



NaviNet® Open Document Exchange: Improve Your Health Plan's Star Rating

Document Exchange is platform that enables rich, bidirectional interactions between health plans and providers and can help health plans improve their Star Ratings by exchanging documents with providers. Document Exchange makes it easy for health plans to collect and share the data that they need to close care gaps, improve condition optimization, provide intensive case management, respond to ADT alerts, and share medication reconciliation reports with providers.

HOW CAN DOCUMENT EXCHANGE HELP HEALTH PLANS IMPROVE THEIR STAR RATINGS?

- **Closing Care Gaps:** Assists providers in resolving care gaps identified by health plans, thereby improving care for patients who are missing preventive care services, such as vaccinations and screenings.
- **Improving Condition Optimization:** Helps health plans improve condition optimization by obtaining relevant information from providers. Providers can use this data to better treat patients with chronic conditions and to develop individualized care plans for these patients.
- **Providing Intensive Case Management:** Helps health plans provide intensive case management services to patients with complex needs. Health plans can use Document Exchange to share intensive case management updates with providers and case managers, and to track patients' progress over time. This helps to ensure that patients with complex needs receive the coordinated care they need.
- **Responding to ADT Alerts:** Helps providers respond to ADT alerts by allowing health plans to send these alerts to their providers. Providers can use this data to identify patients who have been hospitalized or transferred to a different care setting and to coordinate care for these patients during and after their transition.
- **Sharing Medication Reconciliation Reports:** Helps health plans distribute medical reconciliation reports by providing access to these reports. Providers can use this data to identify any discrepancies in a patient's medication when they transition between care settings.



BENEFITS OF USING DOCUMENT EXCHANGE

- Helps health plans **improve their Star ratings** by providing them with the tools and resources that they need to close care gaps, improve condition optimization, provide intensive case management, respond to ADT alerts, and generate medication reconciliation reports.
- **Reduces the administrative burden** on health plans by automating the document exchange process and freeing up health plan staff to focus on other important tasks.
- **Improves provider satisfaction.**

How NantHealth customers use Document Exchange today

NantHealth customers have been using Document Exchange for many years to improve their Star Ratings in a number of ways. Over a 12-month period from September 2022, NantHealth customers sent over **20 million** care gap notifications, **2.5 million** ADT alerts, and over **150,00** condition optimization program and medical reconciliation reports to their providers.

Document Exchange is a powerful tool that NantHealth customers are using to improve their Star Ratings and provide better care for their members.



For more information, visit us online at NantHealth.com
or email PayerSales@NantHealth.com

