

“NaviNet’s successful technology strategy has allowed us to leverage our multi-plan technical architecture and deliver high impact solutions quickly across all our plans.”

Director of E-Business

## AmeriHealth Mercy Family of Companies

The AmeriHealth Mercy Family of Companies (AmeriHealth Mercy) comprises the largest family of Medicaid managed care plans in the United States, touching the lives of more than 6.2 million members. With products in 13 states across the country, AmeriHealth Mercy is an expert and industry leader in Medicaid, State Children’s Health Insurance Programs (SCHIP) and other publicly funded insurance programs.

### Business Challenge

AmeriHealth Mercy had a provider Web portal that made basic administrative transactions available electronically to providers doing business with multiple lines of business (LOB) across five states. While the portal was successful, maintaining and upgrading it was a time- and resource-intensive task. To improve its provider portal, AmeriHealth Mercy sought a solutions partner that could:

- Show core competency in healthcare Web communications
- Provide fast, cost-effective development solutions
- Support AmeriHealth Mercy’s national business development strategy
- Support each LOB’s unique back office, electronic processes and unique state issues
- Provide a Web portal that was quick to market
- Offer significant provider adoption success across the country
- Deliver a platform with which the majority of its providers were already familiar

### Solution

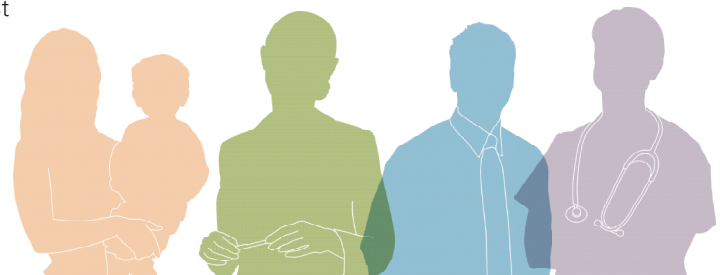
AmeriHealth Mercy selected NaviNet to develop an improved provider portal based on its proven solutions, services, expertise and innovation. NaviNet’s multi-payer Web portal already linked over 770,000 providers, including much of AmeriHealth Mercy’s provider network, with leading health plans in all 50 states.

NaviNet’s unique delivery methodology, which addressed every facet of the development process in an iterative manner, allowed AmeriHealth Mercy to inspect development cycles as they were being built and provided NaviNet the opportunity to respond to AmeriHealth Mercy’s feedback more efficiently.

NaviNet achieved parity with AmeriHealth Mercy’s existing portal and built new transactions for two of AmeriHealth Mercy’s health plans in just 120 days. In the next 90 days, NaviNet launched the new functionality state-by-state to four additional health plans.

### Success with NaviNet

- NaviNet portal launched in 120 days
- Electronic transactions increased by 35 percent
- 60% of AmeriHealth Mercy’s providers transacting within a few months
- Shutdown of existing provider portal accelerated
- Branding and state regulation issues addressed



The successful NaviNet implementation included:

- Development of NaviNet eligibility and claims status inquiry transactions that mirrored the plans' legacy transactions
- Standardization of AmeriHealth Mercy's real-time gateway across its multiple LOBs
- System-to-system real-time interfaces against AmeriHealth Mercy's back-end Facets system and its public Web portal
- An upgrade of both the user interface and business logic to add user-friendly features and enhanced search capabilities
- Creation of a new administrative transaction to assist in claims for complex patient care

The NaviNet solution also branded portals for each LOB and populated them with LOB-specific logos, messaging and information. NaviNet addressed security concerns by implementing the NaviNet multi-payer security model across all of the company's health plans, providing industry-leading security while being virtually transparent to users.

"NaviNet's expertise and experience in payer-provider communications were critical in helping us to most effectively develop and deploy our NaviNet Web portal, promote its availability and benefits to our provider network, and surpass our ROI goals," said Ed Malinowski, associate vice president, AmeriHealth Mercy. "Within a few short months, almost 60 percent of our provider network had already begun communicating with us via NaviNet."

## Impact

The NaviNet portal implementation benefited AmeriHealth Mercy in several ways:

- Provided a secure provider communications Web portal in an accelerated timeframe
- Enabled AmeriHealth Mercy to accelerate the shutdown of its legacy provider portal
- Addressed nuances at the state level for each LOB, such as naming conventions and customizations particular to each state
- Supported AmeriHealth Mercy's continuing business development efforts with the ability to integrate new health plans onto NaviNet with minimal impact to current business functions
- Provided the ability to offer new functionality such as clinical messaging and alerts
- Freed AmeriHealth Mercy's IT resources to concentrate on core business and launch new technical initiatives

With NaviNet, AmeriHealth Mercy has realized higher portal utilization, significant return on investment and increased satisfaction among its provider community. Only eight months after implementing NaviNet, AmeriHealth Mercy's electronic transactions increased by 35 percent.

"Having AmeriHealth Mercy on NaviNet made our office more efficient. Being able to process our transactions for different insurance plans through one portal ultimately provides better service to our patients," said Lisa Carrigan, office manager for Stephen G. Diamantoni Associates in Lancaster, PA. "I wish all of our health plans would switch to NaviNet."

In the future, AmeriHealth Mercy plans to launch NaviNet clinical functionality, which will deliver even more value to its provider network and further improve member care.

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### The NaviNet story

NaviNet (formerly NaviMedix) was founded in 1998 on the basis that America's healthcare industry can be made more inclusive, transparent and cost-effective by connecting providers, health plans and industry partners in real-time. NaviNet is deeply committed and singularly focused on this vision and has worked for more than a decade to make this powerful concept a reality. Today, NaviNet is America's largest real-time healthcare communications network. We foster collaboration and help government, health plans and providers improve the quality of healthcare and reduce its cost. How? By securely linking over 750,000 providers – as well as our nation's leading health plans and industry partners – through a single, secure Web portal. In a time when access to healthcare is a critical issue, NaviNet's advanced solutions, services and expertise streamline all our participants' business processes and drive industry-leading innovation.

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# NaviNet

Where healthcare comes together.

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