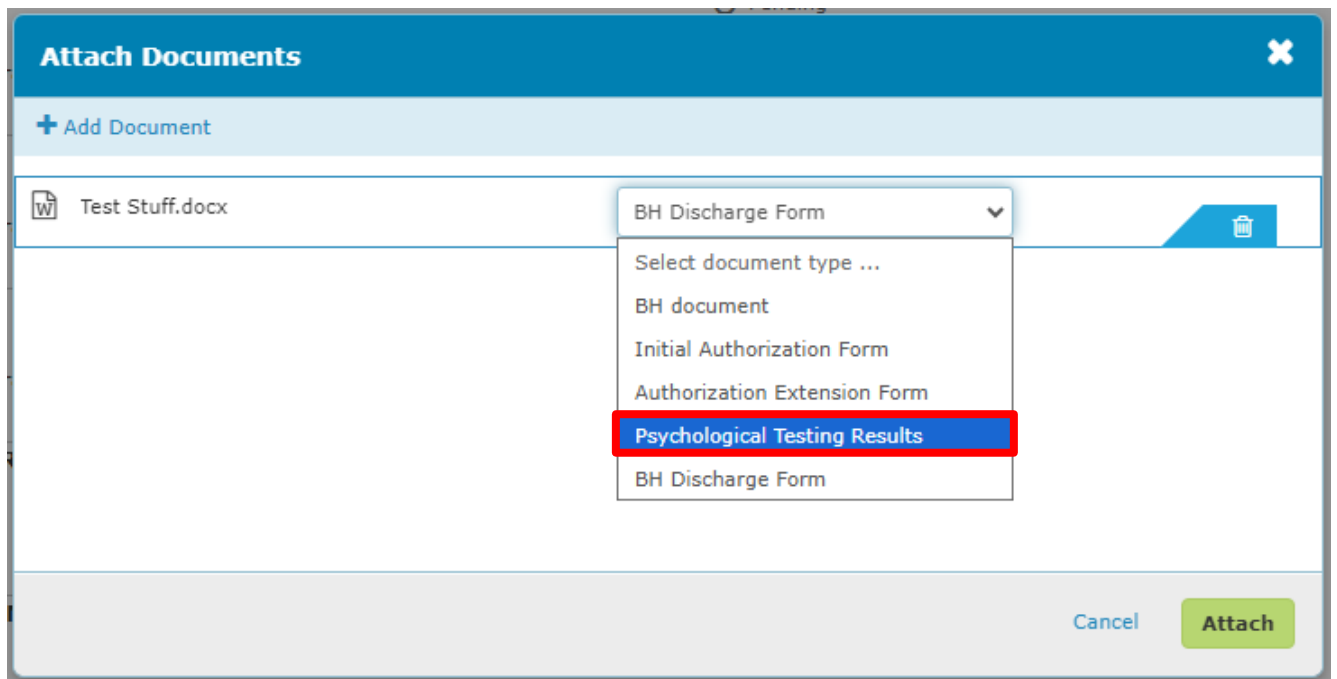


Submission of Psychological/Neuropsychological Testing Results

Per PerformCare policy [CM-012](#), Psychological and Neuropsychological providers are required to submit completed testing results to PerformCare within **10 calendar days** of completing the written results of testing for payment. With the implementation of the NaviNet Provider Portal, providers are able to follow these instructions to submit those results instead of faxing or mailing.

Step	Action												
1.	<p>Locate the existing request under Workflows for this Plan.</p> <div data-bbox="240 436 662 722" style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p>Workflows for this Plan</p> <ul style="list-style-type: none"> Eligibility and Benefits Inquiry Claim Status Inquiry Behavioral Health Authorization Management Behavioral Health Authorizations Log </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">If...</th> <th style="width: 50%;">Then...</th> </tr> </thead> <tbody> <tr> <td>The request was created in NaviNet</td> <td>Select Behavioral Health Authorizations Log</td> </tr> <tr> <td>The request was not created in NaviNet (for example if the request was faxed, phoned, or submitted via Jiva)</td> <td>Select Behavioral Health Authorizations Management and then Search for Existing Authorization (also referred to as Authorization Inquiry by NaviNet)</td> </tr> </tbody> </table>	If...	Then...	The request was created in NaviNet	Select Behavioral Health Authorizations Log	The request was not created in NaviNet (for example if the request was faxed, phoned, or submitted via Jiva)	Select Behavioral Health Authorizations Management and then Search for Existing Authorization (also referred to as Authorization Inquiry by NaviNet)						
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2.	<p>Select Attach on the request that needs to be amended.</p> <div data-bbox="240 1094 1357 1245" style="border: 1px solid #ccc; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">GRETA EMERSON</td> <td style="width: 30%;">Date of Service: 03/18/2022</td> <td style="width: 30%;">Date of Submission: 03/18/2022</td> <td style="width: 10%; text-align: right;">Approved as of 03/18/2022</td> </tr> <tr> <td>AmeriHealth Caritas</td> <td>Auth #: 92203003350</td> <td colspan="2"></td> </tr> <tr> <td colspan="4" style="text-align: center; border-top: 1px solid #ccc;"> Auth Details Create New History Attach Refresh Status </td> </tr> </table> </div>	GRETA EMERSON	Date of Service: 03/18/2022	Date of Submission: 03/18/2022	Approved as of 03/18/2022	AmeriHealth Caritas	Auth #: 92203003350			Auth Details Create New History Attach Refresh Status			
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3.	<p>Select Add Document.</p> <div data-bbox="240 1325 1409 1640" style="border: 1px solid #ccc; padding: 10px;"> <div style="background-color: #0070c0; color: white; padding: 5px; display: flex; justify-content: space-between;"> Attach Documents ✕ </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> + Add Document </div> <div style="text-align: center; padding: 20px 0;"> <p>Drop Documents here to Attach</p> </div> </div>												
4.	<p>Attach supporting clinical documentation (supported document types: pdf, docx, xml, csv, png, gif). The user may attach up to 10 documents. The user can identify the document type based on the drop down list. If the user attaches a document, the document type is mandatory. The user also has the ability to delete any document attached in error.</p>												

Select **Psychological Testing Results** in document type drop down.



5. Select **Attach** when the request is complete.

