

Clinical Alerts Overview

April 2009



**Independence
Blue Cross**

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Clinical Alerts on NaviNet[®]

Clinical Alerts is a clinical practice tool providing member-specific information to providers regarding their patients via the *Eligibility and Benefits Inquiry* transaction on NaviNet. This feature will initially be available for primary care physicians (PCPs), OB/GYNs, endocrinologists, and cardiologists and will be expanded over time to include additional specialties.

What are Clinical Alerts?

Clinical Alerts, based on administrative data*, are notifications that a member has not received a recommended service or medication. The alerts are intended to assist with identifying opportunities for improving clinical quality and outcomes for our members. They do not — nor are they intended to — replace the professional clinical judgment of the member's treating physician.

**Administrative data may include available medical claims, pharmacy claims, and/or laboratory claims and results. Administrative data may be more or less complete than the individual provider's medical records for that patient for various reasons including: claims lag, the accuracy or detail in the claim, the fact that patients see multiple providers.*

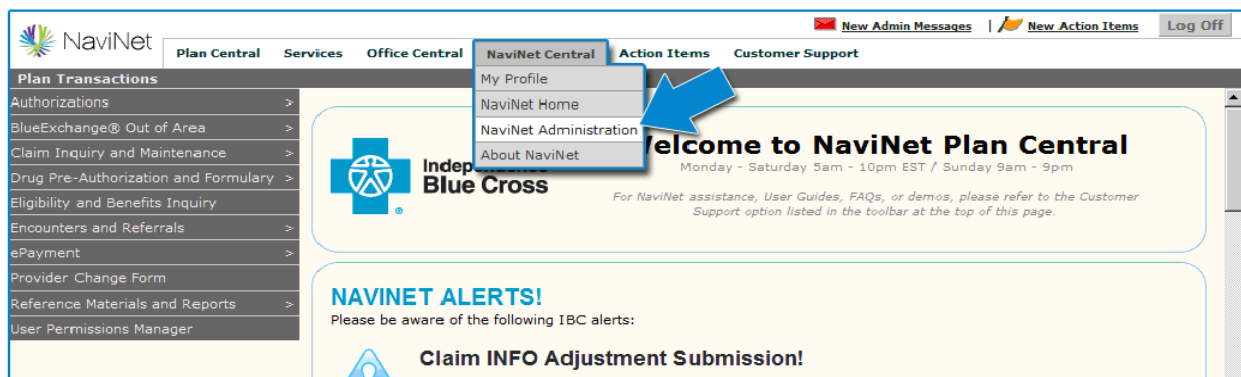
Setting permissions

Clinical Alerts contain confidential, member-protected health information; therefore, Security Officers are expected to manage access to Clinical Alerts through the *User Management* and *Office Management* transactions.

Security Officers can enable and disable alerts at both the Office and User level.

*It is important to note that permissions for the Clinical Alerts feature will be set separately from Eligibility and Benefits transaction permissions. Users must have permissions to both Eligibility and Benefits **and** Clinical Alerts to be able to receive Clinical Alerts.*

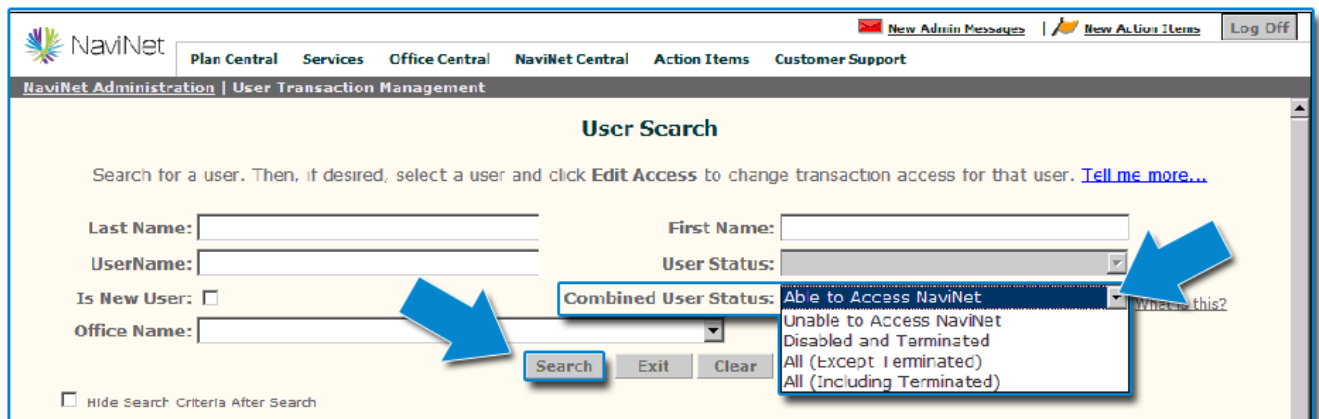
From Plan Central, the Security Officer selects *NaviNet Administration* from the *NaviNet Central* drop-down menu.



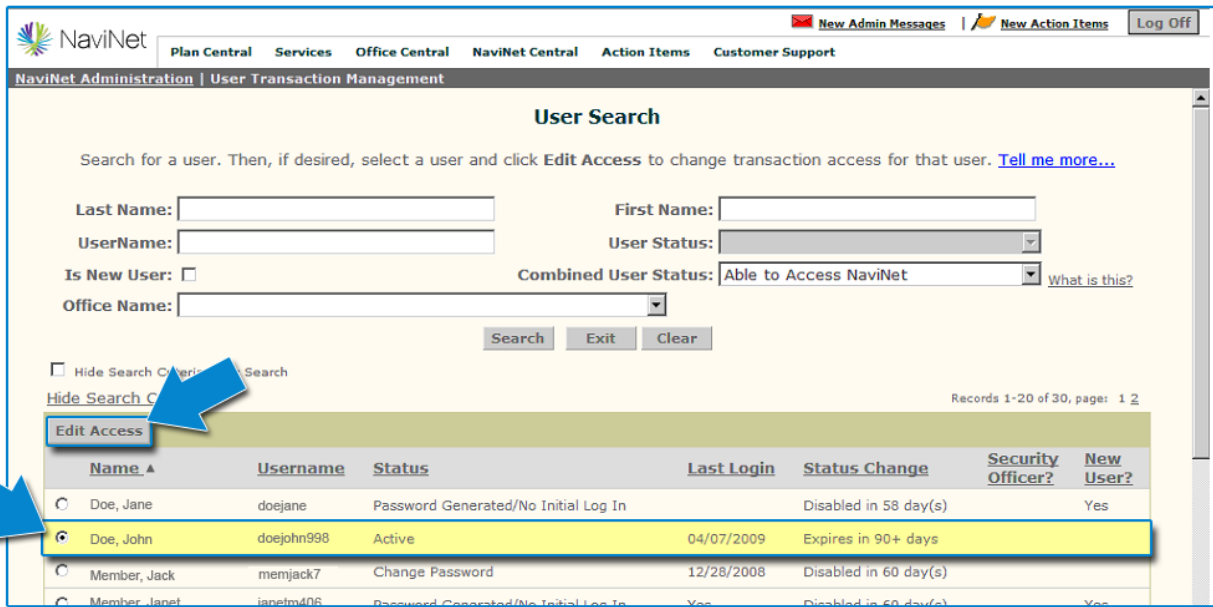
Next, the Security Officer should select *User Transaction Management* from the *User Management* menu to monitor and/or modify permissions at the individual user level.



To obtain a list of all users who are able to access NaviNet for the office, the Security Officer should select the *Able to Access NaviNet* option from the *Combined User Status* drop down menu on the User Search screen, then select *Search* to display a complete list of users.



The User Search screen allows the Security Officer to review and/or modify individual user's access settings as they deem appropriate. To select a user, the Security Officer should click the button to the left of the user's name and select the *Edit Access* button.



Search for a user. Then, if desired, select a user and click **Edit Access** to change transaction access for that user. [Tell me more...](#)

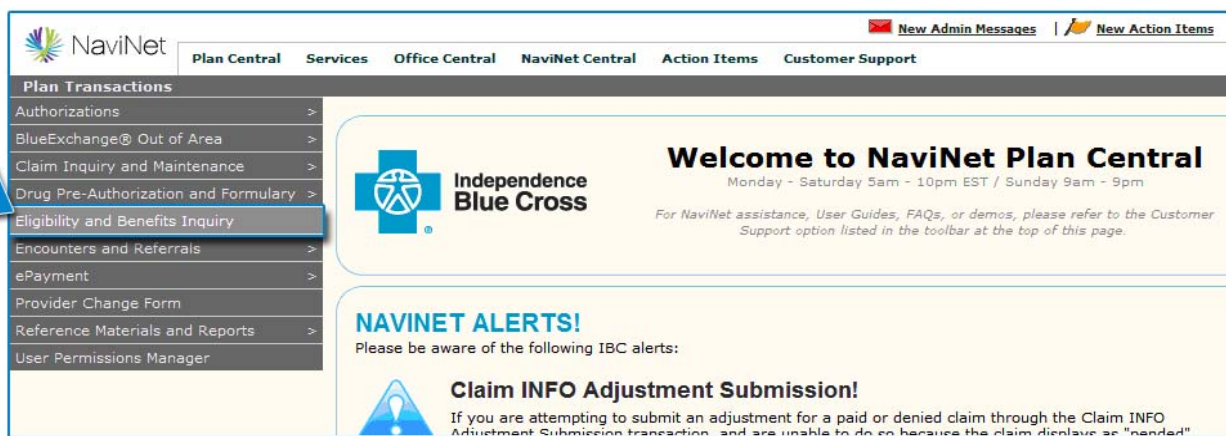
Last Name: First Name:
 Username: User Status:
 Is New User: Combined User Status: [What is this?](#)
 Office Name:

Hide Search Criteria
 Records 1-20 of 30, page: 1 2

<input type="checkbox"/>	Name ▲	Username	Status	Last Login	Status Change	Security Officer?	New User?
<input type="checkbox"/>	Doe, Jane	doejane	Password Generated/No Initial Log In		Disabled in 58 day(s)		Yes
<input checked="" type="checkbox"/>	Doe, John	doejohn998	Active	04/07/2009	Expires in 90+ days		
<input type="checkbox"/>	Member, Jack	memjack7	Change Password	12/28/2008	Disabled in 60 day(s)		
<input type="checkbox"/>	Member, Janet	janetm406	Password Generated/No Initial Log In	Yes	Disabled in 60 day(s)		Yes

Accessing Clinical Alerts

Clinical Alerts are accessible through the *Eligibility and Benefits Inquiry* transaction.



Plan Transactions

- Authorizations >
- BlueExchange® Out of Area >
- Claim Inquiry and Maintenance >
- Drug Pre-Authorization and Formulary >
- Eligibility and Benefits Inquiry** >
- Encounters and Referrals >
- ePayment >
- Provider Change Form >
- Reference Materials and Reports >
- User Permissions Manager >

Welcome to NaviNet Plan Central
 Monday - Saturday 5am - 10pm EST / Sunday 9am - 9pm
 For NaviNet assistance, User Guides, FAQs, or demos, please refer to the Customer Support option listed in the toolbar at the top of this page.

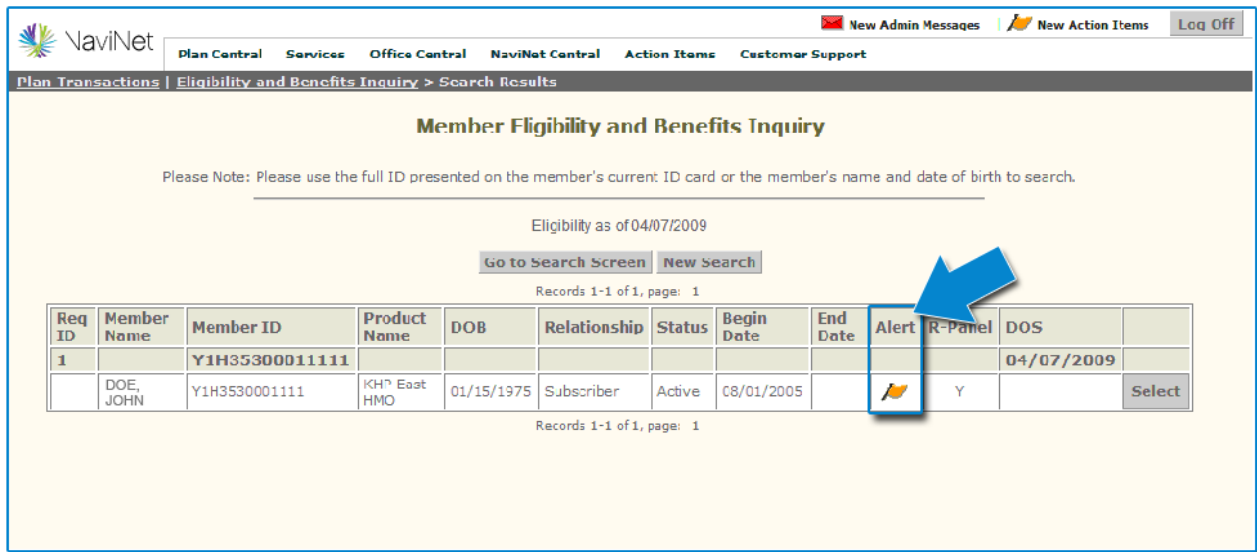
NAVINET ALERTS!
 Please be aware of the following IBC alerts:

Claim INFO Adjustment Submission!
 If you are attempting to submit an adjustment for a paid or denied claim through the Claim INFO Adjustment Submission transaction, and are unable to do so because the claim displays as "needed"

To determine if a member has a Clinical Alert, the user should enter the member's information (member ID, date of birth, last name, and/or first name) and select the *Search* button. If the member has a Clinical Alert, there will be a colored flag in the Alerts column.

Users can click the alert flag (or the *Select* button) on the Member Eligibility and Benefits Inquiry screen to view the alert.

Note: Not all users have permission to view Clinical Alerts. If a user does not have permission, the Clinical Alerts flag will not be visible.




Member Eligibility and Benefits Inquiry

Please Note: Please use the full ID presented on the member's current ID card or the member's name and date of birth to search.

Eligibility as of 04/07/2009

[Go to Search Screen](#) [New Search](#)

Records 1-1 of 1, page: 1

Req ID	Member Name	Member ID	Product Name	DOB	Relationship	Status	Begin Date	End Date	Alert	R-Panel	DOS	
1	DOE, JOHN	Y1H35300011111	KH ⁿ East HMO	01/15/1975	Subscriber	Active	08/01/2005			Y	04/07/2009	Select

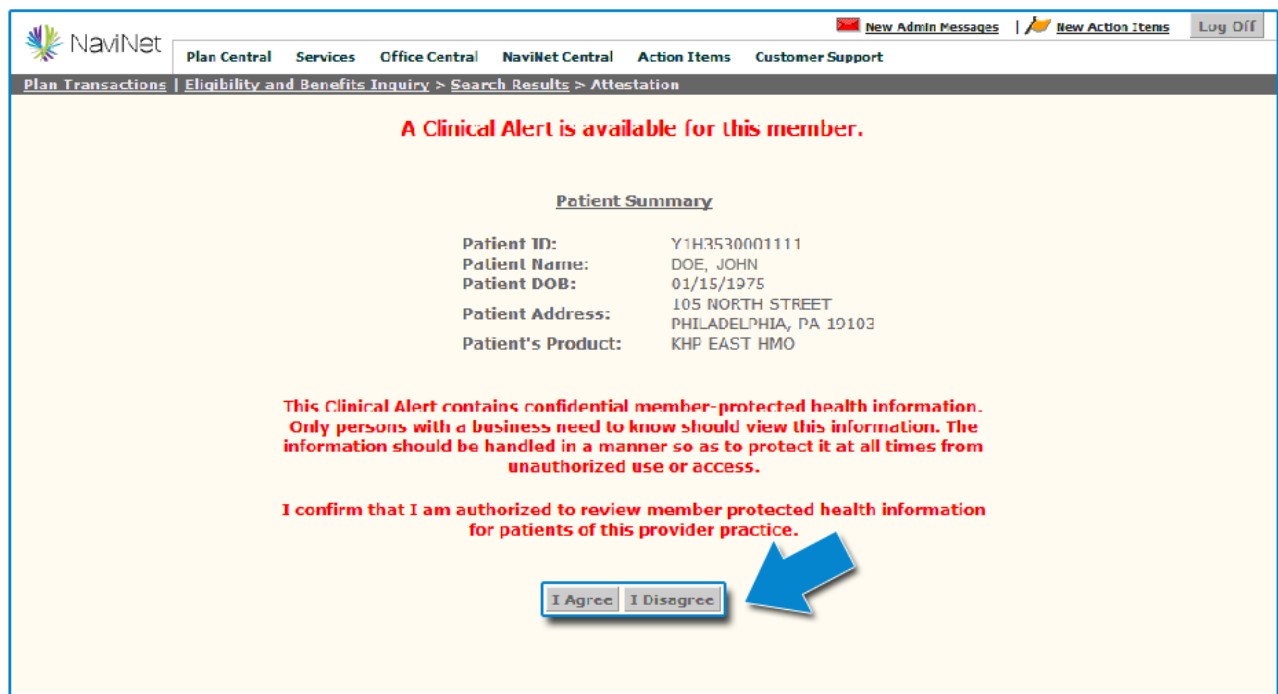
Records 1-1 of 1, page: 1

Attestation required

Before users can access a member's Clinical Alerts, they are required to attest that they have received permission from the member to view the member's clinical information. After clicking on the Clinical Alerts flag, an attestation may appear.

If the user clicks the *I Agree* button, he or she will continue to the Clinical Alert screen.

If the user clicks the *I Disagree* button, he or she will continue to the Eligibility and Benefits Detail screen (bypassing the Clinical Alert data).



The screenshot shows the Navinet web application interface. At the top, there is a navigation bar with the Navinet logo and several menu items: Plan Central, Services, Office Central, Navinet Central, Action Items, and Customer Support. On the right side of the navigation bar, there are links for New Admin Messages, New Action Items, and Log Off. Below the navigation bar, there is a breadcrumb trail: Plan Transactions | Eligibility and Benefits Inquiry > Search Results > Attestation.

The main content area has a yellow background and contains the following text:

A Clinical Alert is available for this member.

Patient Summary

Patient ID:	Y1H3530001111
Patient Name:	DOE, JOHN
Patient DOB:	01/15/1975
Patient Address:	105 NORTH STREET PHILADELPHIA, PA 19103
Patient's Product:	KHP EAST HMO

This Clinical Alert contains confidential member-protected health information. Only persons with a business need to know should view this information. The information should be handled in a manner so as to protect it at all times from unauthorized use or access.

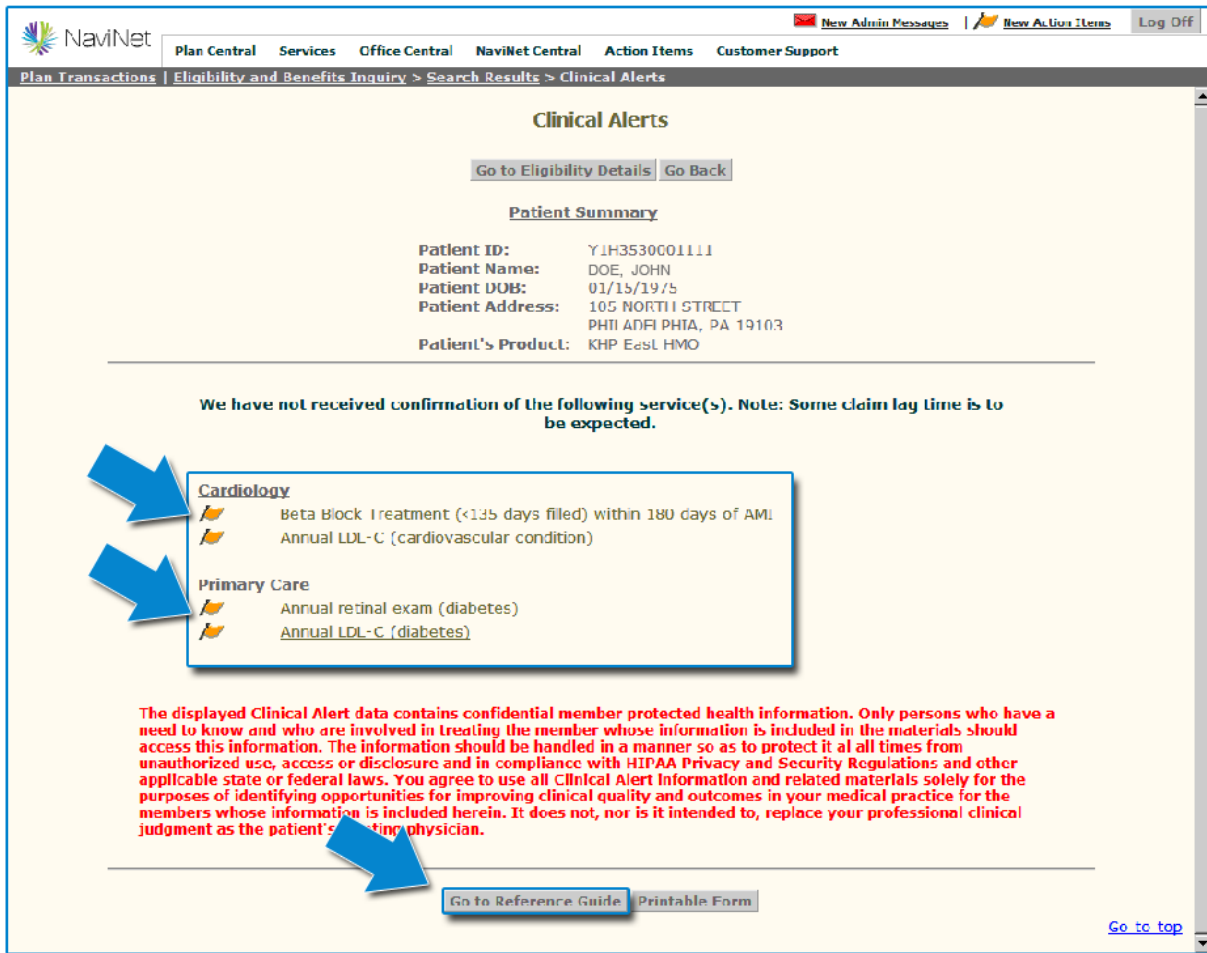
I confirm that I am authorized to review member protected health information for patients of this provider practice.

At the bottom of the screen, there are two buttons: **I Agree** and **I Disagree**. A blue arrow points to the **I Disagree** button.

Understanding Clinical Alerts

After the user clicks the Clinical Alerts flag (and has agreed to the attestation), the Clinical Alerts screen will open. Below is an example of a screen demonstrating multiple Clinical Alerts (in the example below, the Clinical Alerts are targeted to both PCPs and specialists).

Note: PCPs will be able to view all of a member's Clinical Alerts; however, specialists will be able to view only those alerts relating to their specialty.



The screenshot shows the NaviNet interface for Clinical Alerts. At the top, there are navigation tabs: Plan Central, Services, Office Central, NaviNet Central, Action Items, and Customer Support. Below the navigation is a breadcrumb trail: Plan Transactions | Eligibility and Benefits Inquiry > Search Results > Clinical Alerts. The main heading is 'Clinical Alerts' with buttons for 'Go to Eligibility Details' and 'Go Back'. A 'Patient Summary' section displays the following information:

Patient ID:	Y1H3530001111
Patient Name:	DOE, JOHN
Patient DOB:	01/15/1975
Patient Address:	105 NORTH STREET PHILADELPHIA, PA 19103
Patient's Product:	KHP EeSL HMO

Below the patient summary, a warning message states: "We have not received confirmation of the following service(s). Note: Some claim lag time is to be expected." The alerts are categorized into two groups:

- Cardiology:**
 - Beta Block Treatment (<135 days filled) within 180 days of AMI
 - Annual LDL-C (cardiovascular condition)
- Primary Care:**
 - Annual retinal exam (diabetes)
 - Annual LDL-C (diabetes)

A red warning message follows: "The displayed Clinical Alert data contains confidential member protected health information. Only persons who have a need to know and who are involved in treating the member whose information is included in the materials should access this information. The information should be handled in a manner so as to protect it at all times from unauthorized use, access or disclosure and in compliance with HIPAA Privacy and Security Regulations and other applicable state or federal laws. You agree to use all Clinical Alert Information and related materials solely for the purposes of identifying opportunities for improving clinical quality and outcomes in your medical practice for the members whose information is included herein. It does not, nor is it intended to, replace your professional clinical judgment as the patient's treating physician." At the bottom, there are buttons for 'Go to Reference Guide' and 'Printable Form', and a 'Go to top' link.

If necessary, users can read a detailed explanation of an individual alert by simply clicking the title. When users click on an alert, they will be linked to a *Reference Guide* that will open directly to the page describing the alert.

Users can also access a complete listing of all Clinical Alerts by scrolling to the bottom of the screen and clicking *Go to Reference Guide*. The *Reference Guide* provides detailed description of all Clinical Alerts.

Please note that while Clinical Alerts are currently available for only PCPs, OB/GYNs, endocrinologists, and cardiologists, they will be expanded over time.

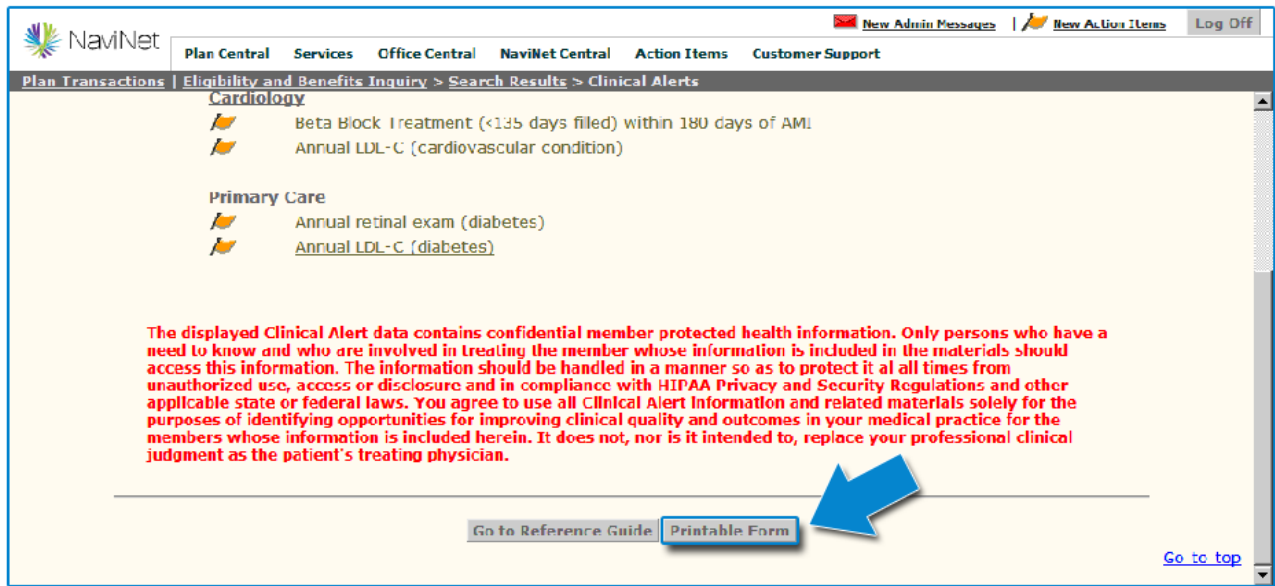
This is a complete list of the 13 current Clinical Alerts.

Alert	Description	PCP	Cardiologist	Endocrinologist	OB/GYN
Annual LDL-C (cardiovascular condition)	You are receiving this alert because we do not have a record that this patient had an LDL-C test within the past year. This alert is intended for patients 18 to 75 years of age with a diagnosis of cardiac, cerebral, peripheral, or other atherosclerotic/ atheroembolic disease (IVD) reported within the past year or a history of acute myocardial infarction (AMI), CABG, or PTCA.	X	X		
Beta-blocker treatment (at least 135 days filled within 180 days after AMI)	You are receiving this alert because we do not have a record that this patient filled a prescription for at least 135 days of beta-blocker therapy within the past 180 days. This alert is intended for patients 35 years of age and older with a diagnosis of acute myocardial infarction (AMI).	X	X		
Annual serum potassium for patients on ACE inhibitors or ARBs, digoxins, and/or diuretics	You are receiving this alert because we do not have a record that this patient had a serum potassium test within the past year. This alert is intended for patients 18 years of age and older who took ACE inhibitors, ARBs, digoxin, or diuretics for at least 180 days within past year.	X	X	X	
Annual blood urea nitrogen or serum creatinine for patients on ACE inhibitors or ARBs, digoxins, and/or diuretics	You are receiving this alert because we do not have a record that this patient had a blood urea nitrogen test or serum creatinine test within the past year. This alert is intended for patients 18 years of age and older who took ACE inhibitors, ARBs, digoxins, or diuretics for at least 180 days in the past year.	X	X	X	
Annual serum concentration level for each anticonvulsant drug prescribed	You are receiving this alert because we do not have a record that this patient had a serum concentration level test within the past year for each anticonvulsant prescribed. This alert is intended for patients 18 year of age and older who took anticonvulsants for at least 180 days in the past year.	X	X		
Annual retinal exam (diabetes)	You are receiving this alert because we do not have a record that this patient had a retinal exam within the past year. This alert is intended for diabetic patients 18 to 75 years of age.	X		X	
Annual HbA1c (diabetes)	You are receiving this alert because we do not have a record that this patient had a HbA1c test within the past year. This alert is intended for diabetic patients 18 to 75 years of age.	X		X	

Alert	Description	PCP	Cardiologist	Endocrinologist	OB/GYN
Annual LDL-C (diabetes)	You are receiving this alert because we do not have a record that this patient had an LDL-C test within the past year. This alert is intended for diabetic patients 18 to 75 years of age.	X		X	
Annual Nephropathy testing which includes one of the following: Microalbumin test or evidence of ACE/ARB prescription or Nephrologist visit (diabetes)	You are receiving this alert because we do not have a record that this patient had any one of the following: a microalbumin test, a filled prescription for an ACE inhibitor or ARB, or a nephrologist visit within the past year. This alert is intended for diabetic patients 18 to 75 years of age.	X		X	
Annual chlamydia screening (sexually active females between the ages of 16-25)	You are receiving this alert because we do not have a record that this patient had a chlamydia screening test within the past year. This alert is intended for women 16 to 25 years of age who have been administratively identified as sexually active based on nationally endorsed criteria.	X			X
Cervical cancer screening/PAP in the most current 3 year period (ages 24-64)	You are receiving this alert because we do not have a record that this patient had a cervical cancer screening/PAP test within the past three years. This alert is intended for women 24 to 64 years of age.	X			X
Breast cancer screening/mammography in the most current 2 year period (ages 42-69)	You are receiving this alert because we do not have a record that this patient had a mammogram within the past two years. This alert is intended for women 42 to 69 years of age.	X			X
Colorectal cancer screening, either Fecal Occult Blood Test (FOBT, FOBI) annually or Flexible Sigmoidoscopy every 5 years or Double Contrast Barium Enema every 5 years or Colonoscopy every 10 years (ages 51-75)	You are receiving this alert because we do not have a record that this patient has an up-to-date colorectal cancer screening test. This alert is intended for patients 51 to 75 years of age. An up-to-date colorectal cancer screening test can include any one of the following: Fecal Occult Blood Test (FOBT, FOBI) in the past year, or Flexible Sigmoidoscopy in the past 5 years, or Double Contrast Barium Enema in the past 5 years, or Colonoscopy in the past 10 years.	X			X

Print option

In order to make sure that you have easy access to Clinical Alert information when a member is in your office, we have provided a quick and easy way to output Clinical Alerts. To print a member's Clinical Alerts on standard 8 ½ x 11 paper, just scroll to the bottom of the screen and select *Printable Form*.



The screenshot shows the NaviNet interface with the following elements:

- Header: NaviNet logo, navigation tabs (Plan Central, Services, Office Central, NaviNet Central, Action Items, Customer Support), and utility links (New Admin Messages, New Action Items, Log Off).
- Breadcrumb: Plan Transactions | Eligibility and Benefits Inquiry > Search Results > Clinical Alerts
- Section: **Cardiology**
- Items:
 - Beta Block Treatment (<135 days filed) within 180 days of AMI
 - Annual LDL-C (cardiovascular condition)
- Section: **Primary Care**
- Items:
 - Annual retinal exam (diabetes)
 - Annual LDL-C (diabetes)
- Disclaimer: **The displayed Clinical Alert data contains confidential member protected health information. Only persons who have a need to know and who are involved in treating the member whose information is included in the materials should access this information. The information should be handled in a manner so as to protect it at all times from unauthorized use, access or disclosure and in compliance with HIPAA Privacy and Security Regulations and other applicable state or federal laws. You agree to use all Clinical Alert Information and related materials solely for the purposes of identifying opportunities for improving clinical quality and outcomes in your medical practice for the members whose information is included herein. It does not, nor is it intended to, replace your professional clinical judgment as the patient's treating physician.**
- Footer: [Go to Reference Guide](#), **Printable Form** (highlighted with a blue arrow), and [Go to top](#).

Resources

As a reminder, providers can contact NaviNet Customer Care at 1-888-482-8057 for assistance with any NaviNet transactions.

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