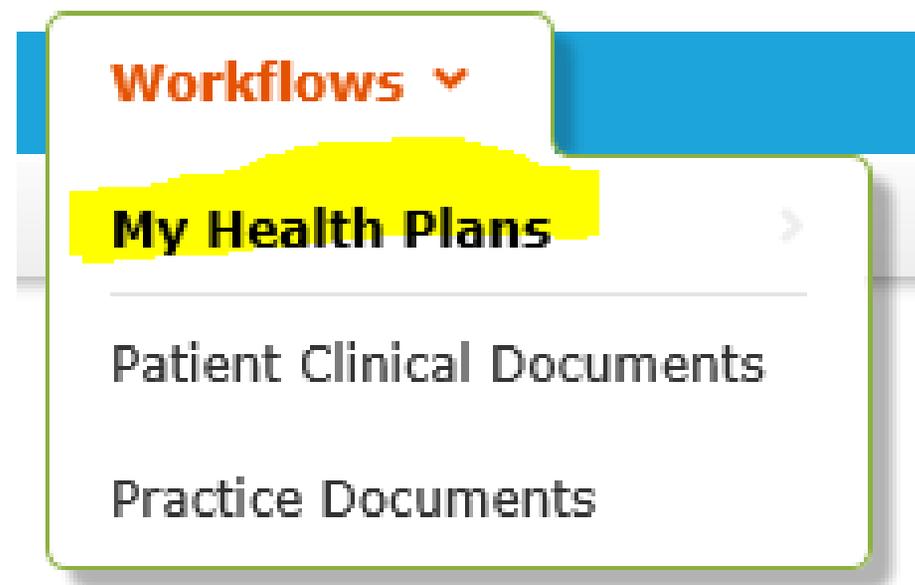


# How to Generate a Service Coordinator Report in NaviNet



Delivering the Next  
**Generation**  
of Health Care

1. Once you have logged in to NaviNet, locate the **Workflows** menu at the top left of your screen. Click on **My Health Plans**.



2. Select your health plan: AmeriHealth Caritas PA Community HealthChoices.



- At the top left of your screen, you will find **Workflows for this Plan**. Click **Eligibility and Benefits Inquiry**.

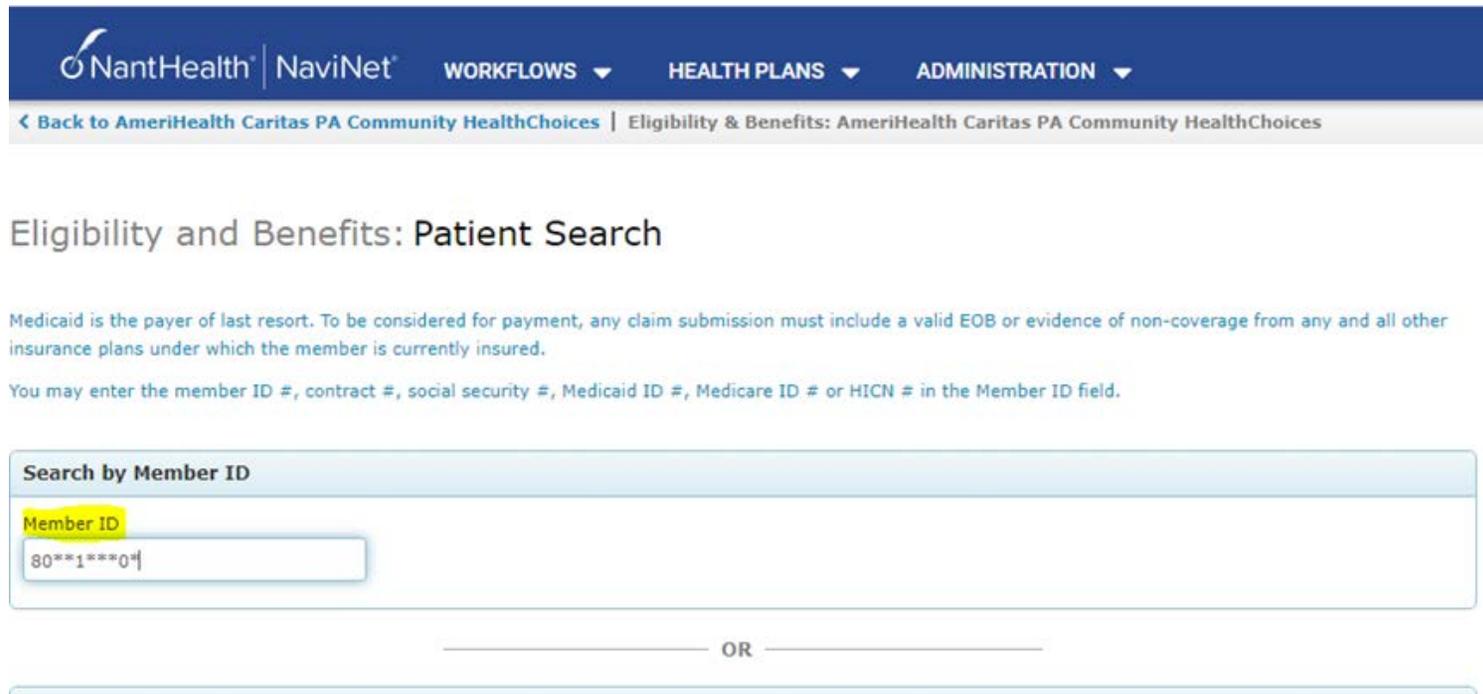
The screenshot displays the NantHealth NaviNet interface. At the top, there is a dark blue navigation bar with the NantHealth logo and 'NaviNet' text. To the right of the logo are three menu items: 'WORKFLOWS', 'HEALTH PLANS', and 'ADMINISTRATION', each with a downward-pointing arrow. Below the navigation bar is a light gray header area containing the text 'AmeriHealth Caritas PA Community HealthChoices'.

Below the header, the main content area is divided into two columns. The left column features a light blue box titled 'Workflows for this Plan'. Inside this box, the following items are listed: 'Eligibility and Benefits Inquiry' (highlighted in yellow), 'Claim Status Inquiry', 'Medical Authorizations', 'Medical Authorizations Log', 'Report Inquiry', 'Provider Directory', 'Claim Submission', and 'Forms & Dashboards'. A right-pointing arrow is visible next to the 'Report Inquiry' item.

The right column contains two notification boxes. The top one is pink and features a red warning triangle icon with an exclamation mark. The text reads: 'Important: Member redetermination date will now display on the the Administrative Report Inquiry section.' The bottom notification box is light blue and features a gear icon. The text reads: 'Planned maintenance to the Care Gaps and Condition Optimization may be unable to access these applications during that time. If yo'.

At the bottom of the screenshot, there is a dark blue banner with a white icon of a clipboard and a pen.

#### 4. Enter **Member Id** here and click on “**Search**”.



The screenshot shows the NantHealth NaviNet interface. At the top, there is a dark blue navigation bar with the NantHealth NaviNet logo and three menu items: WORKFLOWS, HEALTH PLANS, and ADMINISTRATION. Below the navigation bar is a breadcrumb trail: < Back to AmeriHealth Caritas PA Community HealthChoices | Eligibility & Benefits: AmeriHealth Caritas PA Community HealthChoices. The main heading is "Eligibility and Benefits: Patient Search". Below the heading is a paragraph of text: "Medicaid is the payer of last resort. To be considered for payment, any claim submission must include a valid EOB or evidence of non-coverage from any and all other insurance plans under which the member is currently insured." Below this is another paragraph: "You may enter the member ID #, contract #, social security #, Medicaid ID #, Medicare ID # or HICN # in the Member ID field." The main search area is titled "Search by Member ID" and contains a text input field with the label "Member ID" and the placeholder text "80\*\*1\*\*\*0†". Below the input field is a horizontal line with the word "OR" in the center.

- Click the “Current Service Coordinator” link from Patient Alert details pop up window. Service Coordinator report will be generated in a PDF format.

Eligibility and Benefits for [REDACTED] [View Patient Details](#)

Page viewed: 02/28/2024

AmeriHealth Caritas PA Community HealthChoices - MEDICARE PART D ADVANTRA - HMO MEDICARE PART A - MEDICAR

**Patient Alert Details** ✕

- ⚠ Care Gap for [REDACTED]
- ⚠ Member ID Card for [REDACTED]
- ⚠ Current Service Coordinator for [REDACTED]
- ⚠ PCP History for [REDACTED]

[View/Print](#)

### MEMBER SERVICE COORDINATOR REPORT

MEMBER ID :

MEMBER NAME:

Service Coordinator Name	Service Coordinator Phone Number	Service Coordinator Email

END OF REPORT

Service Coordinator information will display here



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