

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY

DECEMBER 2, 2019

CASE MANAGEMENT REFERRAL FEATURE NOW AVAILABLE IN NAVINET®

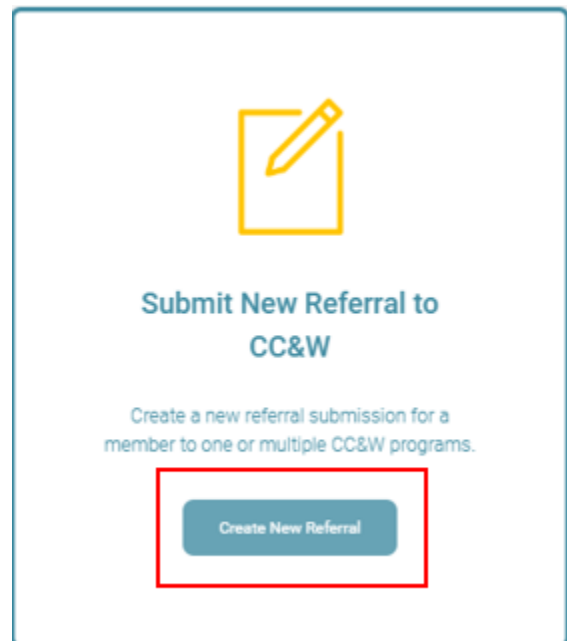
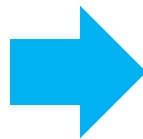
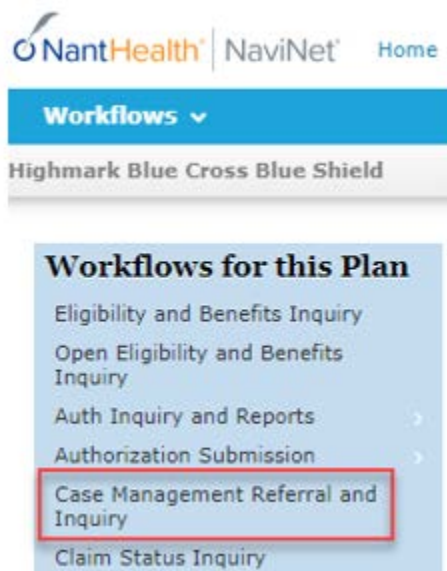
You can now submit automated referrals for Clinical Care and Wellness (CC&W) case management programs via NaviNet. This feature will help to:

- Ensure that patients with chronic conditions and complex medical needs are connected with the right clinical support for their needs.
- Simplify and expedite the overall case management referral process
- Reduce administrative burden

How It Works

To access this new feature:

- Log into NaviNet and access Plan Central.
- Click the **Case Management Referral and Inquiry** link under **Workflows for this Plan** to go to the **Clinical Care & Wellness** page.
- Click the **Create New Referral** button under **Submit New Referral to CC&W**
- Follow the steps to create and submit the referral.



Review the Highmark Member Clinical Programs and Services Catalog

We also want to remind you that the Highmark Member Clinical Programs and Services catalog (complete with useful information and helpful resources) is available to further your understanding of the full range of programs and services available to Highmark members in all service areas for all lines of business.

We encourage you to review this catalog to help you identify members who can benefit from the programs and services we offer.

To access the Highmark Member Clinical Programs and Services catalog on the Provider Resource Center:

- Click **EDUCATION/MANUALS**
- Click **Clinical Programs and Services for Highmark Members**
- Click the link to the Catalog Reference Guide

Are You Signed Up for NaviNet?

This feature is available to providers who use NaviNet. If you have not yet signed up for NaviNet, visit www.NaviNet.net and click the **Providers: Sign Up for NaviNet** tab.