Addressing Care Gaps with Document Exchange

Care gaps refer to the missed opportunities for providing necessary and recommended healthcare services to patients. These gaps often exist when patients do not receive appropriate screenings, preventive care, follow-up treatments, or health management interventions as recommended by clinical guidelines or best practices. Care gaps can lead to unaddressed health issues, delayed diagnoses, and less effective care, which can have significant implications for both payers and providers.

HOW CAN DOCUMENT EXCHANGE HELP?

Document Exchange facilitates the electronic exchange of documents between health plans and healthcare providers and can play a valuable role in addressing care gaps. NaviNet customers rely on Document Exchange to send over 25 million care reports a year. Health plans can use Document Exchange to notify PCPs about gaps in care for their attributed members by sending a data file or making an API call to NaviNet.

1 **Timely Sharing of Care Gap Information:** Quick and secure exchange of care gap reports and associated responses. Providers can access this information in a timely manner, ensuring that they have the data they need to make informed decisions about patient care.

2 **Automated Reminders and Notifications:** On-portal and email notifications to providers when new care gap reports are available help to ensure preventive care and timely interventions are not missed.

3 **Clinical Decision Support:** Document Exchange can be integrated with clinical decision support tools that analyze patient data and identify care gaps.

4 **Secure Communication:** The secure and HIPAA-compliant nature of Document Exchange ensures that sensitive patient information is protected at rest and during transit. Providers can confidently share patient data, including personal health information, knowing that it remains private and secure.

5 **Data Analytics:** Document Exchange can track the exchange of documents and identify patterns and trends related to care gaps.

6 **Reporting:** Rich utilization and insights reporting allow health plans to assess provider engagement and collaboration levels.

7 **Administrative Efficiency:** By reducing the reliance on paper-based processes and manual document handling, Document Exchange can streamline administrative tasks. This efficiency allows healthcare organizations to focus more on patient care and less on administrative overhead.

8 **Audit Trails:** Health plans have access to a full audit trail of care gap distribution and user actions.

9 **Turn-key Solution:** Document Exchange enables a seamless setup, offering a payer portal for initiating requests and collecting responses. This complements the NaviNet portal for providers for sending and receiving information requests.

10 **Integration:** Document Exchange accommodates API and FTP integrations, enabling provider-transmitted data to seamlessly integrate with payer back-end systems. This integration allows the information to be readily accessible within internal workflows.

NaviNet currently does not provide a service to identify care gaps by analyzing patient data available to health plans. NaviNet Document Exchange is a secure communication channel that allows identified care gaps to be shared with providers and it also allows providers to respond to them. Some NaviNet customers use population health management tools to identify care gaps, which are sent to providers using Document Exchange. Responses to care gaps are then fed back to the population health management system.

PCP care coordinators and other staff have access to full details about the care gaps with actionable guidance to engage patients and can easily close the loop with the health plan by indicating their plan of action. Care gap notifications are shown within the Eligibility & Benefits workflow when a provider looks up a patient, shown in the Document Exchange worklist, and can be seen using other notification mechanisms on the NaviNet platform. Health plans can track care gap closure outcomes and get actionable insights about points in the provider engagement workflow that can impact success rates.

In summary, Document Exchange can contribute to addressing care gaps by promoting the efficient and secure exchange of clinical information, enabling timely interventions, and supporting care coordination efforts. This, in turn, helps healthcare providers and health plans in their collective goal of delivering high-quality, well-coordinated care and reducing care gaps, which ultimately benefits patient health outcomes and reduces healthcare costs.

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