

Medicare Advantage post-acute care: New 7-day limit on documents in naviHealth's nH Access™ portal

Effective June 3, 2022, documents for Medicare Plus BlueSM and BCN AdvantageSM members will be available within nH Access for only 7 days from the day they were posted.

If you need to access a document after it's been removed from nH Access, contact your naviHealth care coordinator.

If you have questions about this change, contact your local naviHealth provider relations manager. If you aren't sure who your naviHealth provider relations manager is, send an email to umproviderconcerns@bcbsm.com.

Note: Since Feb. 11, 2022, documents have been available in the nH Access portal for 30 days.

naviHealth is committed to improving the post-acute care experience for our Medicare Advantage members. As part of this commitment, naviHealth provides access to patient information and documentation during the prior authorization process by making documents available through nH Access.

As a reminder, naviHealth:

- Authorizes patient-driven payment model levels during the patient's skilled nursing facility stay (from preservice through discharge).
- Authorizes PDPM levels based on medical necessity review and their proprietary naviHealth Predict functional assessment.
- Works with SNFs to ensure billers submit proper PDPM levels for reimbursement.

For more information, see [Post-acute care services: Frequently asked questions for providers](#).

naviHealth Inc. is an independent company that manages authorizations for post-acute care services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.