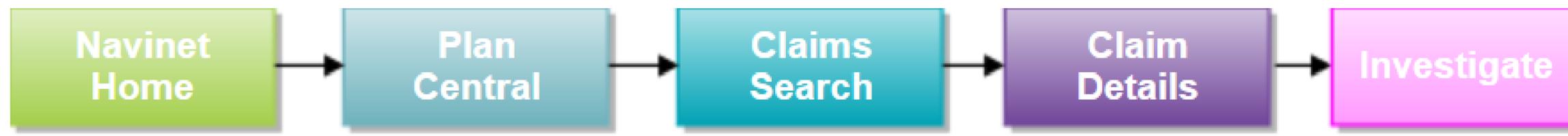




PerformCare Claims Investigation



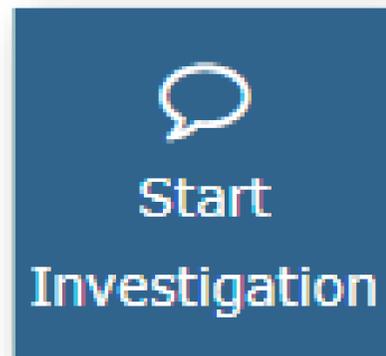
The **Claim Inquiry** function, also referred to in this guide as a Claim Investigation, allows ancillary, facility and professional providers the ability to submit a claim inquiry on claims that were previously finalized. For each submitted transaction, users will receive an electronic response indicating if the claim was adjusted or an explanation why it was not adjusted. This new feature is for individual claims, if users have a large claim project please continue to contact your Provider Account Executive.

This guide was designed to help you:

- Submit a Claim Inquiry
- Review/ Search the Investigation List
- Enable Notifications
- Start a new Claim Inquiry



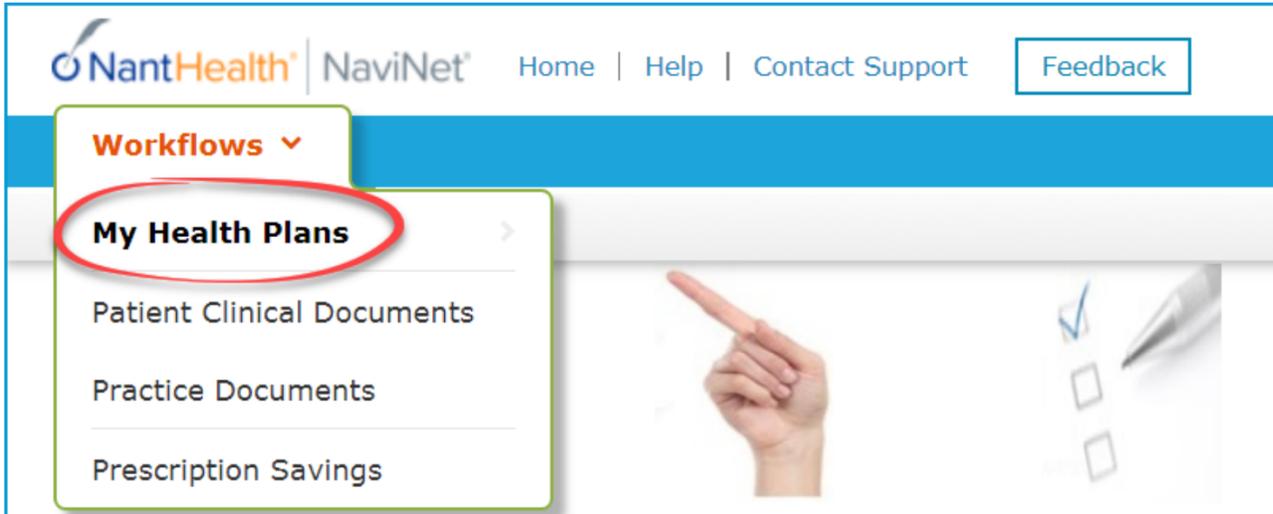
Claim Status Inquiry Workflow



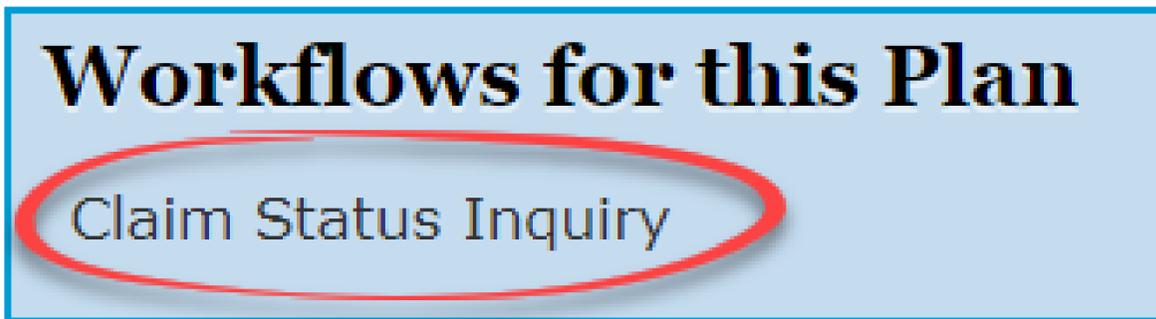
Starting a Claim Investigation (Inquiry)

Sign in to navigate to the NaviNet Open Home screen.

Under Workflows on the NaviNet toolbar, select My Health Plans. Select PerformCare.



On the Plan Central screen: Select Claim Status on the Workflows for this Plan menu.



The Claim Status Search screen appears: Enter claim search criteria and click Search

A screenshot of the 'Claim Status: Search' screen. The page has a header with '< Back to' and 'Claim Status:'. Below the header is the title 'Claim Status: Search' and a 'Print' link. A message states: 'Online Remittance Advice will be available for claims paid on or after 01/04/2016.' There is a 'Reset Search Fields' link. The form includes sections for 'Billing Entity' (with a search box 'Type Name or ID to find provider...'), 'Patient Details' (with fields for Member ID, Last Name, First Name (Optional), and Date of Birth (mm/dd/yyyy)), and 'Claim Status Details' (with fields for Service Start (08/17/2017), Service End (11/15/2017), and Claim ID (Optional)). At the bottom right, there is a 'Reset Search Fields' link and a 'Search' button highlighted with a red circle.

Note: Fields not marked optional are required.

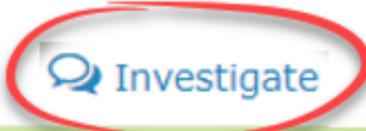
In the action bar, on the top-right of the screen, click Investigate.

An Investigation window opens

[← Back to Claim Status Search](#) | Claim Status:

Claim Status Details

LACI SMITH
Born on 01/01/2000

 Investigate  View/Print

 Finalized (Claim Status as of 10/09/2017) Claim ID:20000000000 Service Dates: 09/23/2017 to 09/23/2017

INSURANCE DETAILS Health Plan Member ID: 555555555	Total Billed:	\$275.00
BILLING ENTITY SMITHTOWN PEDIATRICS Tax ID: 012345678 Provider PIN: 123456	Total Paid:	\$0.00

Start Investigation

- In the blue panel on the left of the investigation screen is a **Start Investigation** icon. Click this to create a new message.

Reason For Investigation

- Select the reason for the investigation by selecting one of the options in the dropdown.

Select reason for investigation ...

- Eligibility Updated
- Authorization Updated/On File
- TPL/COB Changed
- Duplicate Payment Received
- Claim Underpaid
- Claim Overpaid

Investigation Details

- Enter inquiry details. Please be as specific as possible when entering your inquiry.

Contact Information

- Enter in your contact information.

Send Investigation

- Click **Send**.

Start Investigation ✕

Start Investigation

Investigation List

LACI SMITH
55555555

Date of Service	Claim ID	Billed Amount	✓ Finalized
09/23/2017 to 09/23/2017	200000000000	\$275.00	

Reason:

2000 characters left

Contact Information

Ext:

Cancel

Email address is required but notifications will not be sent via email.

The inquiry will now appear in your Investigation List

Investigation List ✕

Status Details Start New Investigation View/Print

LACI SMITH
55555555

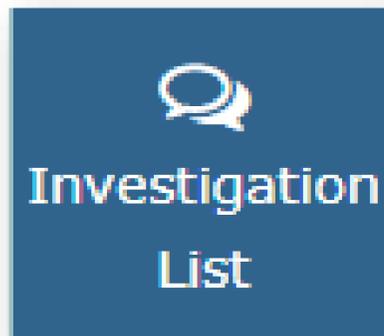
Date of Service	Claim ID	Billed Amount	✓ Finalized
09/23/2017 to 09/23/2017	2000000000000	\$275.00	

▶ **Claim Overpaid**

Raised on	Reference
Today	--



Claim Status Inquiry Workflow



Continuing Claim Investigations (Inquiry)

Investigation List

Status Details

- On the upper-left of the window is a blue Status Details link. Click this to be redirected to the claim details page.

Start New Investigation

- On the upper-right of the Investigation screen is a Start New Investigation link. Click this to create a new message for PerformCare.

View/Print

- View /Print Claim Investigation

Investigation List

- In the blue panel on the left of the investigation screen is an Investigation List icon. Click this to see the list of existing investigations.

The screenshot shows a web interface for an investigation list. At the top, there is a navigation bar with a 'Back to Investigation List' link and a close button. Below this, there are three action links: 'Status Details', 'Start New Investigation', and 'View/Print'. The main content area displays a claim for 'LACI SMITH' with ID '55555555'. The claim details include 'Date of Service' (09/23/2017 to 09/23/2017), 'Claim ID' (200000000000), and 'Billed Amount' (\$275.00). The status is 'Finalized' with a green checkmark. Below the claim details, there is a section for 'Claim Overpaid' with a table showing 'Raised on' (Today) and 'Reference' (--). At the bottom, there is a message history section with a message from 'Jennifer Jones' and a 'NEW' notification: 'Thank you for your response, we will respond to your request within 10 business days.' A blue sidebar on the left contains a 'Start Investigation' button and an 'Investigation List' button, which is highlighted with a red border.

Claim Status

- On the upper-right of the Investigation screen, the status of the claim is displayed.

NEW

- In the Investigation List view, if responses from the PerformCare are unread, a red NEW icon appears next to the message

Communication between You & PerformCare

[← Back to Investigation List](#) [Status Details](#) [Start New Investigation](#) [View/Print](#)

LACI SMITH
55555555

Date of Service	Claim ID	Billed Amount	✓ Finalized
09/23/2017 to 09/23/2017	200000000000	\$275.00	

Claim Overpaid

Raised on	Reference	
Today	--	← Prev Next →

Today

User (Jennifer Jones): Hello, the member's eligibility has been updated, please review for claim adjustment.

Health Plan (NEW): Thank you for your response, we will respond to your request within 10 business days.

View/Print your Claim Investigation Communications

The screenshot shows a web interface for managing claim investigations. On the left is a sidebar with 'Start Investigation' and 'Investigation List' (highlighted in red). The main area displays a claim for LACI SMITH (55555555) with a date of service from 09/23/2017 to 09/23/2017, a claim ID of 200000000000, and a billed amount of \$275.00. The status is 'Finalized'. A 'View/Print' button is circled in red. Below this is a 'Claim Overpaid' section with a table showing 'Raised on' as 'Today' and 'Reference' as '--'. A communication from Jennifer Jones is shown, stating that the member's eligibility has been updated. A 'NEW' notification indicates a response will be provided within 10 business days.

Claim Overpaid

Raised on	Reference
Today	--

Patient Details

Patient Name: LACI SMITH	Member ID: 55555555	Date of Birth: 01/01/2000
------------------------------------	-------------------------------	-------------------------------------

Claim Details

Claim ID: 200000000000	Date of Service: 09/23/2017 to 09/23/2017	Claim Value: \$275.00	Status: ✓ Finalized
----------------------------------	--	--------------------------	------------------------

11/15/2017

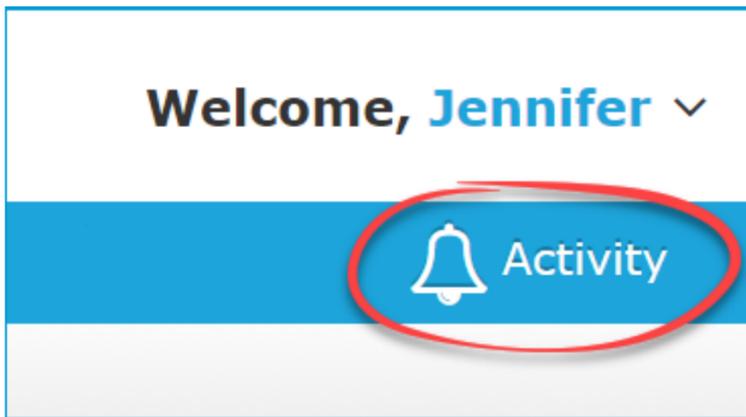
Jennifer Jones Hello, the member's eligibility has been updated, please review for claim adjustment.

Health Plan Thank you for your response, we will respond to your request within 10 business days.

The reference field will not be populated.



Claim Investigations



Enabling Notifications

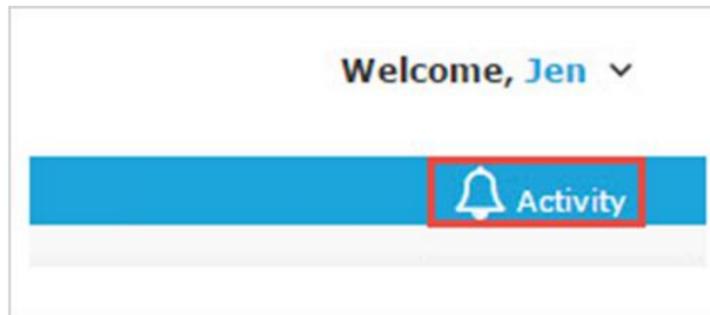
Enabling Claim Investigation Notifications

How will I be notified once PerformCare responds to my inquiry?

Settings Tab Enabling Notifications

Sign in to navigate to the NaviNet Open Home screen.

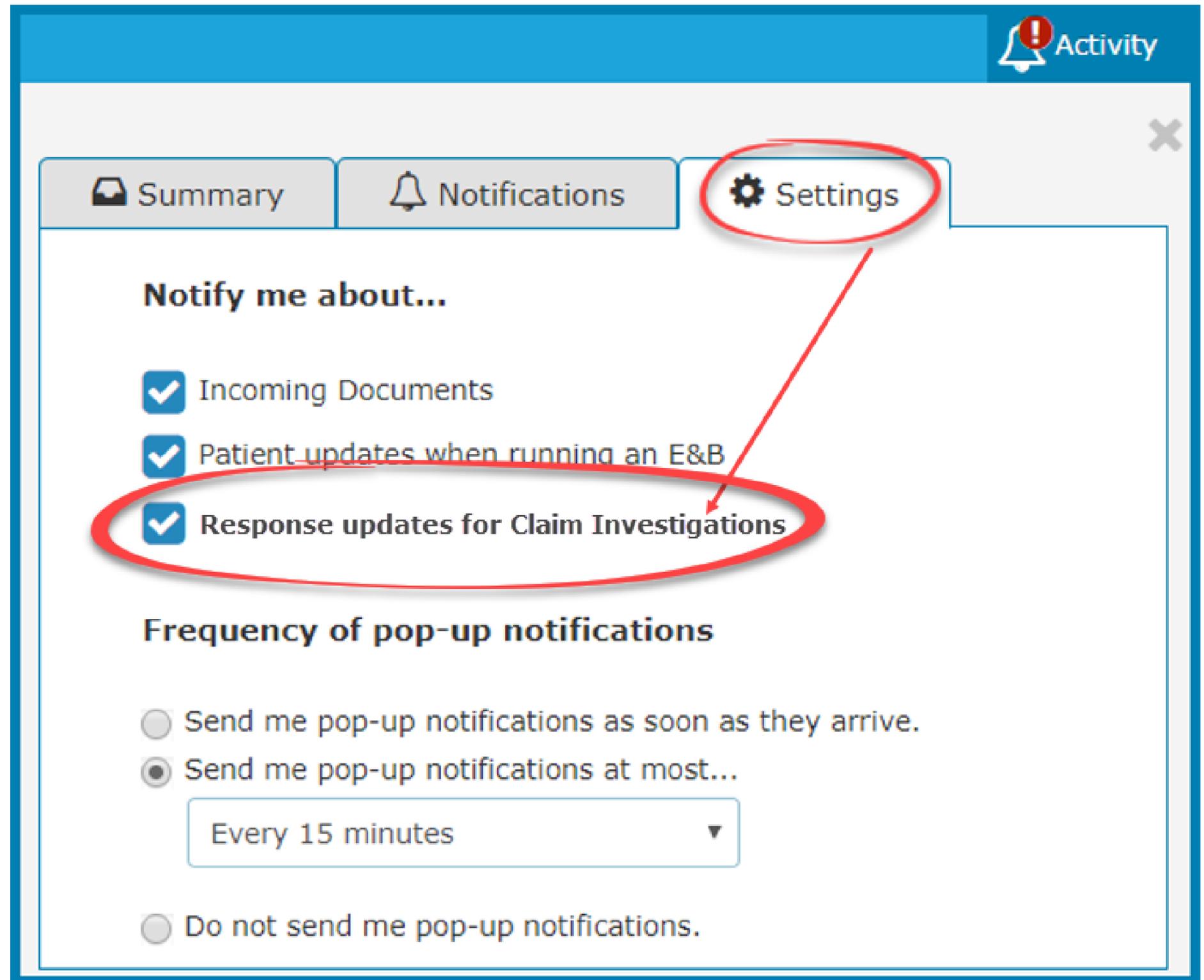
Click Activity located on the top right of your NaviNet toolbar.



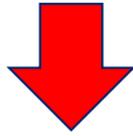
Select the Settings tab.

Check the Response updates for Claim Investigation box.

Select the frequency in which you would like to receive you notifications.

A screenshot of the NaviNet Settings page. The page has a blue header with a bell icon and the word "Activity". Below the header are three tabs: "Summary", "Notifications", and "Settings". The "Settings" tab is selected and circled in red. A red arrow points from the "Settings" tab to the "Response updates for Claim Investigations" checkbox, which is also circled in red. The page is titled "Notify me about..." and lists three notification categories, each with a checked checkbox: "Incoming Documents", "Patient updates when running an E&B", and "Response updates for Claim Investigations". Below this is a section titled "Frequency of pop-up notifications" with three radio button options: "Send me pop-up notifications as soon as they arrive.", "Send me pop-up notifications at most..." (selected), and "Do not send me pop-up notifications." The selected option has a dropdown menu showing "Every 15 minutes".

NOTE: Responses will be available to view for 7 days from the date of notification.



Welcome, Jen ▾

Activity

Claim Investigation Response Available ✕

A claim investigation response for Laci Smith has been posted by Health Plan.

[View Response](#)

Start Investigation

Investigation List

Back to Investigation List ✕

Status Details Start New Investigation View/Print

LACI SMITH
55555555

Date of Service	Claim ID	Billed Amount	Finalized
09/23/2017 to 09/23/2017	200000000000	\$275.00	✓

Claim Overpaid

Raised on	Reference	
Today	--	< Prev Next >

Today

Jennifer Jones Hello, the member's eligibility has been updated, please review for claim adjustment.

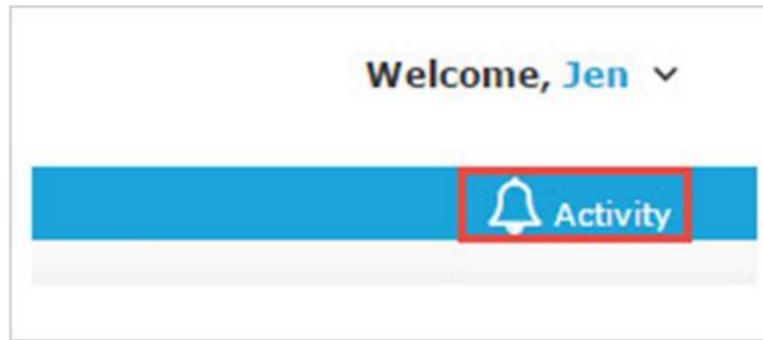
NEW Thank you for your response, we will respond to your request within 10 business days.

Once you have enabled the Claims Investigations Notifications you will begin receiving updates for existing claim inquiries you sent to PerformCare.

Notifications Tab

Sign in to navigate to the NaviNet Open Home screen

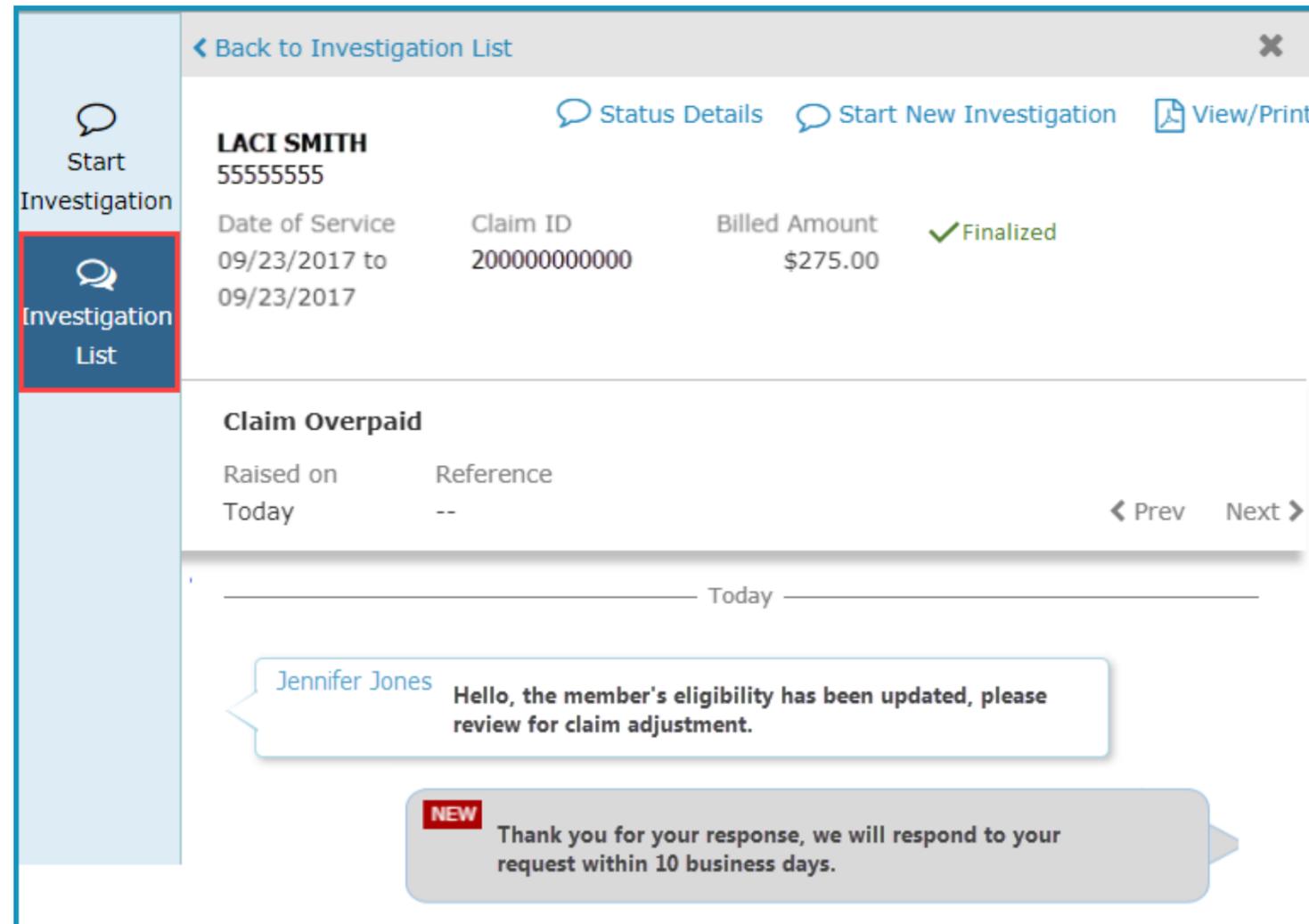
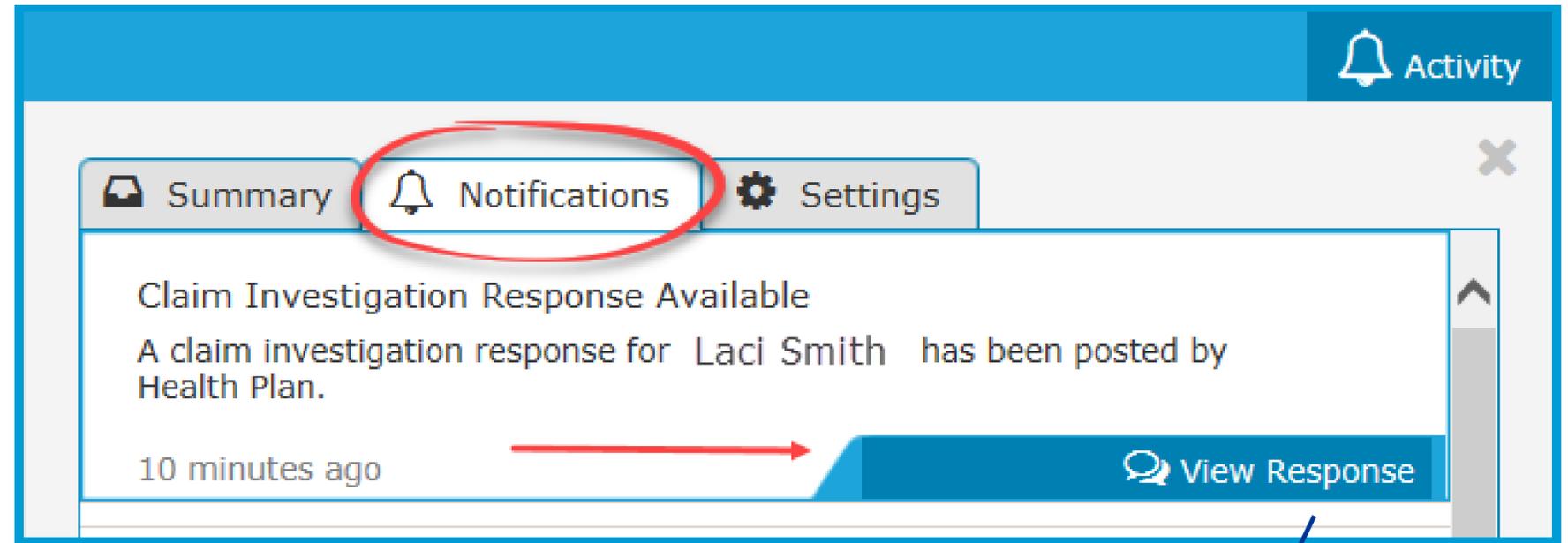
Click Activity located on the top right of your NaviNet toolbar



Select the Notifications tab

Hover over the bottom section of each notification to View Response

Click on Open Investigations to view Claim Investigations sent to PerformCare



Start New Investigation From Investigation List

Investigation List

Start Investigation

Investigation List

LACI SMITH
55555555

Date of Service: 09/23/2017 to 09/23/2017

Claim ID: 200000000000

Billed Amount: \$275.00

Finalized

Status Details

Start New Investigation

On the upper-right of the Investigation screen is a Start New Investigation link. Click this to create a new message for PerformCare.

Start Investigation

LACI SMITH
55555555

Date of Service: 09/23/2017 to 09/23/2017

Claim ID: 200000000000

Billed Amount: \$275.00

Finalized

Reason: Select reason for investigation ...

Enter investigation details ...

2000 characters left

Contact Information

First name ... Last name ...

Email address ...

Telephone number ... Ext: Optional

Cancel Send

Status Details

On the upper-left of the window is a blue Status Details link. Click this to be redirected to the claim details page.

Investigation List

Start Investigation

Investigation List

LACI SMITH
55555555

Date of Service	Claim ID	Billed Amount	Finalized
09/23/2017 to 09/23/2017	200000000000	\$275.00	✓

Claims Details Page

< Back to Claim Status Search | Claim Status:

Claim Status Details | **LACI SMITH**
Born on 01/01/2000

Investigate View/Print

Finalized (Claim Status as of 10/09/2017) Claim ID:200000000000 Service Dates: 09/23/2017 to 09/23/2017

INSURANCE DETAILS Health Plan Member ID: 55555555	Total Billed:	\$275.00
BILLING ENTITY SMITHTOWN PEDIATRICS Tax ID: 012345678 Provider PIN: 123456	Total Paid:	\$0.00