A Message to

Business Office Managers

AmeriHealth

8000 Midlantic Drive, Suite 333, Mt. Laurel N.J. 08054

Memorandum

TO: All Participating AmeriHealth Ancillary Providers

FROM: Kathleen Mariano
Manager, Provider Relations

DATE: December, 2004

SUBJECT: NaviNet Authorizations and InterQual Criteria

AmeriHealth is pleased to announce that on December 17, 2004, the Care Management and Coordination Department (CMC) and Health Resource Center (HRC) of our Health Services Division will make NaviNet℠ available for the submission of DME authorizations. NaviNet℠, the HIPAA-compliant Web-based connectivity solution offered by NaviMedix®, Inc., will allow participating DME providers to submit authorizations for DME services via the internet. It is important to note that whether you are submitting your authorizations via NaviNet℠ or calling them into AmeriHealth, it is necessary to provide complete clinical information for our consideration.

Should you have questions regarding NaviNet℠, or if you need to register for its use, please contact the AmeriHealth eBusiness Provider Inquiry line at (215) 640-7410, or complete an online inquiry form at www.amerihealth.com/providers/navinet.

In addition to making NaviNet ℠ available to our providers, Care Management and Coordination will expand its use of McKesson's InterQual criteria to include certain durable medical equipment decisions. The InterQual decision-support tools (criteria) are well recognized and have widespread acceptance within both the provider and payer communities. InterQual tools are developed in annual cycles using rigorous methodology that has been refined over the course of 30 years. This includes an extensive review of the latest evidence-based medical literature, with consensus building among clinical experts from a pool of more than 700 consultants representing a wide range of specialties and sub-specialties.

For information regarding InterQual Clinical Decision Support Tools, please visit their website at: www.interqual.com.

If you have any questions regarding this bulletin, you may contact Diana Lehman, Director, Care Management and Coordination, at 215-241-4623.