

To: AmeriHealth Caritas Pennsylvania Community HealthChoices Providers

Date: March 13, 2024

Re: Service Coordinator Information available on NaviNet

You asked; we listened! Effective immediately, the AmeriHealth Caritas Pennsylvania Community HealthChoices NaviNet Participant Eligibility and Benefits Inquiry function has been enhanced to show an eligible Participant's Service Coordinator information.

To see an eligible Participant's Service Coordinator report:

1. Select AmeriHealth Caritas Pennsylvania Community HealthChoices from My Health Plans
2. Click Eligibility and Benefits Inquiry
3. Enter Participant ID and click on "Search"
4. In Patient Alert Details - Participants who are eligible for Service Coordinator support will have a "Current Service Coordinator" link
5. The Service Coordinator report will be generated, displaying the name, phone number and email address of the Participant's Service Coordinator

"The How to Generate a Service Coordinator Report" instructions can also be found on our website at [www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) > For Providers > Resources > NaviNet.

If you have questions about this communication, please contact your Provider Account Executive or Provider Services at **1-800-521-6007**.