

Provider Notice

To: **All MH/SU TCM, Psych Rehab, and Peer Support Providers**
From: **Dan Eisenhauer, Director of Operations**
Date: **November 26, 2024**
Subject: **AD 24 118 NaviNet Enhancements Trainings**

Earlier this year, **PerformCare and NantHealth I NaviNet** implemented authorization submissions on NaviNet. We are pleased to announce that even more enhancements will be released in January for Peer Support, Psych Rehab/Clubhouse, and Targeted Case Management providers.

With this new release, impacted providers will be taken to a new screen with a set of questions in the NaviNet Provider Portal that will electronically capture the information previously entered on the authorization request form. This new process will start on 1/24/25. Effective this date, Providers will no longer need to upload the Authorization Request Form *for NaviNet Submission Only* with the authorization. However, PerformCare requests that Providers report Sexual Orientation and Gender Identity assessment information via a new Navinet SOGI form that will be reviewed with providers during training sessions.

Training

PerformCare will offer **level of care specific** training on the new enhancements on the following dates and times,

- Peer Support Training dates,
 - January 24th from 1:00pm to 2:00pm
 - January 27th from 9:00am to 10:00am
 - January 28th from 11:30am to 12:30pm
- Psych Rehab/Clubhouse Training dates,
 - January 24th from 11:00am to 12:00pm
 - January 27th from 2:00pm to 3:00pm
 - January 28th from 10:00am to 11:00am
- MH/SU Targeted Case Management Training dates,
 - January 24th from 9:00am to 10:00am
 - January 27th from 11:00am to 12:00pm
 - January 28th from 1:00pm to 2:00pm

Providers should identify staff who will be responsible for entering authorizations and register for one of these trainings. Each level of care specific training will go over the same information, i.e., each Peer

Support Training session will be the same, so staff are not required to attend each specific level of care training. Staff that are responsible for multiple levels of care, such as Psych Rehab and TCM will need to attend a training for each level of care. If staff would like to attend more than one training, multiple RSVPs will be needed. To register, please use the link below. RSVPs will be accepted until January 17, 2025. **ZOOM instructions will be sent closer to the meeting date/time to individuals who register.**

https://www.surveymonkey.com/r/NaviNet_Training_PartII

If you have questions about this communication, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare
Scott Suhring, Capital Area Behavioral Health Collaborative
Missy Wileman, Tuscarora Managed Care Alliance
PerformCare Account Executives