

**You asked – we listened! A new report is available in NaviNet.
Choose a Single Service Care Gap report.**

TO: First Choice VIP Care PLUS Providers

DATE: 9/23/15

Many providers have expressed interest in having access to a care gap report specific to a single condition or service, e.g., diabetic patients missing HbA1c or microalbumin screenings, or patients missing their annual well-visit. Therefore, effective immediately, your office has the capability of receiving our new Single Service Care Gap report. The NaviNet report inquiry menu offers this service for a wide variety of conditions your office may find helpful to target specific patient populations, such as:

- Asthmatic patients missing refills for inhaled corticosteroids.
- Diabetic patients missing critical screenings.
- Hypertensive patients missing refills for their anti-hypertensive drug prescriptions.
- Women missing breast cancer or cervical cancer screenings.
- Many more.

To access the report within NaviNet, simply:

- Click the **Report Inquiry** link on the left-hand menu.
- Choose **Clinical Reports**.
- Select **Single Service Care Gap Query** from the drop-down menu.
- Choose **Provider Group** from the drop-down menu.
- In the **Report Criteria** section, choose the single service or condition report you want from the drop-down menu.
- Click search.

Thank you for your suggestions, and please continue to provide feedback on how we can continue to improve the services and functions we provide through NaviNet.

Let Us Know

As a reminder, we are here to help you manage the care for our members. If, after your intervention, a member continues to be non-compliant, e.g., not filling prescribed medications or failing to keep appointments, please let us know by contacting the First Choice VIP Care PLUS Care Management Team at 1-888-244-5440 from 8:00 a.m. - 5:00 p.m for assistance and outreach to that member.