

November 20, 2025

NaviNet® Care Gap Response Workflow Redesign

SUMMARY: AmeriHealth Caritas Next/First Choice Next and NantHealth | NaviNet are excited to announce the redesign of the workflow for the completion of Care Gap responses. This enhancement will allow providers to upload supplemental clinical documentation to close multiple Care Gaps.

Currently, supplemental clinical documentation to close Care Gaps can be uploaded one member, one care gap at a time. The redesigned workflow will allow providers to resolve multiple Care Gaps in a specified group.

There are four major Care Gap groups included in this enhancement:

- Child and Adolescent Immunizations
- Care of Older Adults
- Transition of care
- Well care visits

Upon accessing the Care Gap Response Form providers will notice two new columns have been added at the beginning of the form:

- **Grouping Allowed?** – Indicates which Care Gaps can be grouped together.
 - *Rows can be grouped together for document upload/Care Gap closure if they share the **same color icon**, same **Care Gap Group Name**, and have a Provider Response Status of **'Response required'**.*
- **Care Gap Group** – Indicates the name of the Care Gap/HEDIS measure.

Providers will be able to select multiple Care Gaps in a grouping, upload supporting documents and resolve the Care Gaps in the group.

Providers will also be able to access a new Member Roster page via a link on the Care Gap Response Form, instead of going back to Report Inquiry to pull a listing of all members with unresolved care gaps.

There will be no changes to the document types, upload size limits and the ability to attach multiple documents.

AmeriHealth Next and First Choice Next are individual and family health plans offered by certain companies within the AmeriHealth Caritas Family of Companies. AmeriHealth Caritas Next is offered by AmeriHealth Caritas VIP Next, Inc. in Delaware; AmeriHealth Caritas Florida, Inc. in Florida; AmeriHealth Caritas North Carolina, Inc. in North Carolina; and First Choice Next by Select Health of South Carolina, Inc. in South Carolina.

**New to NaviNet?**

If you do not have access to the NaviNet provider portal, please visit: <https://register.navinet.net/> to sign up.

Questions:

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Account Executive or the Provider Services Department for your state.

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