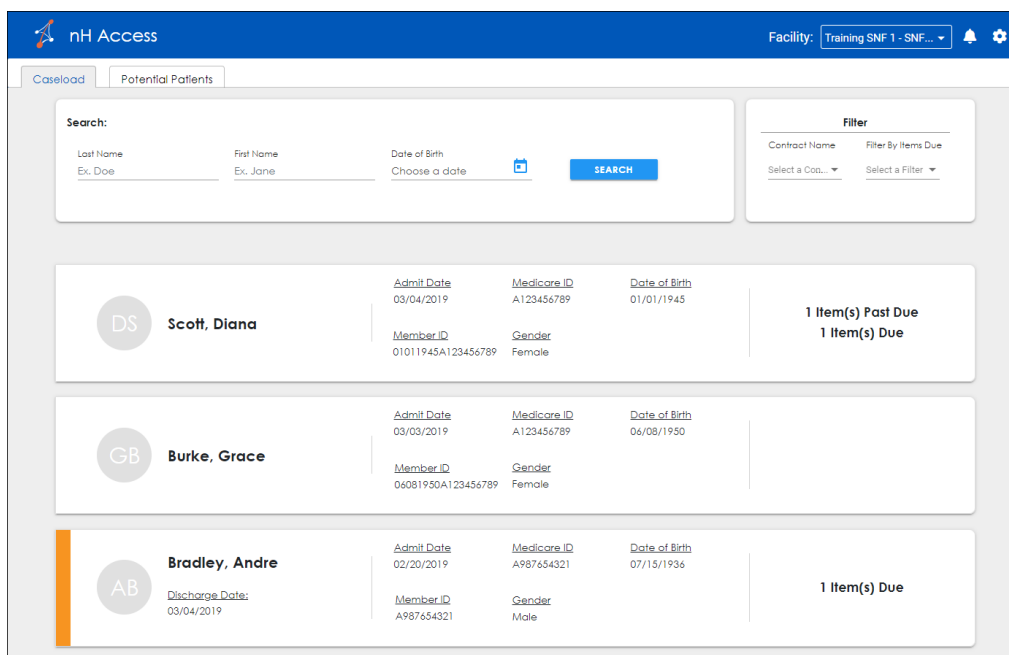


## A Secure, Online Portal Built for Patient Care

Are you running into situations where your case managers need to quickly connect with naviHealth clinicians to make timely and appropriate care decisions? Are you seeking more transparency into patient authorizations in real time and a way to manage them securely and digitally?

**nH Access** is an integrated platform with **nH Coordinate**, naviHealth's proprietary patient management tool, that allows providers and naviHealth colleagues to electronically exchange information, share documentation, and process authorizations online – removing the hassle and time wasted with a phone or fax.



## Two-Way Exchange of Information Between Providers and naviHealth

This easy-to-use provider portal can facilitate secure, two-way document sharing in real time. The portal serves as a singular place to access all patient information from your facility, as well as complete the required discharge documentation to ensure your patient's transition to the next most appropriate care setting. View all your facility's naviHealth-managed patients on one convenient screen, search patients by name, and check status for outstanding items specific to each patient.

### Patient Information

	Admit Date 03/04/2019	Medicare ID A123456789	Date of Birth 01/01/1945	<b>1 Item(s) Past Due</b> <b>1 Item(s) Due</b>
	Member ID 01011945A123456789	Gender Female		

### Authorizations

Plan Auth ID	naviHealth Auth ID	Service	Request Date	Dates	Status	Request / Approve / Denied	Rug/Level/CMG	Next Review Date
411676		SNF	03/11/2019	03/12/2019-03/16/2019	Approved	5/5/0	Level 1	03/16/2019
411676		SNF	03/06/2019	03/07/2019-03/11/2019	Approved	5/5/0	Level 1	03/11/2019

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If you need to create an authorization for this patient, click Request Initial Auth to launch the authorization form.

[REQUEST INITIAL AUTH](#)

Authorization is based on information provided; it is not a guarantee of payment. Billed services are subject to medical necessity, appropriate setting, billing/coding, plan limits, eligibility at time of service. Verify benefits online or call Customer Services.

### Documentations Requests and Uploads

Document Type	Due Date	Status	Comments
Therapy/Clinical updates	3/29/2019	<span style="color: red;">●</span>	
Additional Clinical	3/31/2019	<span style="color: orange;">●</span>	

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Before nH Access	With nH Access	Value-Add
Providers contact naviHealth for authorization status updates.	For initial authorizations, the status can be seen as Pending while naviHealth processes documentation. For continued stay requests, the next review date naviHealth enters in, authorization automatically appears in nH Access for a provider to view updates.	Creates transparency and enhanced access to information that would normally require a phone call or email.
Providers fax clinical and other documentation to naviHealth for validation, processing, and uploading.	When a provider uploads clinical or NOMNCs, it automatically attaches to nH Coordinate, and an alert is then sent directly to naviHealth.	Solves for fax transmission errors and removes several steps from workflow.
Documentation faxed to facilities.	Share nH Predict Outcome reports, NOMNCs, and other letters from nH Coordinate through nH Access.	Providers have immediate access to the information they need for the patients they serve.
Provider calls to request an update on authorization status or alert changes to discharge plan.	Providers see authorization status in nH Access in real time or sends a message via chat if there are changes/questions.	Eliminates the need for provider phone calls and follow-up, saves time, and streamlines communication.
naviHealth would call, email, or fax facilities to request discharge documentation.	Facilities can work seamlessly with our centralized operations team responsible for processing discharge documentation, minutes, visits.	Patients that have been discharged, but still require discharge documentation, are highlighted and once docs are sent and processed they disappear from the list, removing resources and eliminating time.

You now have the ability to directly communicate with naviHealth on a per patient, per authorization basis and instead of calling, send messages that are stored and can be referenced as needed.

Contact the nH Access team via phone at 888.276.5777 or via email at support@naviHealth.com