



Hoosier Alliance

Hoosier Alliance Is An AmeriHealth Mercy Company

MDwise Hoosier Alliance
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NaviNet Is Your One-Stop Service for Submitting Prior Authorizations and Much More!

MDwise Hoosier Alliance (MDHA) is pleased to offer providers a new service through our NaviNet Provider Portal. Beginning December 5, 2011, NaviNet-registered practices will be able to submit prior authorization (PA) requests via a new functionality called JIVA. Through your single log on to MDHA's Plan Central Page on NaviNet, you will be able to access JIVA and perform a range of PA-related functions:

- 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

MDHA will be arranging training on this exciting tool for our network providers in the near future. ***To ensure your practice is ready to begin using JIVA when it launches on December 5, 2011, please register your practice for NaviNet now.*** JIVA will be accessible only through MDHA's NaviNet Plan Central Page.

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.

As a reminder, NaviNet offers many useful services to help your practice better manage the health care services available to your MDHA members.

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.



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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