Connecting Care Across the Continuum

A Guide for Providers Receiving Referrals from naviHealth Connected Hospitals
Executive Overview

Discharging patients should be quick, easy, and painless for everyone including patients, families and the hospital. That’s why a hospital that you receive referrals from has chosen to connect to our industry leading network.

The naviHealth network touches 1 in 5 patients discharged from acute settings and is trusted by more than 650 hospitals to conduct warm patient hand offs efficiently.

This guide is your one-stop resource for information on how the change impacts your incoming referrals, as well as who to turn to for help.
The New naviHealth
The New naviHealth

If you’re wondering why our logo looks familiar, or you think you know our solutions under a different name, you are not mistaken!

For over 18 years, Curaspan built the largest connected network of hospitals and post-acute care providers in the U.S.. Now, Curaspan has joined forces with RightCare and naviHealth to establish an integrated care transitions and post acute care management platform like no other—as the new naviHealth.

Our platform consists of scaled technology, advisory solutions, and clinical services that empower health systems, health plans, and post acute providers to navigate care episodes across the continuum.
Connected Hospitals’ Discharge Workflow
An Electronic Workflow for Discharging Patients

With nH Discharge, the hospital can follow an electronic workflow for discharging patients that increases efficiency while ensuring warm patient handoffs. The following is an overview of the workflow followed by connected hospitals.

Build Referral Packets
Referral packets in their entirety will be assembled in nH Discharge; no documents will be faxed to you.

Search for Post-Acute Providers
Once packets are assembled, the hospital will search our provider database for qualified providers based on: level of care, services offered, location, and more.

Follow Patient Choice Protocol
The hospitals’ discharge workflows still involve patient and family input into selecting a provider, along with all patient choice protocol.

Send the Referral Packet
Referral packets are digitally sent to all of the providers selected by patients and families simultaneously.
Receiving Referrals from naviHealth Connected Hospitals
How You Receive Referral Packets and How You Respond is Changing

How you receive, respond, and manage referrals from Connected Hospitals will differ based on your decision to connect to the naviHealth network or remain unconnected.

- **Connected providers** receive referral notifications electronically and can review, respond, and manage their referrals in the nH Intake application.

- **Unconnected providers** will receive a one page fax notification for each referral, and will need to retrieve referral packets and respond to referrals on the naviHealth website.
Responding to Referrals with QuickCase or nH Intake

QuickCase

Unconnected Classification
QuickCase enables you to market your services to hospitals, including what areas you service, and what types of payors you accept.

Fax-Driven Referral Management
Manage referrals using your existing workflows and receive notifications of incoming referrals via fax.

Manual Workflow

nH Intake

Connected Classification
nH Intake enables you to market your facility just as QuickCase does, and notifies case managers that you’re able to communicate with them in the platform.

Complete Referral Management
View, manage, and respond to referrals electronically from within platform, and this platform can be leveraged across your organization.

Automated Workflows
QuickCase Tutorial

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Getting Referrals with QuickCase

Step 1: Referral Notifications received via Fax.

Hospitals will send you referrals using our platform, nH Discharge.

You will be notified of new referrals or updates via fax notifications.
Getting Referrals with QuickCase

Step 2: Follow the URL, enter one-time referral code, and PIN.

The fax cover sheet will provide you with a URL that will take you to our QuickCase portal.

This webpage will prompt you to enter the referral code and the PIN code from the fax notification.
Getting Referrals with QuickCase

Step 3: Verify your name, email address, and facility name.

Here, you'll see a glimpse of patient details, including the payer.

To view the full referral packet or decline this patient, you'll need to complete the required fields for security purposes.

Enter your full name, email address and choose your facility from the drop down menu. Once you've completed this information, you can retrieve the referral packet or decline the referral.
Getting Referrals with QuickCase

Step 4: View PDF of referral packet and accept or decline referral.

If you chose to retrieve the referral on the last page, here you can click “View This Referral” to download the PDF referral packet.

Once you’ve reviewed the referral packet and are ready to respond, you can either accept or decline the referral. This will update the hospital on your decision.
Getting Referrals with nH Intake

Step 1: Referral Notifications received via Email or Text. Log In.

Want to receive notifications of patient referrals anywhere, anytime? With nH Intake, you can customize your notifications to meet your role and your workflow.

Eliminate the need to stand by the fax machine, or wait by the phone, simply log in to nH Intake to view, manage, and respond to referrals.
Getting Referrals with nH Intake

Step 2: View and manage all referrals in one dashboard.

Want to see all of your referrals and their status all in one place? With nH Intake, you have a Dashboard of all active referrals and you can monitor referrals from the moment you receive the referral to when the patient is booked.
Getting Referrals with nH Intake

Step 3: Review patient details.

Once you’ve received a referral in nH Intake, easily view critical patient details including admit date, diagnosis, payor, and estimated discharge date. You can also view contact information for members of the patient's care team.
Getting Referrals with nH Intake

Step 4: Review itemized documents.

Want to be able to view an itemized list of patient documents? With nH Intake all of the items in the referral packet are easy to find and view on the patient details page.
Getting Referrals with nH Intake

Step 5: Respond.

nH Intake makes it easy to communicate with the hospital, as well as internally. In the context of each patient, send and receive messages without having to wait on hold on the phone.
How do QuickCase and nH Intake Compare?

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<th>Feature</th>
<th>QuickCase</th>
<th>nH Intake</th>
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<td>Complimentary</td>
<td>Annual Subscription</td>
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<td>Secure Platform for Sharing Patient Info</td>
<td>✅</td>
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<td>Connected Referral Management</td>
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<td>Secure Messaging with Hospital</td>
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How You Respond to Referrals Matters
How you Respond Matters

Regardless of whether you choose to connect to the network with nH Intake, or remain unconnected with QuickCase, it is critical that you respond to incoming referrals electronically—and not via the phone.

Calling to respond to referrals creates problems:

- Disrupts the hospitals workflow
- Creates issues with the data and hospital reporting
- Hinders transparency and communication within the hospital

Your role is critical to the hospital’s success with this workflow.
Hospitals are Benchmarking Performance

naviHealth connected hospitals can uncover insight into their performance as well as their downstream providers performance with the reporting capabilities in nH Discharge.

Hospitals can report on:

- Provider Referrals and Bookings
- Staff Performance
- Case Management Performance
- Cases in Progress
- Discharged Cases
- Utilization
Provider Referrals and Bookings Report Helps Build Strong Networks

Hospitals can answer key questions to help optimize patient placement.

Hospitals can dig into specific provider performance or view their network performance as a whole. Hospitals have the flexibility to conduct analysis on a variety of parameters, including:

- Total Referrals
- Final Hospital Status
- Total Booked
- Total Cancelled
- Accepted Conversion %
- Accepted to Booked Conversion %
- Average Referred to Acceptance Time
Navigating Care Transitions Together
We’re Working to Connect Care Across the Continuum

naviHealth became one combined entity to build a care transitions and post-acute care management platform like no other—and nH Intake is just the beginning. We’re working to connect patients across the continuum, with advances to address your pain points, help you succeed in value based care, and improve patient outcomes.

Aligning with our mission, we’ve recently begun offering our industry-proven discharge planning solution leveraged by hospitals to post-acute providers.

*Coming soon

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Discharge Planning Solutions for Post-Acute Providers

Patient transitions should be quick, easy, and painless for everyone—including patients, families, and providers.

This simple philosophy is how we built the nation’s largest network of connected providers, and the reasoning behind why we’re now offering the same discharge planning solution leveraged by hospitals to post-acute providers.

With nH Discharge, you can send referrals with the click of a button—skipping the faxing and the phone tag—just like you can do with nH Intake.

To learn more about nH Discharge for post-acute providers, please visit our website at www.navihealth.us.
Getting Started
The First Step is to Fill Out your Provider Profile

Regardless of whether you decide to connect to our network or remain an unconnected provider, it is crucial that you create and maintain an accurate provider profile.

When the hospital searches for qualified post acute providers, your profile will inform them of your service areas, key services provided, payor information, as well as your contact information. To ensure you’re listed in the appropriate search results, your profile should always be kept up to date.

Creating a new profile?

• Please fill out the appropriate provider profile on the next page and send it back to us at support@navihealth.us

Updating an existing profile?

• Connected providers can update their provider profile within nH Intake

• Unconnected providers can fill out the appropriate provider profile and send it back to us support@navihealth.us
Provider Profile Forms

Next Steps
If you’re choosing to be an unconnected provider, and plan to receive referrals via QuickCase, all you need to do is complete the provider profile form. That’s it! If you wish to connect in the future, please contact us.

If you’d like to become a connected provider with nH Intake, please contact us at ndminfo@navihealth.us and we will be in touch with you shortly. Connecting to the network is quick and easy and we’re excited to work with you to best serve your facility and build stronger relationships with hospitals.
Frequently Asked Questions
How can I update my provider profile?

nH Intake
Make sure you log in to update your facility’s profile to keep it as up to date as possible for increased visibility and accuracy in the provider matching screen.

QuickCase
Complete the provider profile form and if you have any additional updates for our database in the future please contact support@navihealth.us.

Who can I contact about connecting to the network?
Reach out to ndminfo@navihealth.us to inquire about nH Intake subscriptions and adding facilities to our connected network.

I’m locked out of my nH Intake account, who do I contact?
Contact your facility’s Basic User Administrator. Not sure who that is? Contact our Customer Support team at 1.800.446.9614, option 4, or email them at support@navihealth.us.
Who can I contact about billing or invoice questions?

For questions about invoices and billing, please contact our Billing department at 617.395.0125, option 5, or email them at billing@curaspan.com.

Have a technical question?

Contact Customer Support at 1.800.446.9614, option 4, or email them at support@navihealth.us.

How do I add or manage user licenses?

You should contact your Basic User Administrator regarding licenses.

Have other questions?

Questions and feedback can be directed to ndminfo@navihealth.us.
Additional Resources and Contact

naviHealth Essential Insights
From the experts transforming healthcare, access the latest on healthcare reform, regulatory updates, breaking news responses and many other noteworthy resources to better prepare you for the journey toward value-based care. Our weekly newsletter will deliver all the news, insights and analysis that industry leaders have to offer, right to your inbox—but you have to sign up to receive it. Sign up today!

nH Intake Fundamentals Webinars
We offer connected providers complementary training webinars. Whether you’re just getting started, or looking to hone in your skills, sign up here!

Contact Us
On the Web: www.navihealth.us Over the Phone: 1.800.446.9614
Via Email: ndminfo@navihealth.us