Select Health of South Carolina
Introduces NaviNet Care Gap Enhancements

We have made several enhancements to NaviNet Care Gap Alerts and reports that you will see by July 20th. The following alerts will appear on your screen (if applicable) when checking a member’s eligibility and benefits or through the Member Clinical Summary option:

- A new status of “risk” in a pop-up alert message. This status provides you with information that puts your patient at risk, such as a missing medication therapy.
- Members with HgbA1c levels or LDL-C levels that are outside of recommended ranges. HgbA1c levels greater than 9 and LDL-C levels greater than 100 will trigger an alert

We are introducing a new user-friendly Care Gap worksheet (see attached sample). You will notice that the worksheet has been formatted into sections clearly indicating the action required by your practice:

- Response required (return the worksheet) – Due soon, overdue or missing alert service(s)
- Informational only (no need to return the worksheet) – At risk service(s) or up-to-date service(s)
- Request for Select Health staff to provide member outreach assistance

Select Health appreciates your attention to the Care Gap Alerts you receive regarding critical services that our members need to maintain good health, as well as your efforts to report your interventions on the Gaps in Care reports.

For additional information on Care Gaps, please refer to the User Guide and New Features Documents located under the Customer Support option in NaviNet or contact your Provider Account Executive.