

To: AmeriHealth Caritas Florida Primary Care Providers
Date: July 7, 2023
Subject: New Tools Available in NaviNet — Medicaid Member Annual Eligibility Redetermination

To help ensure AmeriHealth Caritas Florida members continue to receive Medicaid benefits from the Statewide Medicaid Managed Care (SMMC) Medicaid program, AmeriHealth Caritas Florida has launched two new tools in the NaviNet provider portal that will allow providers to view upcoming Medicaid Member Annual Eligibility Redetermination (Recertification) dates.

The following tools are now available in the NaviNet Provider Portal:

- [Medicaid Member Annual Eligibility Redetermination Popup Alert](#)
In the Eligibility and Benefits Screen under the Patient Alert Details popup, there will be a new “Redetermination Report” link that, when clicked, will display the member’s upcoming eligibility redetermination date. The new pop-up alert is similar to the existing Care Gap and PCP History alerts and is available to all provider types.
- [Medicaid Member Annual Eligibility Redetermination Report](#)
In the Administrative Report Inquiry section, a new report is available for PCPs under the report list dropdown that provides a full list of all members on your roster who have upcoming eligibility redetermination dates. The report is available for PCPs to download in both PDF and excel formats.

You can use these new tools to verify AmeriHealth Caritas Florida members’/your patients’ Medicaid Annual Eligibility Redetermination status. If you receive an alert or report in NaviNet that indicates your plan member has an upcoming eligibility redetermination date, you can help ensure their continued coverage by stressing the urgency of timely recertification and directing those in need of assistance to us at **1-855-355-9800 (TTY 1-855-358-5856)**.

Timely recertification is important because it:

11631 Kew Gardens Avenue, Suite 200, Palm Beach Gardens, FL 33410

Confidentiality Statement: The documents accompanying this transmission contain confidential health information that is legally protected. This information is intended only for the use of the individuals or entities listed above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this information in error, please notify the sender immediately and arrange for the return or destruction of these documents.

- Helps ensure continuity of care for our plan members/your patients.
- Eases administrative burden when verifying member eligibility.
- Avoids the need for resubmission of prior authorization requests for certain services that may be required due to gaps in care caused by lapsed Medicaid coverage.
- Supports timely deeming of newborns as Medicaid eligible and ensures mom and baby are both on the AmeriHealth Caritas Florida plan.

If you have any questions, please feel free to contact your Provider Account Executive or call Provider Services at **1-800-617-5727**.