



Hoosier Alliance

Hoosier Alliance Is An AmeriHealth Mercy Company

MDwise Hoosier Alliance
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5604 Fortune Circle South
Indianapolis, IN 46241

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Attention iEXCHANGE Users

MDwise Hoosier Alliance is Transitioning to a New Web-based Service for Submission of Prior Authorization Requests

Beginning December 5, 2011, MDwise Hoosier Alliance (MDHA) will no longer accept requests for prior authorization (PA), service extensions and admission status via iEXCHANGE. However, we are pleased to offer the same PA and admission-related functions you currently perform in iEXCHANGE through the MDHA provider portal, NaviNet. Via your single log on to MDHA's Plan Central Page on NaviNet, your practice will be able to access JIVA, a new, Web-based functionality that will enable you to:

- Request inpatient, outpatient, home care and durable medical equipment services (i.e., obstetric observation stays, obstetric inpatient stays, oxygen, therapies, adenoidectomies, myringotomies, tonsillectomies, CT sinus, CT brain, MRI chest, MRI lumbar spine, CPAP/BIPAP)
- Request prior authorizations
- Verify elective admission authorization status
- Receive admission notifications
- View authorization history
- Submit clinical review for auto approval of requests for services

JIVA will be accessible only through MDHA's NaviNet Plan Central Page; therefore, to utilize JIVA's on-line PA and admission-related functions, you must be a registered NaviNet user. If you are not already a NaviNet user, it is very simple to start the process! Log on to www.navinet.net to register, or call 1-888-482-8057 to speak to NaviNet Customer Service. **To ensure your practice is ready to begin using JIVA when it launches on December 5, 2011, please register your practice for NaviNet now.**

MDHA will be arranging training on both NaviNet and JIVA for our network providers in the near future. **Please be advised that all MDHA patient service history currently stored in iEXCHANGE will not be carried over to JIVA, therefore we are requesting that you take appropriate steps to retain this information prior to the JIVA launch date.**

We hope you will find JIVA useful and convenient. Please be on the lookout for an invitation to train on this exciting new tool.

NaviNet Can Ease Your Administrative Burden!

Reminder! NaviNet offers useful tools to help your practice manage health care services for your MDHA members.



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Using NaviNet reduces the time spent on paperwork and allows you to focus on more important tasks – patient care. NaviNet is a “one-stop” service that supports your office’s clinical, financial and administrative needs.

NaviNet Supports Pre-Encounter Functions

- Eligibility and Benefits Inquiries
- Care Gaps
 - ✓ Care Gap Alerts
 - ✓ Care Gap Reports
- Member Clinical Summaries

NaviNet Supports Patient/Provider Encounters

- Care Gaps (see Pre-Encounter section above)
 - ✓ Use the care gap reports to provide your patients with appropriate and needed health screenings
 - ✓ Maximize your opportunity for incentive dollars
- Member Clinical Summaries (see Pre-Encounter section above)
- Referral Submission/Inquiries

NaviNet Supports Claims Management Functions

- Submit Claims Through Emdeon’s Claim Entry Portal
- Check the Status of Submitted Claims
- View Claim EOBs
- Perform Claim Adjustments – Coming Soon!

NaviNet Supports Back-Office Services

- Panel Roster
- Intensive Case Management Reimbursement Program
- Other NaviNet Reports

Thank you for your commitment to our members and your continued participation in our network. If you have any questions, please contact your MDHA Account Executive, or Provider Services at 1-888-961-3100, Option 2.

Sincerely,

James Shelton
Director, Network Management