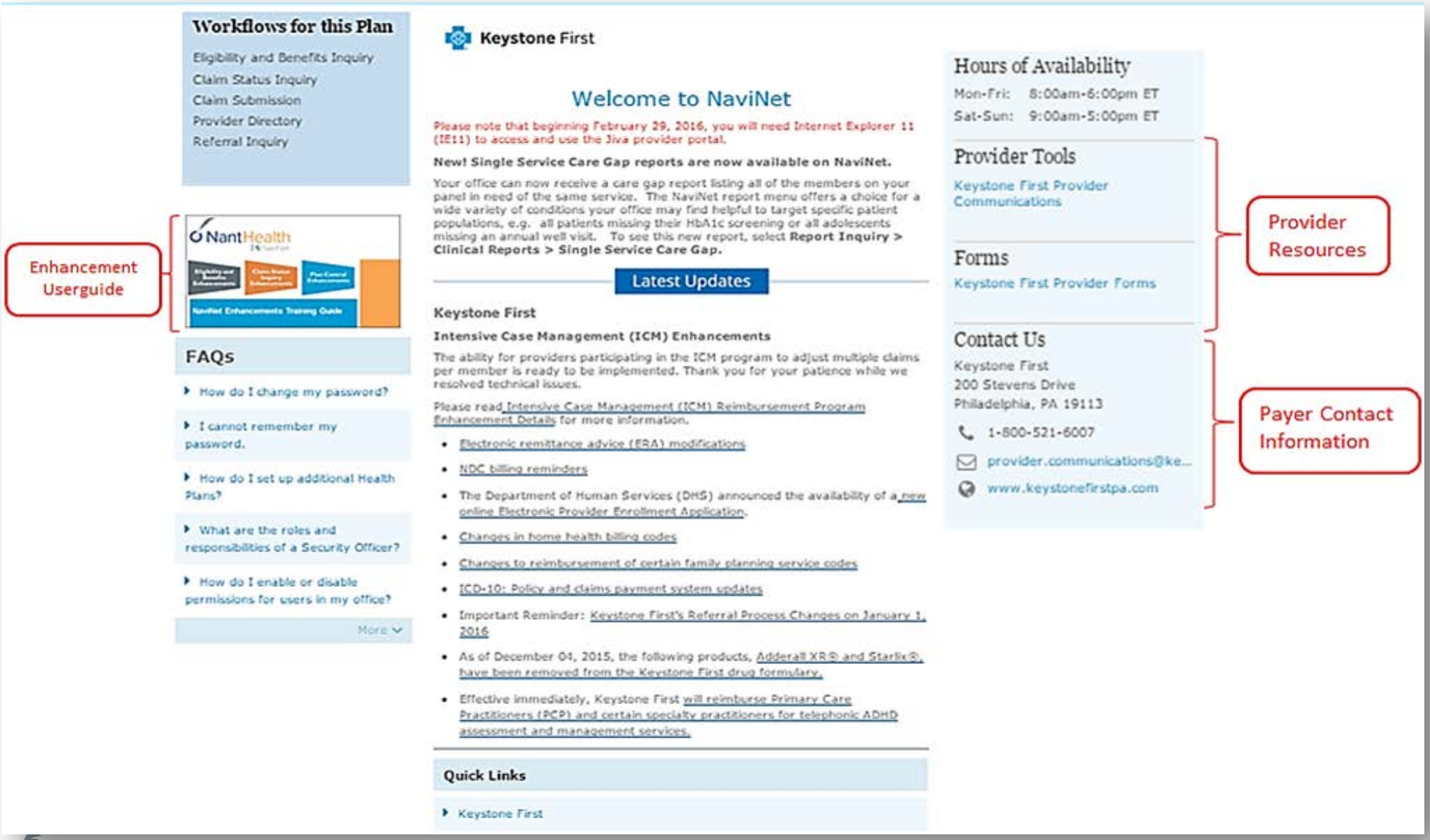
Keystone First
Plan Central



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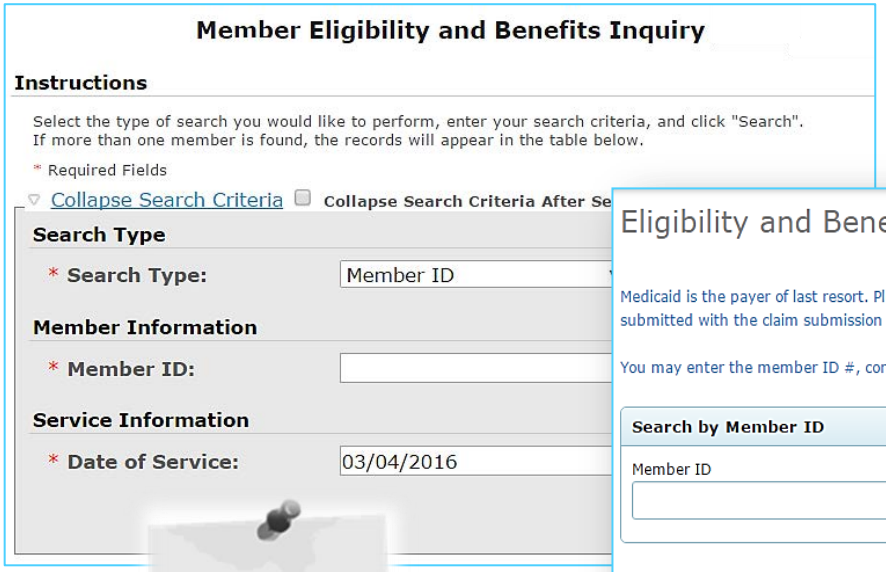
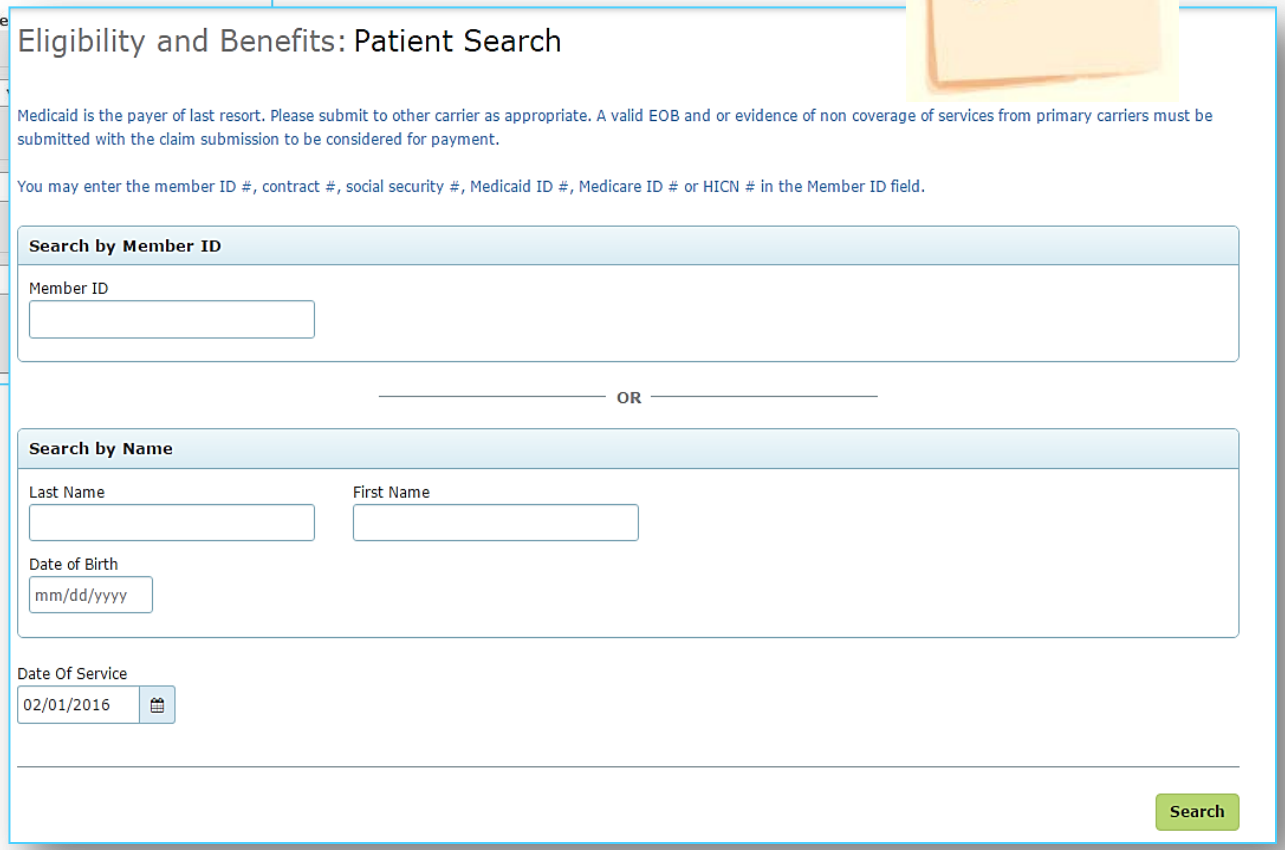
Eligibility and Benefits

Eligibility & Benefits Search Screen





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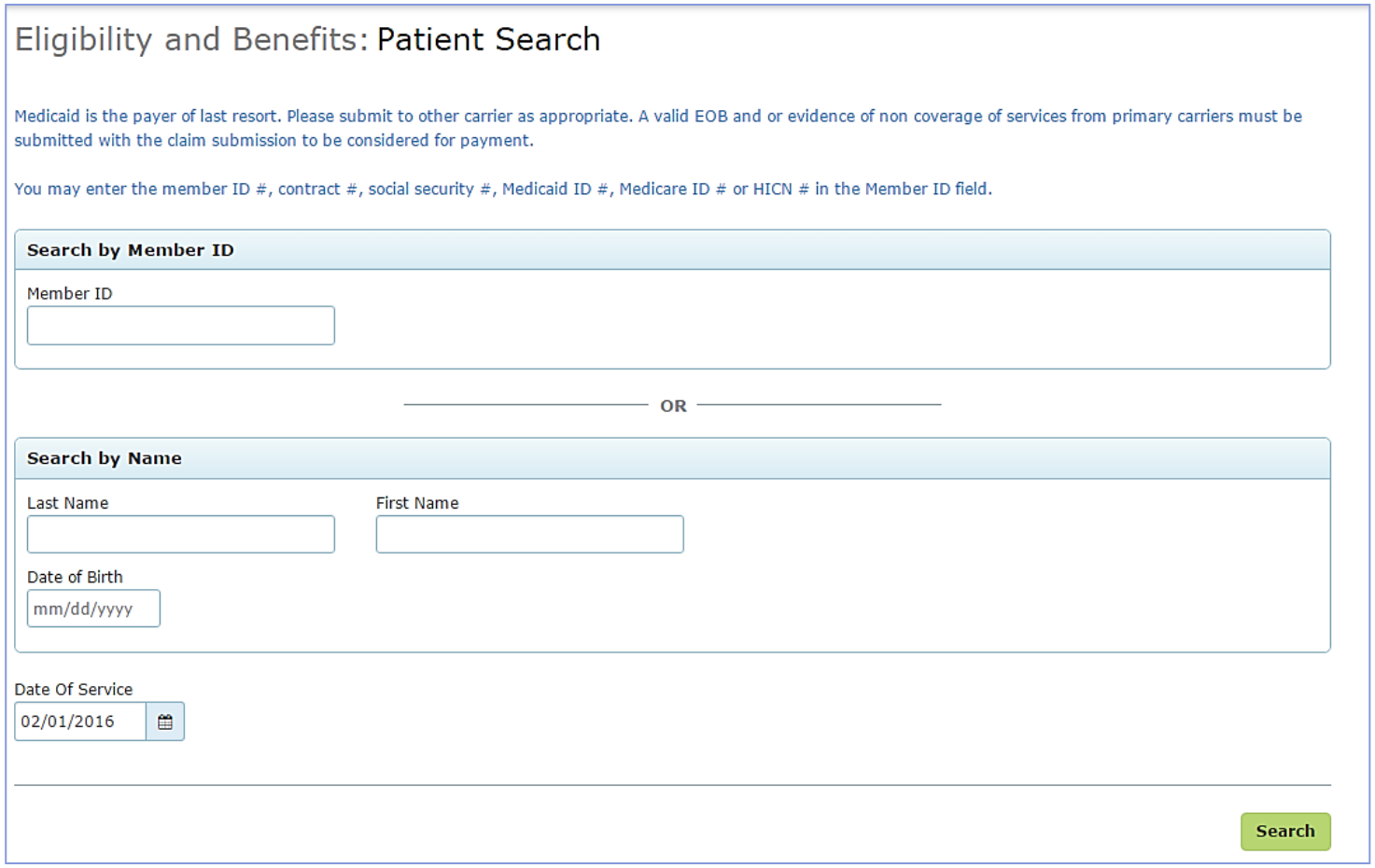
E&B Search Screen



Search by:

- Member ID

OR

Search by:

- Member Last Name
- Member First Name
- Member Date of Birth

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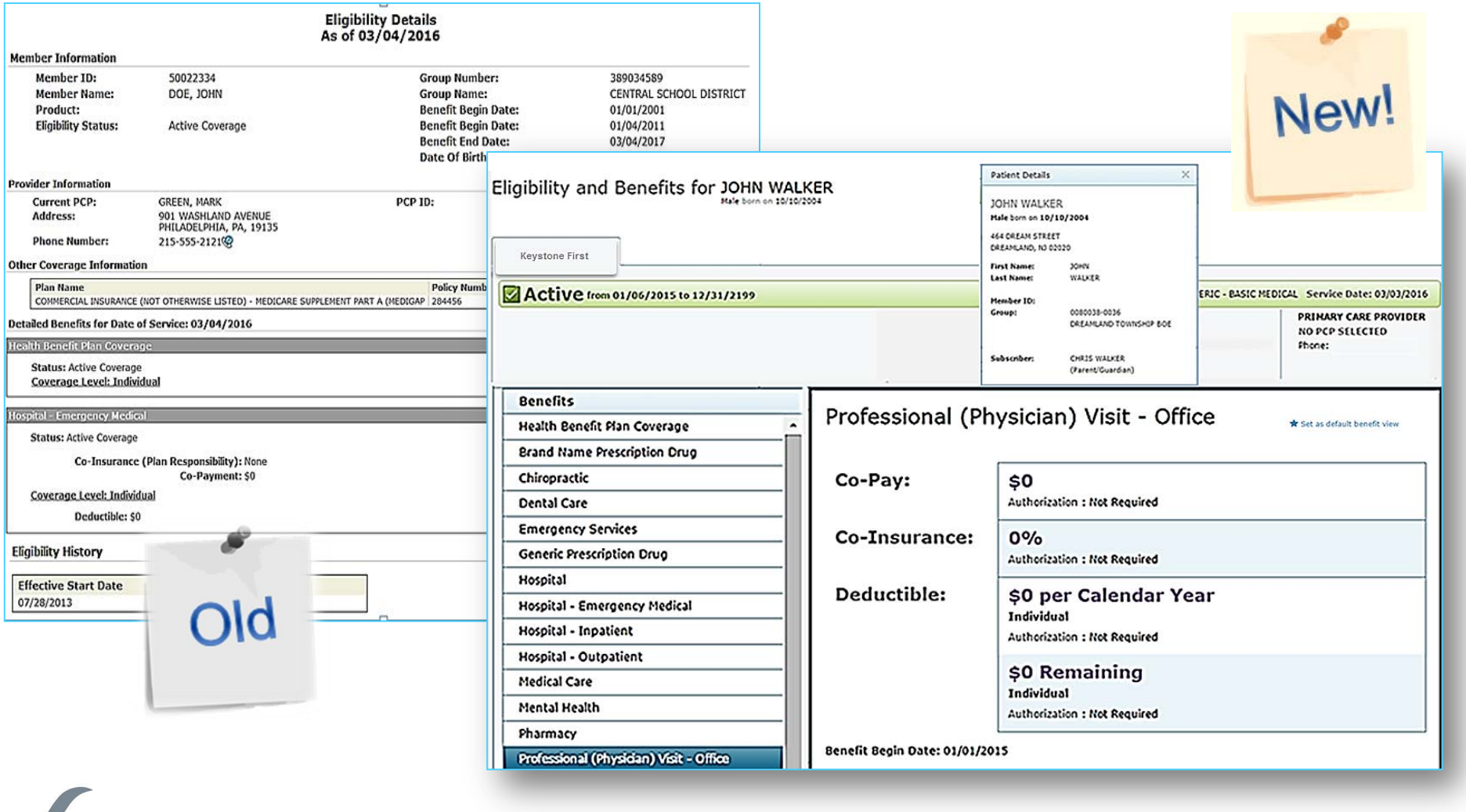
Eligibility & Benefits Results Screen



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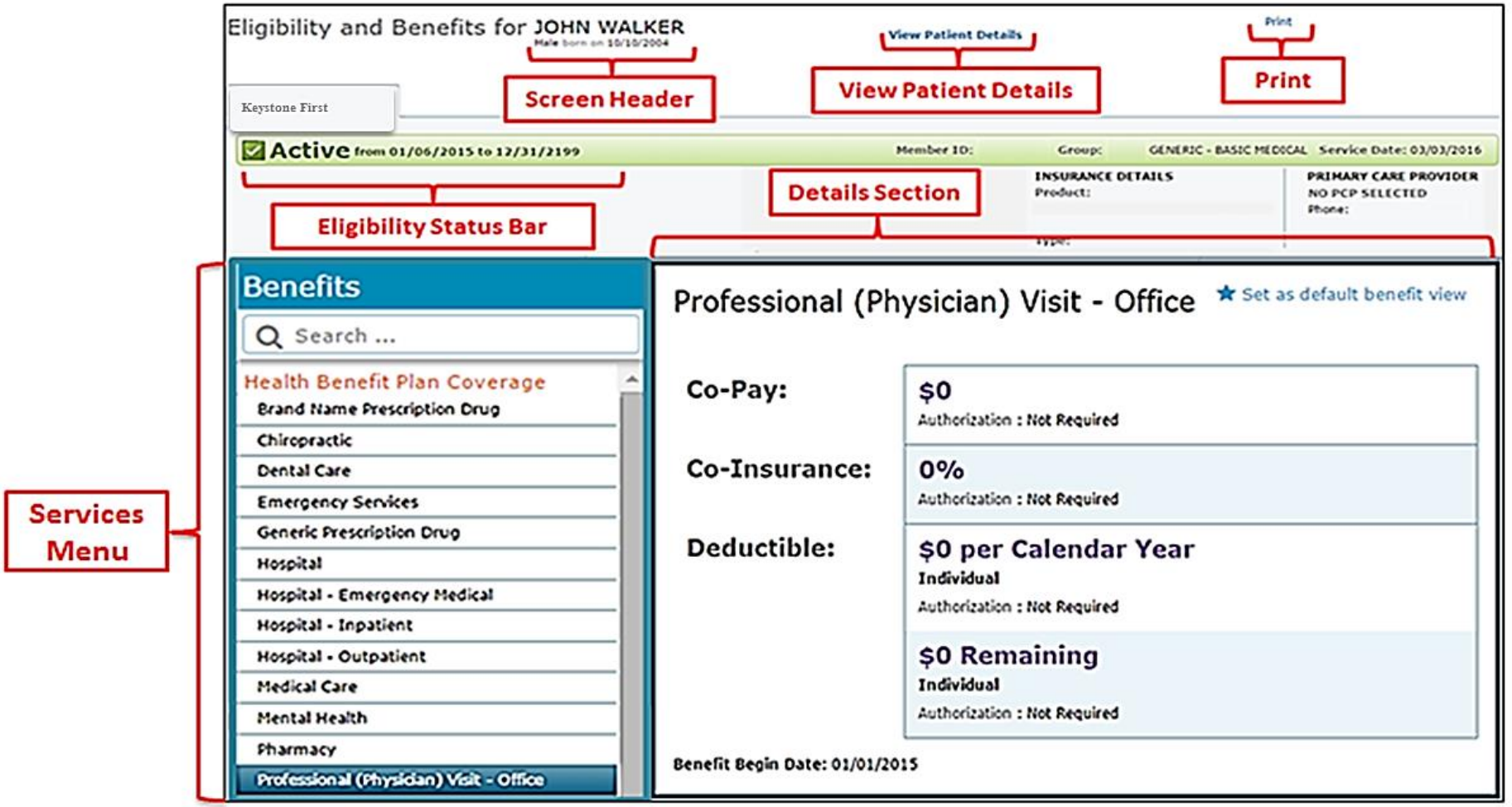
E&B Result Details



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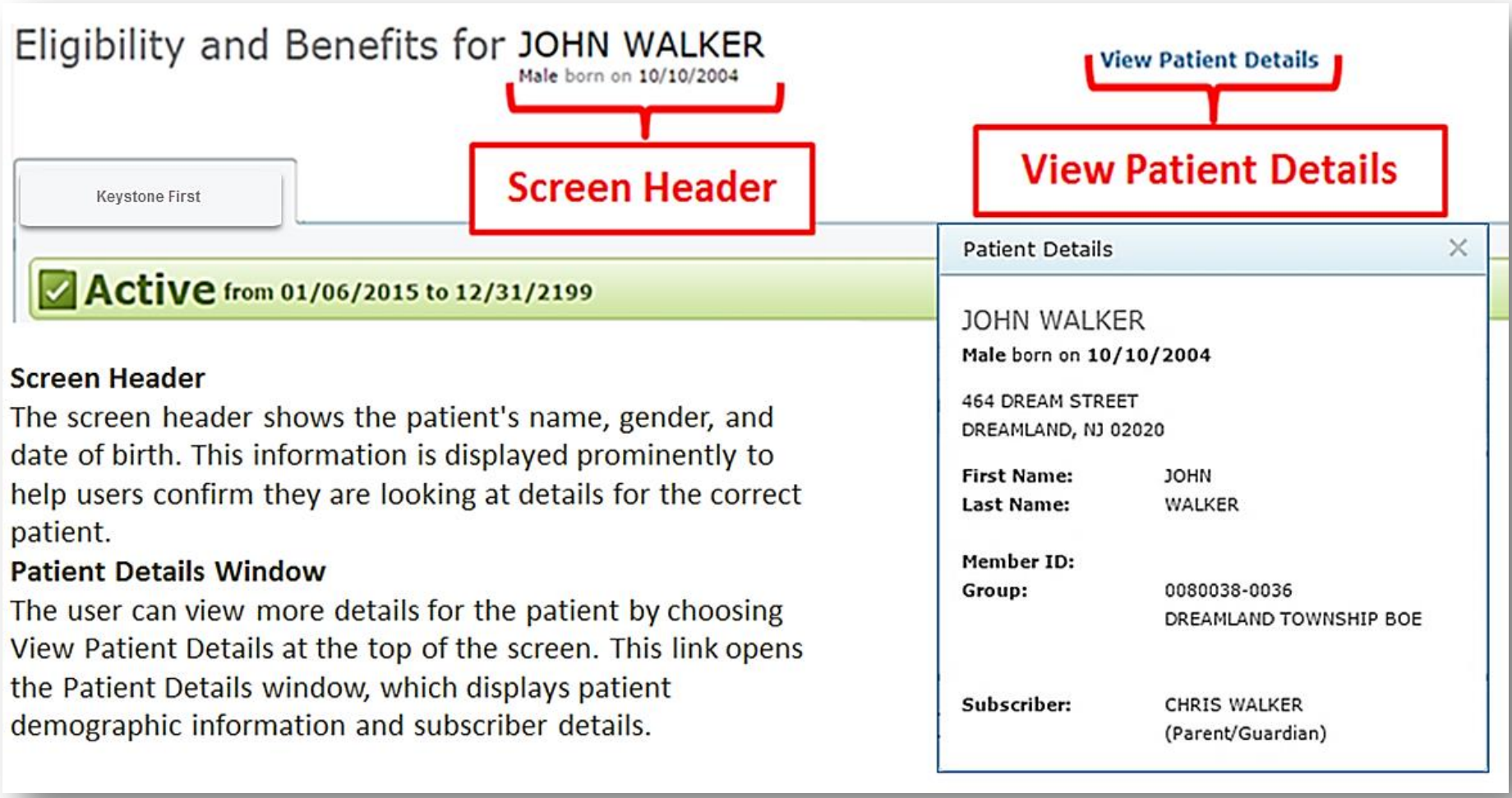
E&B Result Details



Screen Header

The screen header shows the patient's name, gender, and date of birth. This information is displayed prominently to help users confirm they are looking at details for the correct patient.

Patient Details Window

The user can view more details for the patient by choosing View Patient Details at the top of the screen. This link opens the Patient Details window, which displays patient demographic information and subscriber details.

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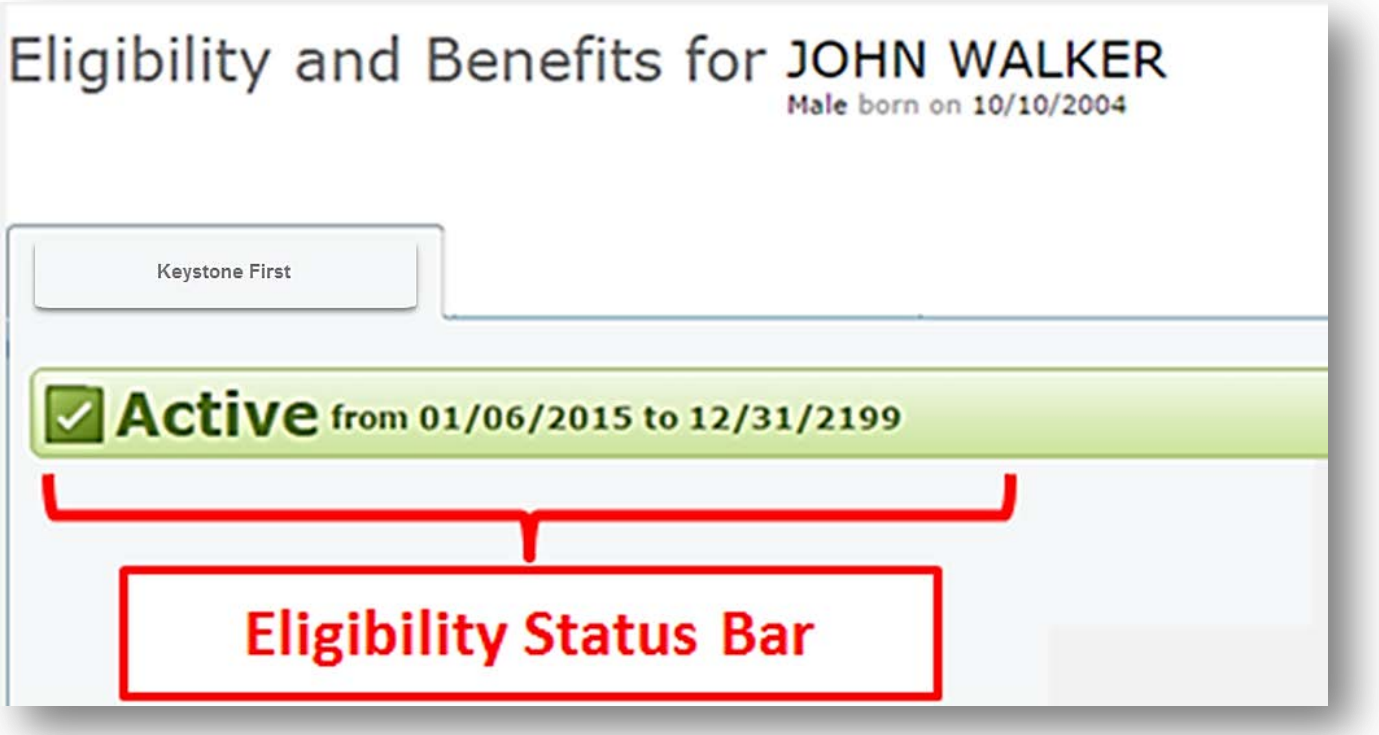
E&B Result Details



The Eligibility Status Bar prominently displays the most valuable information to the user. The overall coverage status of the patient appears in large font to allow the user to find status quickly. In the following example, the user has an active status. The eligibility date (start date or range) is shown to the right of the eligibility status.

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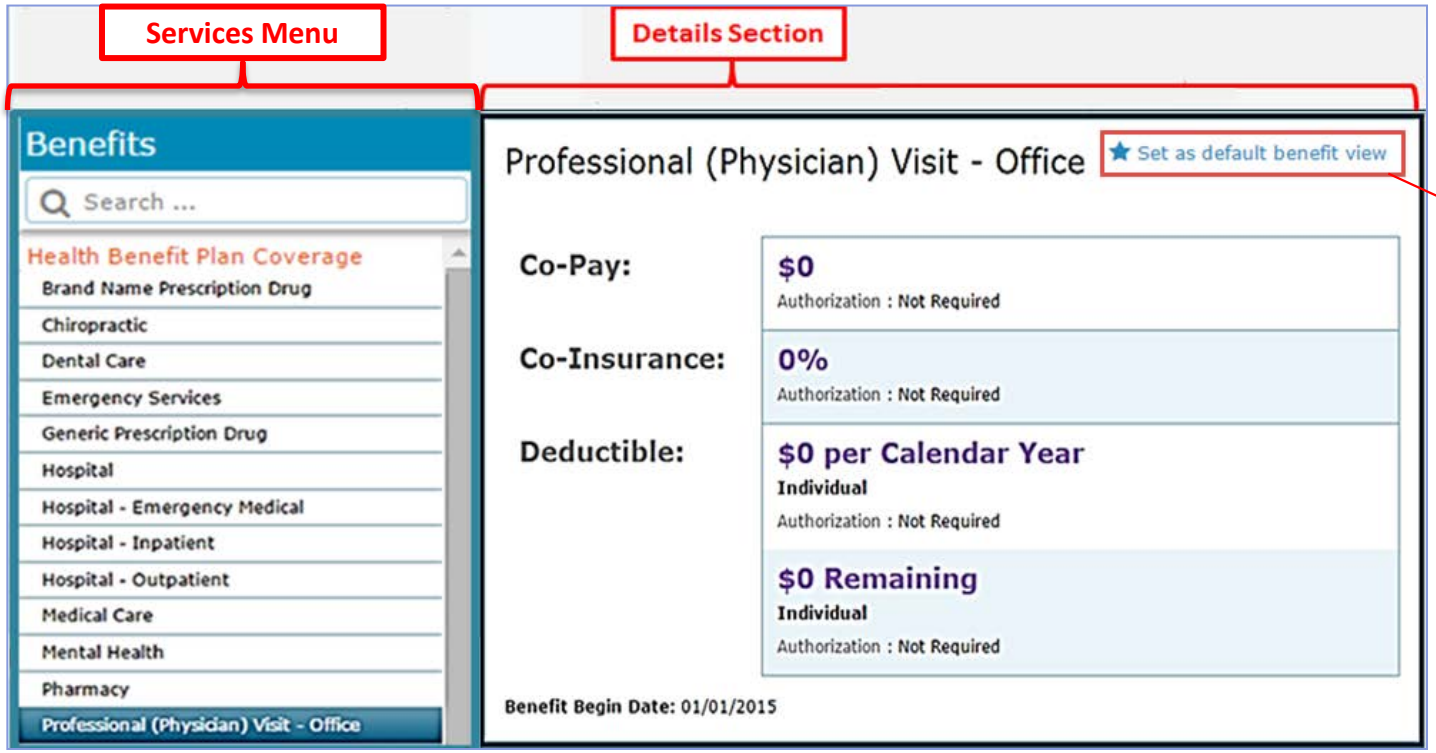
E&B Result Details



- The purpose of this feature is to immediately show the benefit details used the most. Users can set a different default for each health plan.
- Each user in the office can set their own default. This selection is at the user level, not the office level.

- **The Details Section** shows all benefit details for the currently selected service type. The header displays the name of the service selected in the Services menu.
- **The Services Menu** displays a list of services supported by the health plan. Choosing any other service on the list displays benefit details for the patient for that service in the Details section to the right of the menu. After the Health Benefit Plan Coverage option, the rest of the services are displayed in alphabetical order from top to bottom, and the currently selected service is always highlighted in the Services menu.

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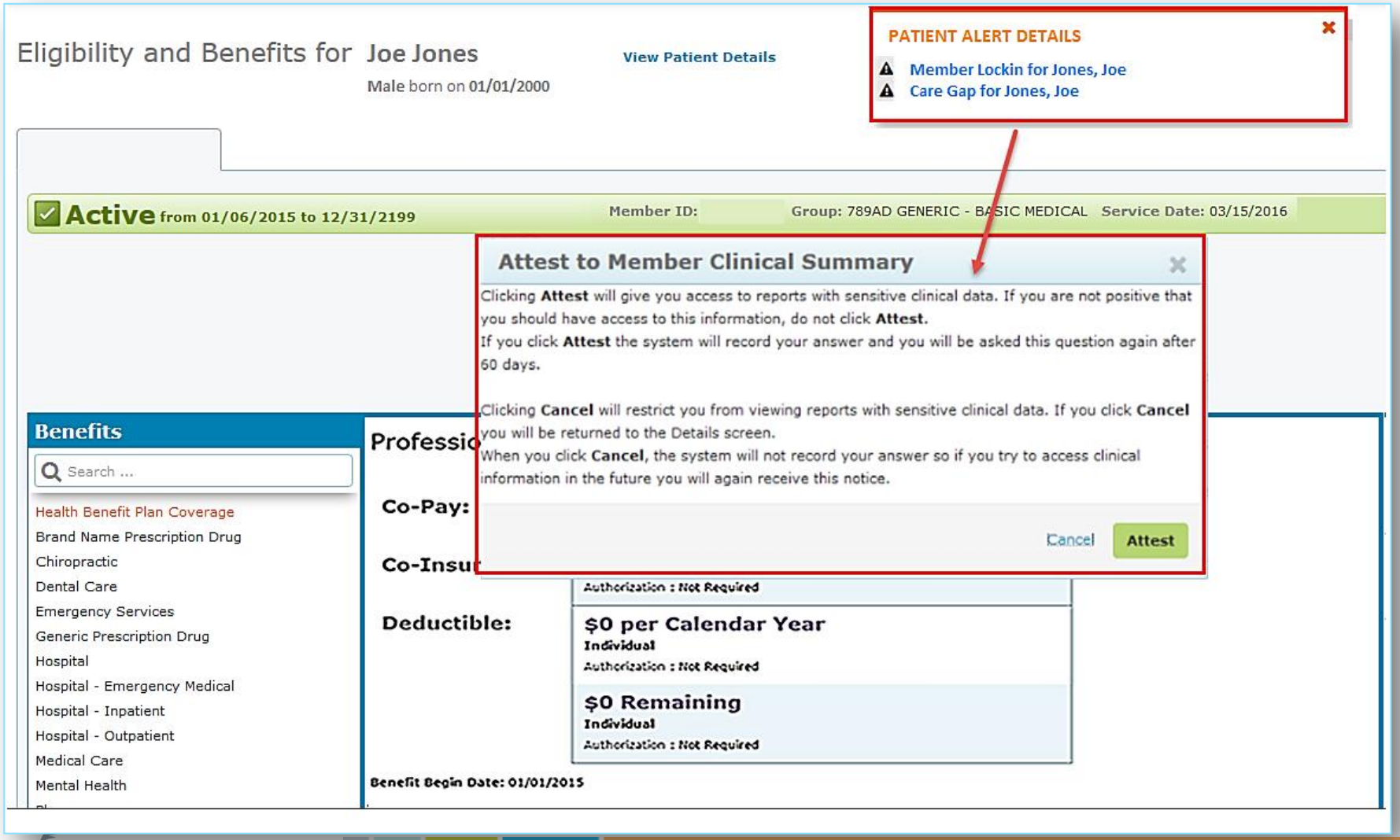
Alerts and Alert Attestation



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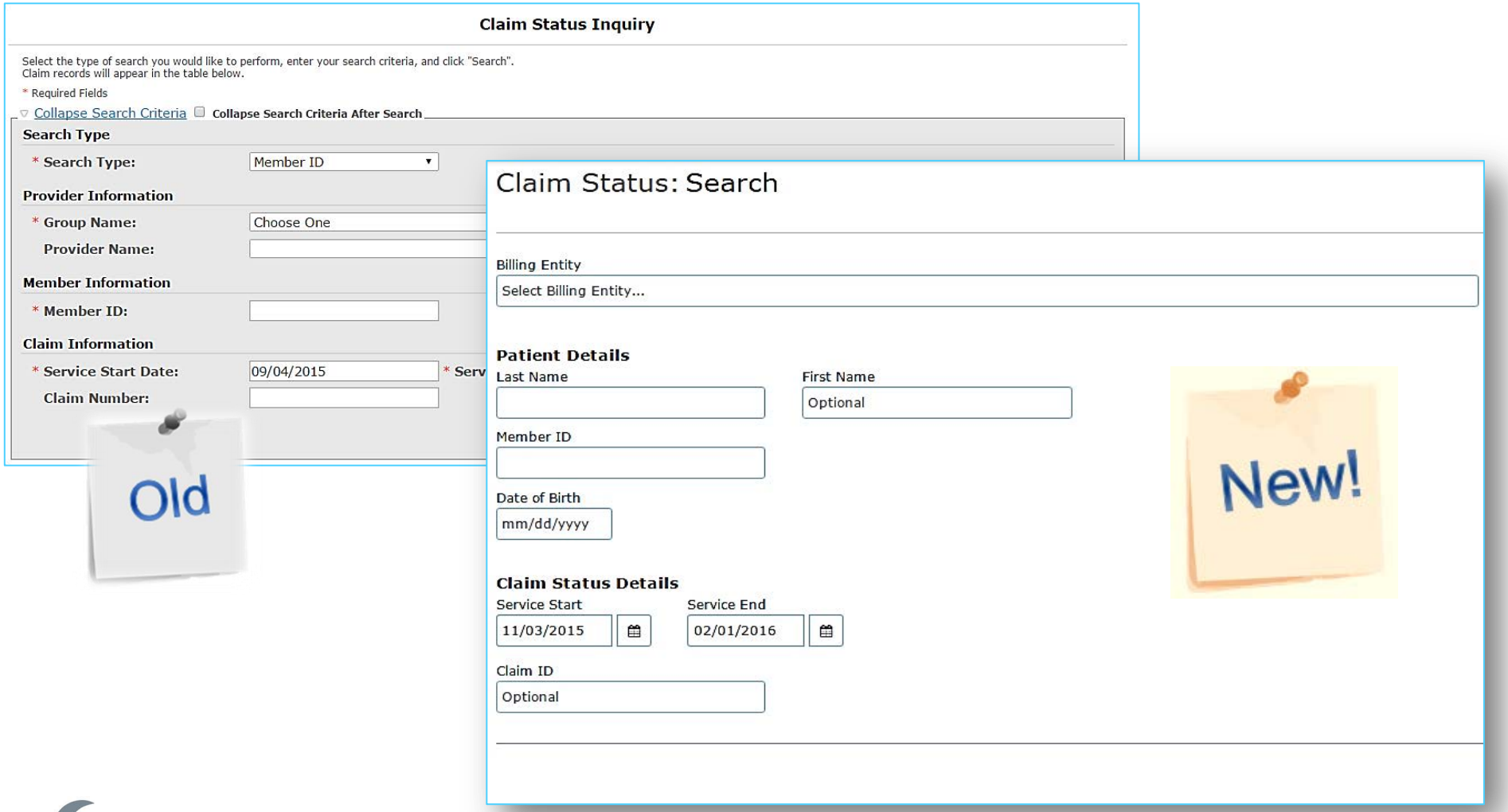
Claim Status Inquiry Enhancements

Claim Status Inquiry Search Screen



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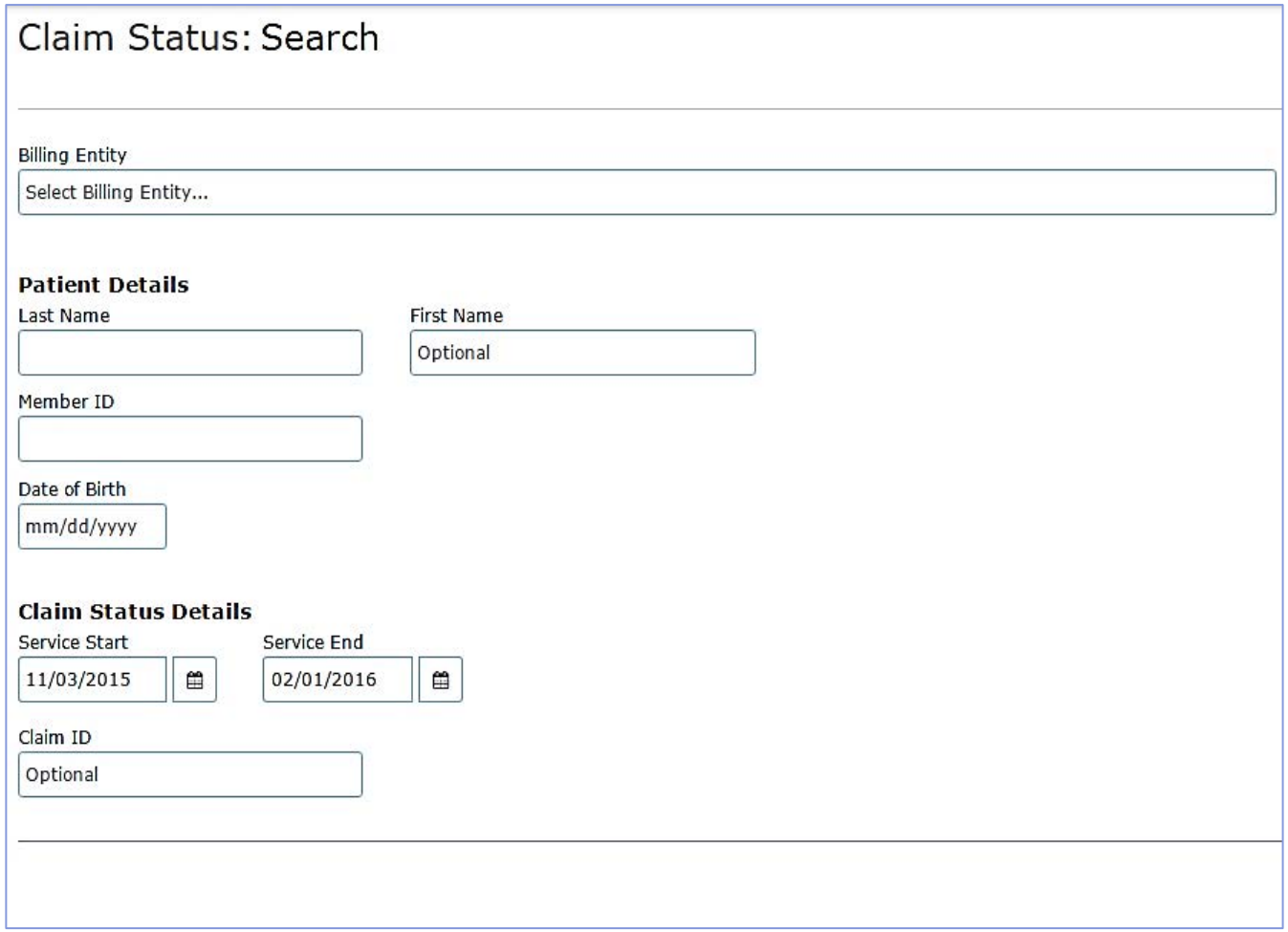
Claim Status Inquiry Search



Required Search Fields

- Billing Entity
- Patient Last Name
- Member ID
- Date of Birth
- Claim Service start date
- Claim Service End Date

Optional Search Fields

- Patient First Name
- Claim ID

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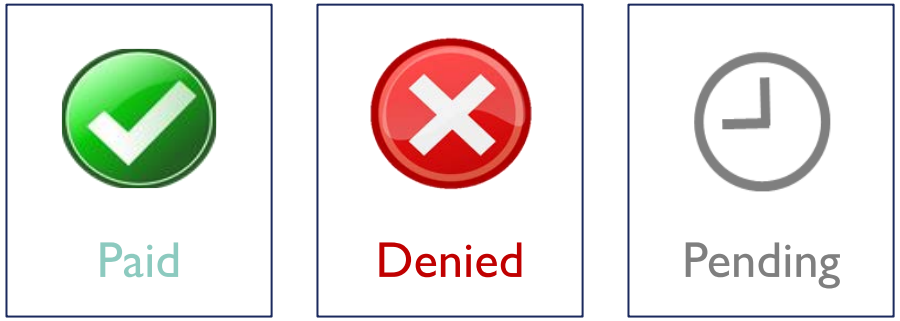
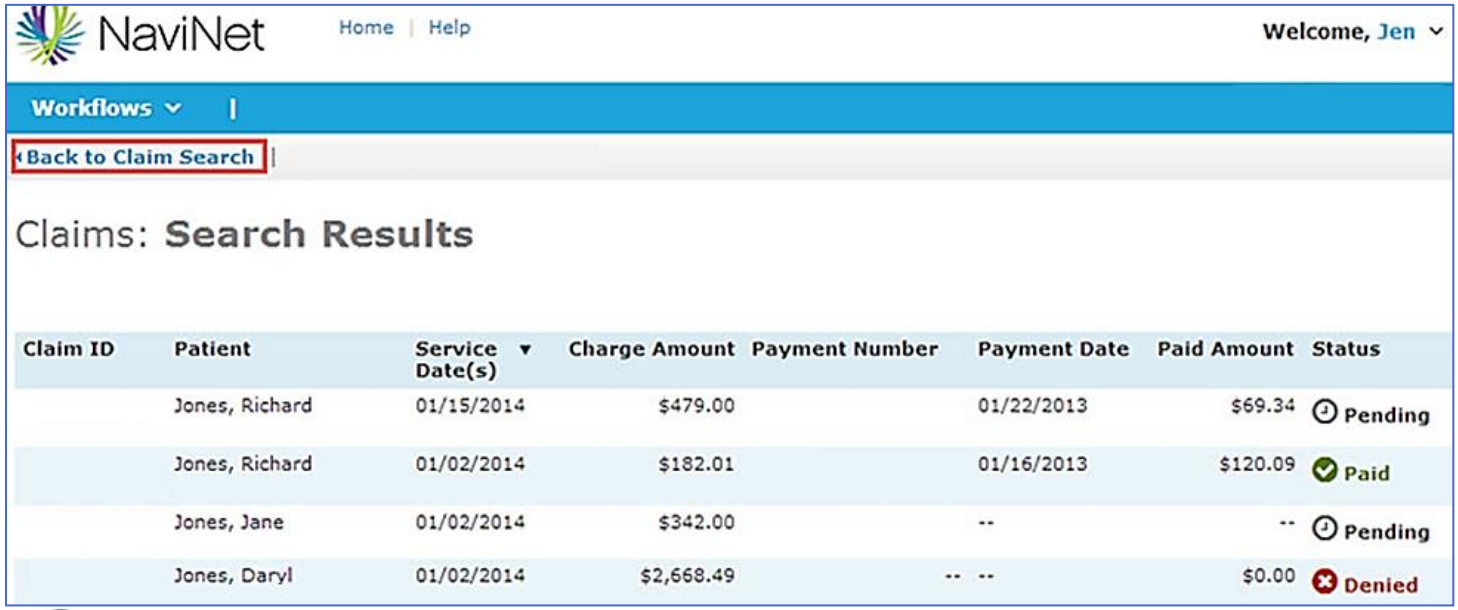
CSI Search Results Screen

Multiple Claims
If multiple claims are returned in the health plan response, the user can select the appropriate claim on the Claims Search Results screen.

Single Claim
If only one claim is returned in the response, the user is taken directly to the Claim Details screen.





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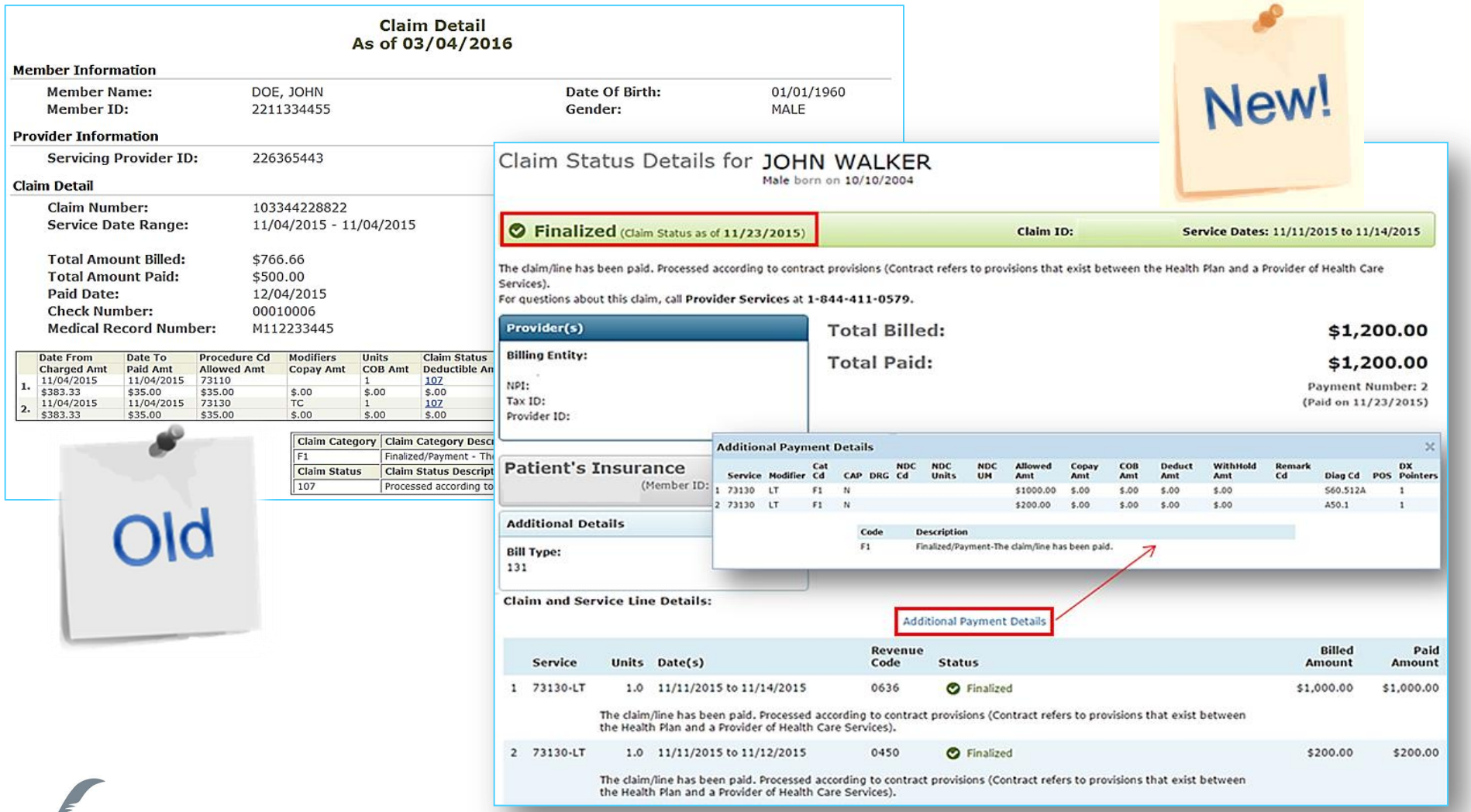
Claim Status Inquiry Results Screen



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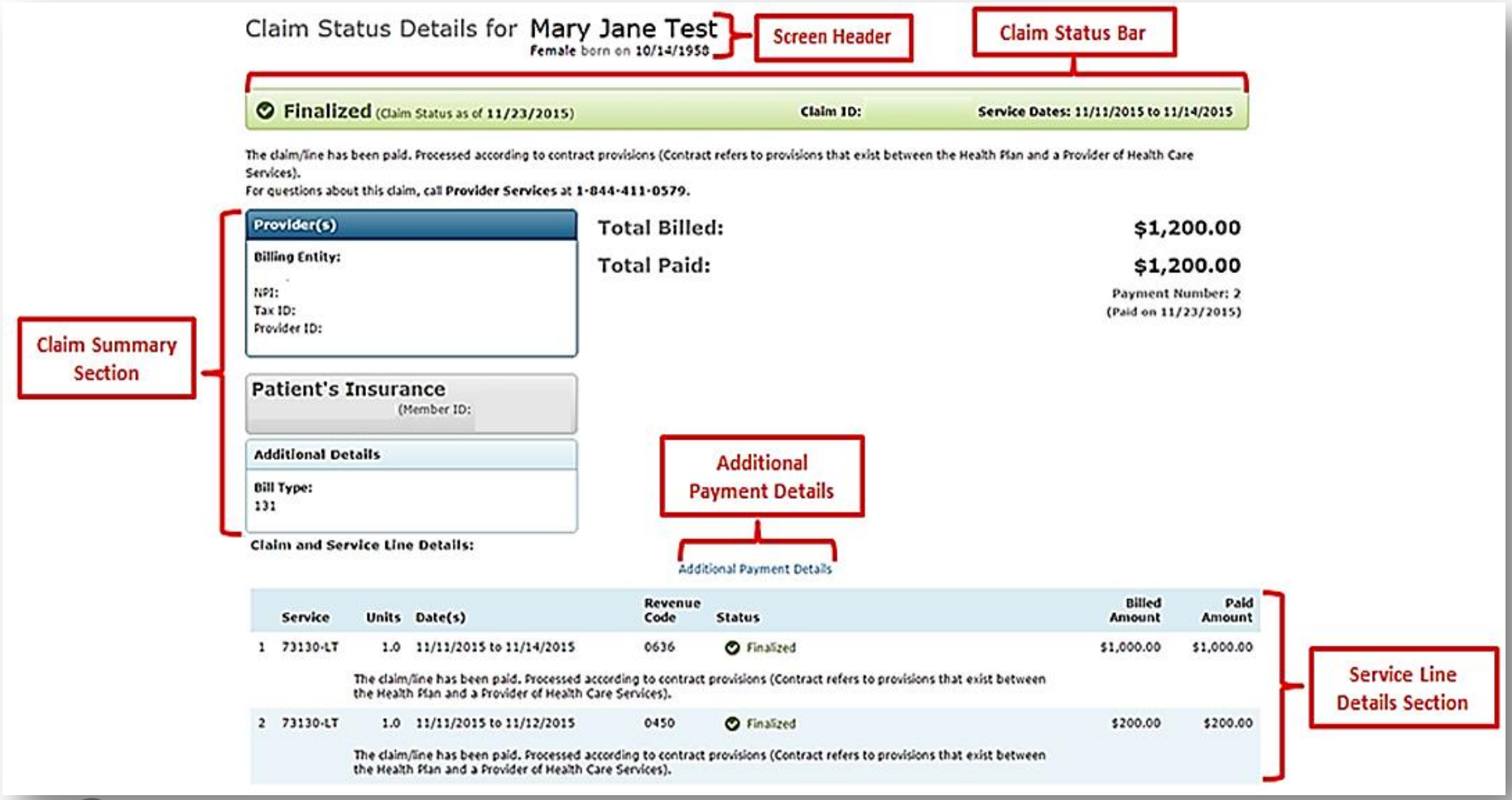
CSI Result Details



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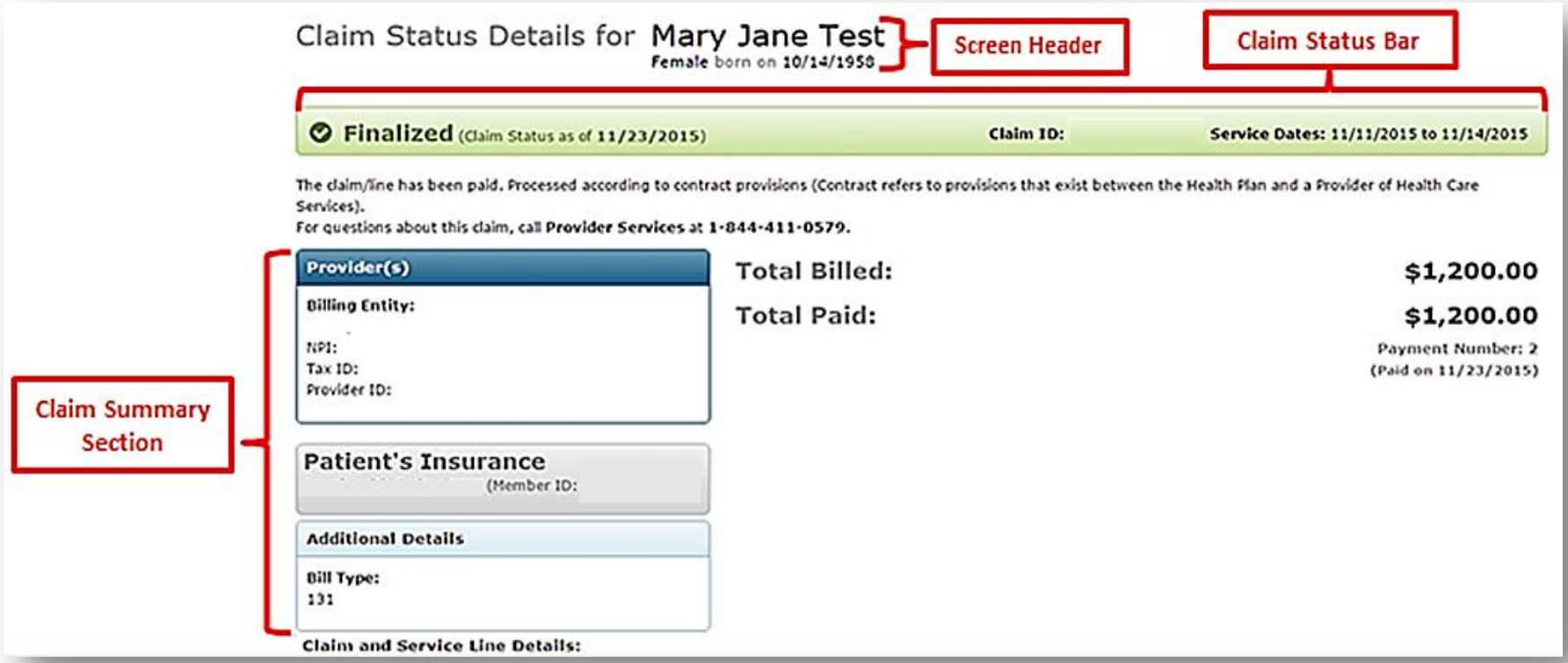
CSI Result Details



Screen header - The Screen header shows the Patient's name and date of birth for the claim. This key information is displayed prominently at the top of the application to help users confirm that they are looking at details for the correct patient.

Claim Status Bar - Displays current claim status. Users look for the overall claim status and status details as the first and most important information on the page.

Claims Summary Section- Displays the most important details of the claim, including the total charge from the provider and the amount paid by the health plan. The NaviNet Claims Status application presents this information to users in a prominent and highly visible way.

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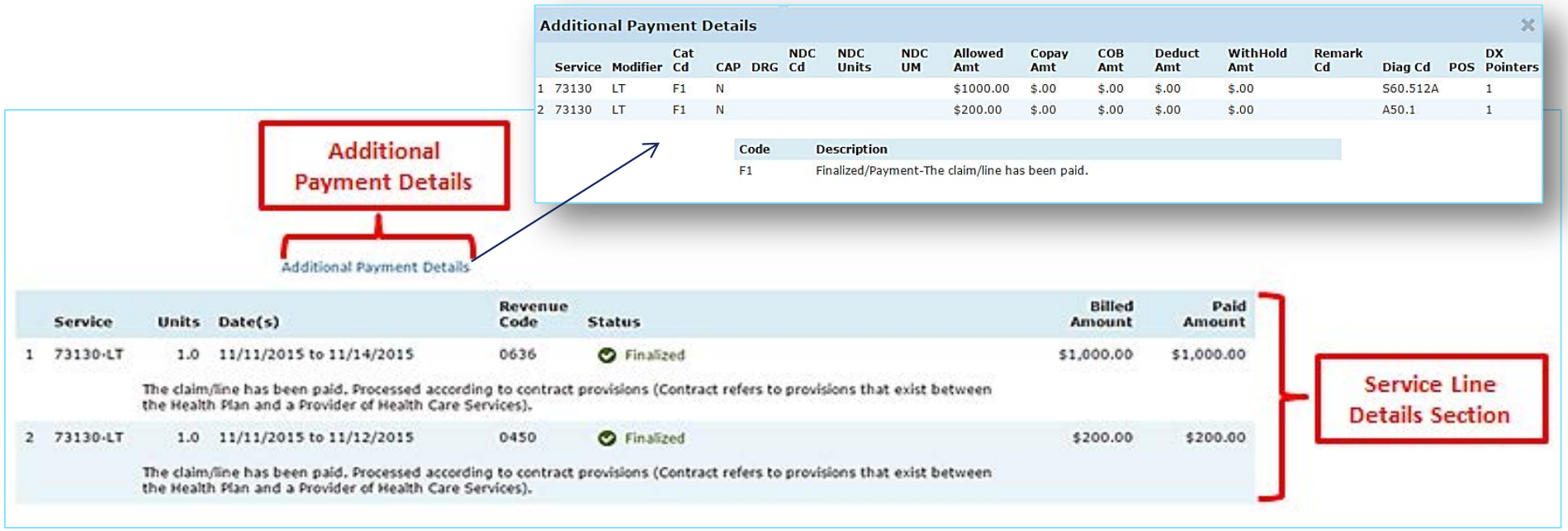
CSI Result Details



Service Line Details section - Displays the details of the individual claim service line. Users look for the overall claim status and status details as the first and most important information on the page.

Additional Payment Details- Displays the allowed amount, amount applied to member responsibility and explanation of benefits description according to each line item.

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