

To: Select Health of SC Providers

Date: January 29, 2018

Subject: **New functionality allows Select Health of South Carolina providers to resolve patient care gaps electronically through NaviNet**

Summary: Effective January 29, 2018, Select Health providers will be able to resolve care gaps by entering information for services you have provided via our new **Care Gap Response Form**, in NaviNet. Read on for more information about this new functionality, and see our [Care Gap Response Form Provider Guide](#) for step-by-step instructions on accessing and completing the **Care Gap Response Form**.

Background:

A new functionality has been added to NaviNet which will allow faster, simpler closing of care gaps for your patients. This solution will reduce paperwork and enable more frequent status updates of care gaps. This functionality eliminates the need to print and complete a worksheet and fax it back to us to resolve care gaps. Instead, the new **Care Gap Response Form** allows you to close care gaps by entering information in NaviNet for services that you have provided. It also enables you to attach any supporting documentation within the **Care Gap Response Form**.

After submission of the information, our Quality team will review and confirm that it resolves the care gap. If additional information is needed to validate the service provided, you will be notified in NaviNet.

Once you've logged in to NaviNet, check the **Activity** tab to see alerts for care gaps that need your response. Clicking on **Response Requested** in the **Activity** window takes you to the **Care Consideration Detail** screen, where you can click on **Resolve Care Gaps** and enter information. You can click on **Patient Clinical Documents** under the **Workflow** tab to see the list of members with care gaps. You can also see care gaps for your patients through **Eligibility and Benefits Inquiry**, on the **Member Clinical Summary** and in the **Care Gap Query Report**.

For more details on viewing and closing care gaps, including how to navigate the **Care Consideration Details** screen, see our [Care Gap Response Form Provider Guide](#).

Action needed:

Start using the new **Patient Clinical Documents** workflow to navigate to the **Care Gap Response Form**, to resolve care gaps for your patients.

In conjunction with this upgraded functionality release, the health plan will no longer accept fax submissions of the Care Gap Worksheet. You will be required to log in to NaviNet to complete the **Care Gap Response Form**.

Questions:

If you have questions about this communication, please contact your provider account executive.