

To: Keystone First Primary Care Providers
Date: March 1, 2022
Subject: NaviNet Upgrades for Condition Optimization Program (formerly Intensive Case Management Program)

Summary: Effective April 1, 2022, Keystone First is upgrading the NaviNet portal to enhance the Retrospective and Prospective Outreach Programs. When all program requirements are met, these programs will include administrative payments for completion of the action items in NaviNet. Read on to learn more about the system changes.

About the program:

As a reminder, there are two components to the *Condition Optimization* program:

- PCP **Retrospective** Outreach component includes reviewing and updating diagnostic information previously-reported via claims submission.
- PCP **Prospective** Outreach component includes outreaching to members to encourage scheduling routine appointments.

How does the program help PCPs?

As part of our ongoing efforts to assess your patients' (our members') chronic health conditions, we are offering this program to help PCPs:

- Identify patients who may be "due" for routine care.
- Proactively outreach to and schedule the identified patients.
- Complete scheduled routine visits, including evaluation of any chronic health conditions and creation of a medically-appropriate treatment plan.
- Report accurate and up-to-date patient diagnosis information to the health plan by completing a few simple program steps.

What about the administrative investment of participation?

Both the Retrospective and Prospective Outreach components offer an administrative payment when all program requirements are met. Please look for additional information, including training opportunities, to be released in the first quarter of 2022.

What about the NaviNet changes?

We are upgrading NaviNet to capture important information about chronic diagnosis and to enhance the user experience. Here is a summary of the upcoming NaviNet changes:

Condition Optimization Actions

- Streamlined instructions to complete actions.
- Addition of claim adjustment reviews resulting from Keystone First medical record review (replaces Claim Attestation Process).
- Addition of a Contact Worksheet to track outreach efforts.
- Addition of an Appointment Worksheet to track outcomes during patient visits.

Your Provider Account Executive will be reaching out to you to provide training on these upgrades.

Questions: Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Account Executive or email us at: conditionoptimizationprogram@amerihealthcaritas.com