

NaviNet Overview



NaviNet: Who We Are

The nation's largest real-time healthcare communications network



First Glance

- Located in Boston, MA
- Privately Held
- Approximately 230 Employees
- Founded in 1998

Our Network

- More than 30 health plan partners
- 70% of clinician offices in U.S.
- 4,000 hospitals
- Over 26 million transactions a month

Why NaviNet?

Innovation. Scalability and thought leadership to develop long-term strategic partnerships that enable our health plan partners to gain competitive advantage.

Cost savings. We move over 300 million communications through our network annually, avoiding costly phone calls.

Quick Jump-Start. Adoption is quick. Access can be immediately “turned on” for physician offices that are already leveraging other health plans in your geography.

Provider Satisfaction. Clinician offices prefer to engage with health plans via NaviNet relative to other channels. Ease of use and access to real-time high-quality data take the pain out of the plan-provider business interaction, allowing all parties to focus on quality of care and clinical outcomes.

National Plans

- Aetna
- Cigna
- United Healthcare



The NaviNet Advantage



Workflow-based approach enables automation of complex and expensive clinical and administrative workflows

Multi-payer content provides one-stop access for provider, minimizing phone- and paper-based interactions

Branded interactions ensure our customers retain their identity

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NaviNet in New Jersey



NaviNet Health Plan Partners In and Around New Jersey

- 
- Aetna
 - AmeriHealth
 - AmeriHealth Administrators
 - CIGNA
 - Horizon BCBSNJ
 - HorizonNJ Health
 - Medicare
 - Oxford Health Plan
 - QualCare
 - UnitedHealthcare
 - 1199 SEIU
 - Blue Cross Blue Shield of Delaware
 - Blue Cross Blue Shield of Northeastern Pennsylvania
 - Highmark Inc.
 - Independence Blue Cross
 - Independence Administrators
 - Keystone Mercy Health Plan

Available Transactions by Health Plan

- Number of transactions varies by insurer.
- Depends on length of time working with the insurer.
- NaviNet is constantly working with our health plan partners to add new transactions.



- Account Management Tools
- Aetna's Education Site
- Automated EFT/ERA Enrollment
- Capitation Reports
- Care Considerations
- Claim Payment Policies
- Claim Reconsideration
- Claim Status Inquiry
- Claim Submission
- Clinical and Payment Policy Code Lookup
- Code Editing Tool
- DocFind® Provider Directory
- Electronic Remittance Advice/Electronic Funds Transfer
- Eligibility and Benefits Inquiry



(Continued)

- Fee Schedules
- HMO Rosters/ Capitation Report – Sign Up
- Managed Choice/Elect Choice Rosters – Sign Up
- Medicare Collaborative Provider Reports
- Online EOBs
- Paper Shut Off
- Payment Estimator
- Personal Health Records
- Precertification Submission and Inquiry
- Provider Data Maintenance
- Referral Submission and Inquiry
- Update Aetna Provider Profiles



- Accepted and Rejected Claim Status Inquiry
- AIM Integration
- Authorization Submission and Status Inquiry
- Cap Rosters
- Cardiac Rehabilitation Pre-Auth
- Chemotherapy/Infusion Pre-Auth
- Claims INFO Adjustment Submission and Inquiry
- Clear Claim Connection™ (C3)
- Clinical Alerts
- Diagnosis and Procedure Code Inquiry
- DME Pre-Auth Submission
- Drug Pre-Authorization
- Electronic Funds Transfer (EFT) Registration
- Eligibility and Benefit Inquiry
- Eligibility and Benefits Clinical Alerts
- Encounter Submission
- ER Admission Notification
- Fee Schedule Inquiry
- Formulary



(Continued)

- Home Health Pre-Auth Submission
- Home Infusion Pre-Auth Submission
- Links to Medical Policy and Drug Formulary
- Medical/Surgical Pre-Auth
- OB/GYN Referral Submission
- Online Statement of Remittance (SOR) Inquiry
- Online SOR Registration
- Procedure Code Inquiry
- Provider Change Form
- Provider Directory
- Pulmonary Rehabilitation Pre-Auth
- Referral Submission and Inquiry
- Rejected Claims Inquiry
- Report Inquiry
- Request and View A/R Aging Reports
- Sleep Studies Pre-Auth
- Speech Therapy Pre-Auth
- User Permission Manager
- View A/R Aging Reports



- Claim Status Inquiry
- Eligibility and Benefits Inquiry
- Precertification Submission and Inquiry
- Professional Claim Submission



Horizon Blue Cross Blue Shield of New Jersey

Making Healthcare Work®

- Eligibility and Benefits Inquiry
- Capitation Reports
- Claim Status Inquiry
 - Claims Attachments
 - Explanation of Payment (EOP)
- Claim Submission
- EFT Registration
- Fee Schedule Inquiry
- Payment Status Inquiry
- PCP Panel Inquiry
- Provider Reference Materials
- Referral/Authorization Inquiry
- Referral Submission
- Statement of Payment Inquiry

*Additional transactions available via
Horizon Plan Central*



Horizon Blue Cross Blue Shield of New Jersey

Horizon NJ Health

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Clear Claim Connection (C3)
- Report Inquiry
- Provider Directory
- Referral Submission
- Referral Inquiry

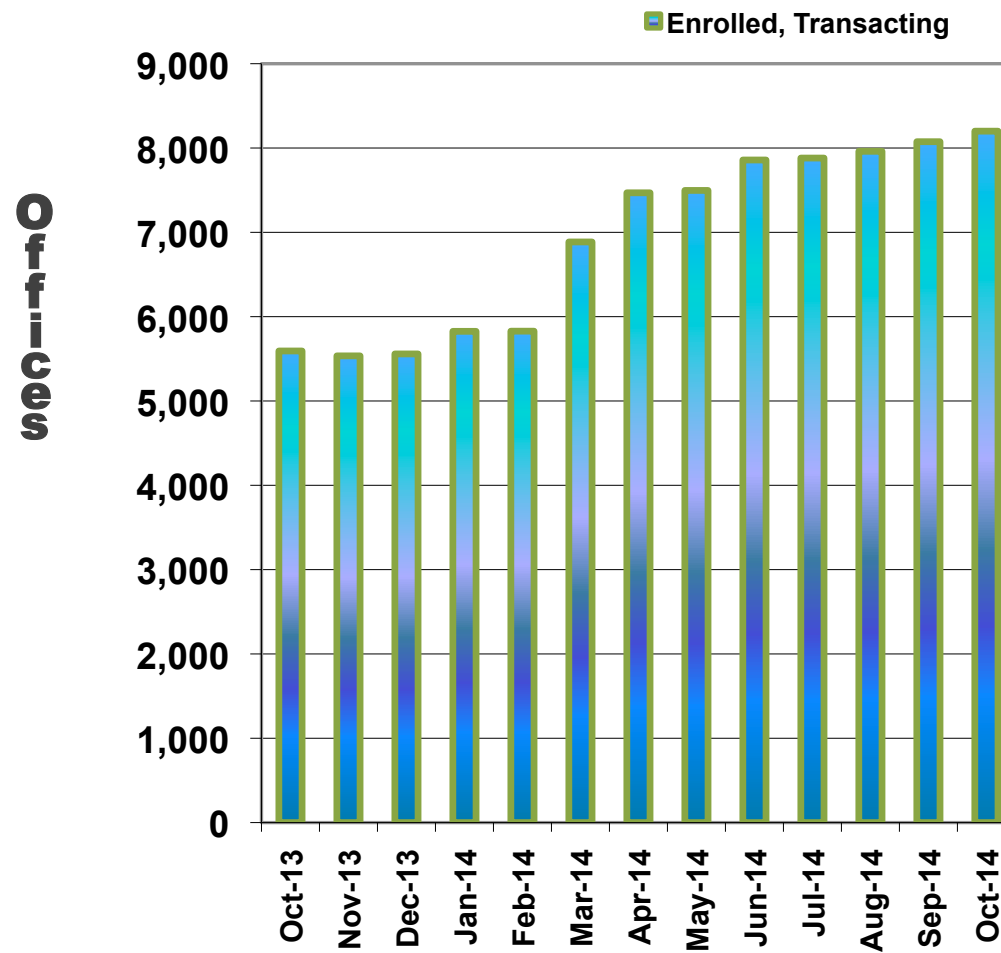


- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Referral Inquiry
- Referral Submission
- Resource Center



- Claim Status Inquiry
- Eligibility and Benefits Inquiry

Rapid Expansion in New Jersey, 2010



What NaviNet Users in NJ Say...

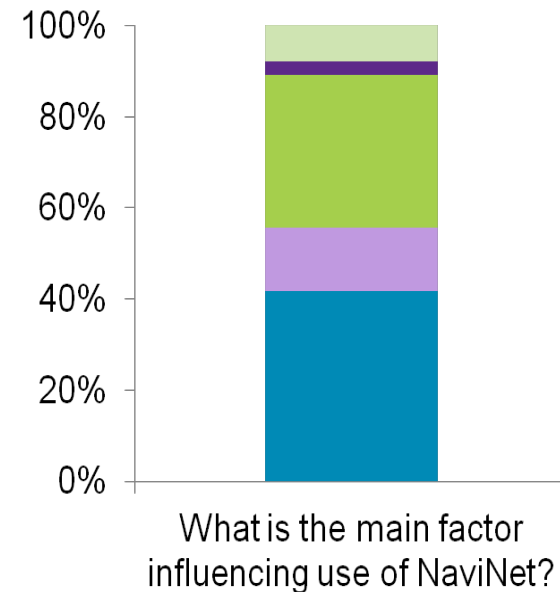
85% improves interactions with health plans
75% saves 3.1 hours/week
70% makes fewer calls to health plans

"NaviNet cuts down on time and increases productivity"

"Fewer phone calls to insurance companies and less wasted time"

"Love that once verifying coverage I don't have to go back out for claims or referrals"

- Availability of most of my health plans
- One user ID, password
- Prefer online to phone
- New Transactions Available
- Easy to Use





Case Study: AmeriHealth Mercy



Foundation A Trusted Partnership



- **Challenge:** Need for cost-effective expansion of AmeriHealth Mercy's provider e-business capabilities that would also benefit providers
- **Solution:** Replace existing proprietary portal and leverage NaviNet best practices in healthcare web communications
 - Provide fast, cost-effective solutions to providers
- **Measuring Success:**
 - Quickly enhanced utilization by 35%
 - Increased provider satisfaction
 - Foundation for electronic clinical capabilities

"Within a few short months, almost 60 percent of our provider network had already begun communicating with us via NaviNet"

**- Ed Malinowski, Associate
VP, AmeriHealth Mercy**

Expansion Care Collaboration Innovation



- **Challenge:** Improve quality of care for patients by giving providers actionable clinical information from outside their practice
- **Solution:** Integrate clinical data with practice workflow
 - Provide care gap information on routine screenings, compliance with disease management guidelines, and medication usage
 - Provide a payer-based Member Clinical Summary of medications, recent diagnoses and services, recent hospital and specialty encounters
 - Deliver via multiple formats and workflows to allow flexibility in workflows
- **Measuring Success:**
 - Approximately 57% improvement in care-gap closure rate
 - Improvement in HEDIS scores and increased provider reimbursement

“This is a perfect example of how the health plan and the provider can use technology to improve patient care. I wish all health plans were doing this.”

**- Dr. Stephen G. Diamantoni,
an AmeriHealth Mercy
provider**



Customer Self-Service and New Registration



New NaviNet Registration

- Cleaner Look and Feel:

Welcome to NaviNet Registration!

This process includes a maximum of 4 steps, as outlined below.

Step 1: Office and Contact Information

In this step, you will enter the following information:

- 9 digit Tax ID
- Office contact details
- Your contact details, including a valid email address*

* Registering with NaviNet requires an email address. If you do not have an email address, create a free one using [Yahoo!](#) or [Hotmail](#) before continuing. Email will be used only to communicate with your organization. NaviNet will not sell or license your email address to its agents, affiliates, or subsidiaries without your explicit permission.

Step 2: Office Identification

If your office is already in NaviNet, you will identify your office.

Step 3: Service Selection

Here, you'll select from the health plans and other services that are available to NaviNet users in your area.

Step 4: Office Verification

Verification is done using Aetna claims information.

If you are an Aetna provider, you can take advantage of this step, which will expedite

verification by looking at an Explanation of Benefits (EOB) form.

After completing this step, it may take several additional days for your account to be

active.

Click Next.

Sign Up

Already have a NaviNet account?

[Sign In to NaviNet](#)

If you already have a NaviNet account and need to make changes or add services, you must log into NaviNet first.

Looking to find out more about NaviNet?

[Tell me more](#)

Sign Up for NaviNet!

Registration is free.

- ✓ You will need the Federal Tax IDs for providers you work with. [Tell me more](#)
- ✓ You will be designated as a Security Officer for your office. [Tell me more](#)
- ✓ NaviNet will need to authenticate your office. [Tell me more](#)

If you are an Aetna provider, you can do this with a copy of an Aetna Explanation of Benefits (EOB) or claim filed in the last 90 days.

[Sign Up...](#)

Have you already submitted a registration request?

[Check the status of your registration](#)

New Registration- Screen Walk Through

Sign Up

1 About You

2 About Your Office

3 Search for Health Plans

4 Security Verification

Already have a NaviNet account?

[Sign In to NaviNet](#)

If you already have a NaviNet account and need to make changes or add services, you must log into NaviNet first.

About You

How did you find out about NaviNet?

Direct Mail from Health Plan

Prefix First name Last Name Suffix

Ms. Vanessa Candelora 3rd

Title

office Administrator

Email Address

Work Phone Number Extension

Please enter the email address you use at work. We will send your username and password to this email address.

Next »

New Registration- Screen Walk Through

✓ 1 About You

2 About Your Office

3 Search for Health Plans

4 Security Verification

About Your Office

How do you classify your organization? [Which option should I choose?](#)

☐ Central Billing Office (Part of a physician office/group or facility)

☐ Hospital (Facility)

☒ Provider (Physician office or group)

☐ Billing Agency (Third party billing administrator)

Your Organization Name

VMC

Street Address

289 COUNTY ROAD

Address must be a physical location, not a P.O. box.

City

289 COUNTY ROAD

State

VERMONT

Zip

05089

Main Office Phone Number

(555) 555-5555

Primary Tax ID

03-0183721

New Registration- Screen Walk Through

Sign Up

✓ 1 About You

2 About Your Office

3 Search for Health Plans

4 Security Verification

Your office may already be registered

Based on the information you entered, it appears your office may be already registered in NaviNet.

	Office	# Active Users	# Active Health Plans
<input type="radio"/>	VMC MT ASCUTNEY HOSPITAL AND HEALTH CENTER 289 COUNTY ROAD WINDSOR VT 05089	2	1
<input type="radio"/>	VMC MT ASCUTNEY HOSPITAL ANESTHESIOLOGY 289 COUNTY ROAD WINDSOR VT 05089	0	0
<input type="radio"/>	VMC MT ASCUTNEY PHYSICIAN PRACTICES 289 COUNTY ROAD WINDSOR VT 05089	0	1

Select your office from the list above and click Next.

[None of these are my office](#)

[Next »](#)

Copy

www.NaviNet.net

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New Registration- Contact S.O.(s)

Sign Up

✓ 1 About You

2 About Your Office

3 Search for Health Plans

4 Security Verification

Your office is already registered for NaviNet

[Sign In to Navinet](#)

Office:

PEDIATRIX MEDICAL GROUP: CBO
2810 N PARHAM ROAD, SUITE 250
PHILADELPHIA PA 19122

[This is not my office](#)

Not a User?

Contact your Security Officer to be added to NaviNet. The Security Officer is a person in your office who manages NaviNet access for users.

Security Officer(s)

John Masterson

GINA PLUMB

Michele Cannata

[Request Access from Security Officer\(s\)](#)

Request access from Security Officer(s)

Click 'send' to email a request for access to the Security Officer(s) listed below.

Security Officer(s)

John Masterson

GINA PLUMB

Michele Cannata

[Send Request](#)

You may also contact the Security Officer in person or by phone to request access. The Security Officer will need to sign in to NaviNet and add you as a user to the office.

[« Previous](#)

New Registration- Become S.O.



Sign Up

- ✓ 1 About You
- ✓ 2 About Your Office
- 3 Search for Health Plans**
- 4 Security Verification

Security Officer Agreement

Each office must have a designated Security Officer. Please review and agree to the NaviNet Security Officer Responsibilities below to become the Security Officer for your office.

As a Security Officer, I understand that I am responsible for:

- ☒ Managing access to NaviNet for other users in my office, including adding and terminating users as necessary.
- ☒ Ensuring that information accessed via NaviNet is accessed and used in compliance with Health Information Portability and Accountability Act (HIPPA) and Health Information technology for Economic and Clinical Health (HITECH) act privacy and security rules.

Please review the NaviNet Security Officer Agreement below, and click 'I Agree' to continue.

NaviNet Security Officer Agreement

[Print this Agreement](#)

Last Updated: April 15, 2009

ROLE OF NAVINET SECURITY OFFICER

The Licensee is required to designate one Licensee Authorized User as a security officer (the "NaviNet Security Officer") and to ensure that the NaviNet Security Officer complies with his or her obligations under this Agreement. The NaviNet Security Officer serves as the Licensee's primary contact with Company regarding security issues. The NaviNet Security Office is also responsible for controlling which individuals are allowed to access the Service on the Licensee's behalf and will serve as the primary contact for

[I do not agree](#)

[I Agree](#)

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New Registration- Search for Health Plan



Sign Up

- ✓ 1 About You
- ✓ 2 About Your Office
- 3 Search for Health Plans**
- 4 Security Verification

No limit on the number of Tax IDs that can be entered

Security Auditing Requirement

Your Health Plans

Enter your office Tax IDs. NaviNet will search for health plans associated with these Tax IDs.

Tax ID	Actions
03-0183721	
12-3456789	✎ Edit ✕ Delete
98-7654321	✎ Edit ✕ Delete

[+ Add Tax ID](#)

☐ I attest that my office is not a Billing Agency, and that these Tax IDs are part of the organization that I am employed by.

[< Previous](#)

[Next >](#)

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New Registration- Screen Walk Through

Sign Up


✓ 1 About You

✓ 2 About Your Office

3 Search for Health Plans

4 Security Verification

Your Health Plans

 [Print this page](#)

Based on your Tax IDs, we found your organization associated with the following health plans:

	Health Plan	Eligibility
<input checked="" type="checkbox"/>	1199SEIU	✓ Eligible
<input checked="" type="checkbox"/>	Aetna Health Plan	⌚ Requires Plan Verification
<input checked="" type="checkbox"/>	Cigna	✓ Eligible
<input checked="" type="checkbox"/>	Blue Cross NEPA/FPH	⌚ Requires Plan Verification
<input checked="" type="checkbox"/>	QualCare	✓ Eligible
<input checked="" type="checkbox"/>	UnitedHealthcare	✓ Eligible

[Why isn't the health plan I am looking for available?](#)

[< Previous](#)

[Next >](#)

New Registration- Security Verification

Sign Up

✓ 1 About You

✓ 2 About Your Office

✓ 3 Search for Health Plans

4 Security Verification

Security Verification

Before we can complete your registration, NaviNet must verify your affiliation with this office. You can do this automatically by entering the following details from a recent (90 days) **Aetna** claim.

Express Security Verification

Enter Claim Details:

[Why do I need to enter claim details?](#)

Claim ID: 12345678

Service Provider NPI: 1234567890

Billed Claim Amount: 123456

Member ID: 123456789

Member Date of Birth: 10/10/1950

Verify

⚠ We were unable to verify your claim information.


Please try again or click 'Have NaviNet verify me manually' and submit your request.

[Have NaviNet verify me manually](#)

[« Previous](#)

New Registration- Thank you

Thank you for submitting your request...

 [Print this page](#)



Request in Process

See required next steps below

Case Number: 01306754

Date Submitted: 08/30/2012



You will receive an email confirmation of your request.

Next Steps

Case Number: 01306754

What's Next?

Each of our partner health plans are uniquely configured for your use and therefore can take varying amounts of time to complete.

We will provide you with your NaviNet username and password via email as soon as your office is configured for at least one health plan. In the meantime, you can [check on the status of your request](#) as often as you wish.

Thank you for choosing NaviNet!

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New Registration- Billing Agency Add TIN



Sign Up

- ✓ 1 About You
- ✓ 2 About Your Office
- 3 Search for Health Plan**
- 4 Security Verification

Add a Tax ID

Tax Identification Number:

12-3456789

Name of group or provider:

Provider Associates of Virginia

Cancel

Add

+ Add Tax ID

Due to HIPAA regulations, you will need a signed authorization from each Provider for the Tax IDs listed before you will be allowed access on behalf of that provider.

« Previous

Next »

New Registration- Billing Agency Thank you page

Waiting for Authorization form

See required next steps below


Case Number: 01306592

Date Submitted: 08/30/2012

Required Next Steps

order to verify your provider relationships:

Print the Authorization form and instructions:

Name	Download
Authorization Form	

Have each provider office you will be working with complete and sign a copy of the Authorization form.

Return a signed copy of the authorization form for each provider office you will represent on NaviNet.

Fax: 617-418-6540 ATTN: NaviNet Billing Agency


E-mail: billingagencyauthorization@navinet.net

Your request will be processed upon receipt of the signed Provider Entity Authorization Form.

B.A. Form

Provider Authorization form is pre-filled with:

- Provider Name,
- Tax ID,
- Case Number
- Requester's Name
- Billing Agency Name



Angie Price

Pediatrics of Akron

Case #01306883

Provider Entity Authorization Form for NaviNet Billing Agency Access

NaviNet is required to implement reasonable administrative and technical safeguards before it can provide the billing agency below (business associate) access to patient information held by you the provider entity (covered entity.)

Type or print all needed information.

This is to advise NaviNet that **Boston Provider Associates** (Provider Entity/Provider Office Name) has appointed **Pediatrics of Akron** (Billing Agency Name) as our billing agent. This billing agency should be given access to NaviNet to view all information needed for the research, submission, and adjustment of claims; collection and follow up matters; determination of eligibility and benefits; as well as any other routine billing agency functions. This access will allow the billing agent to conduct billing related work on behalf of your provider organization with various health plans within NaviNet. This authorization form will enable the billing agency listed above access to all present and future health plans available to your provider organization within NaviNet.

Provider entity confirms that the billing agency has signed a written agreement pursuant to which it has agreed to treat any information it receives from the provider office (via NaviNet or otherwise) as confidential, and in accordance with all applicable laws and regulations. Further, in consideration of NaviNet's acceptance of the billing agency, the provider entity agrees that it will indemnify and hold NaviNet harmless for any and all damages, claims and expenses that NaviNet may incur or that may be asserted against NaviNet as a result of the negligent or intentional actions of the billing agency in carrying out its duties with the purposes noted above.

NaviNet shall be entitled to rely on this letter until revoked in writing. (For example, it is the provider entity's responsibility to notify NaviNet of the termination of or a change in its relationship with the billing agency.)

The signatures below indicate acceptance by both parties of all conditions outlined in the above paragraphs.

Please Note: Signatures are required from a Billing Agency employee and an employee from the Provider Entity/Provider Office. A Billing Agency employee cannot sign on behalf of the Provider Entity/Provider Office.

To be completed by the Provider Office	
Provider Entity/Provider Office Tax ID	Provider Entity/Provider Office Group Name
123456789	Boston Provider Associates
Authorized Employee (or NaviNet Security Officer) Name	Authorized Employee Telephone Number
Signature of Authorized Employee	Date

To be completed by Agency	
Authorized Employee (or NaviNet Security Officer) Name	Authorized Employee Telephone Number
Angie Price	
Signature of Authorized Employee	Date

When the form is complete and all signatures are obtained, please fax to 617-418-6540,
Attention: NaviNet Billing Agency.

New Registration – Status Checks



Sign Up

Already have a NaviNet account?

[Sign In to Navinet](#)

If you already have a NaviNet account and need to make changes or add services, you must log into NaviNet first.

Looking to find out more about NaviNet?

[Tell me more](#)

Sign Up for NaviNet!

Registration is free.

- ✓ You will need the Federal Tax IDs for providers you work with. [Tell me more](#)
- ✓ You will be designated as a Security Officer for your office. [Tell me more](#)
- ✓ NaviNet will need to authenticate your office. [Tell me more](#)

If you are an Aetna provider, you can do this with a copy of an Aetna Explanation of Benefits (EOB) or claim filed in the last 90 days.

[Sign Up...](#)

Have you already submitted a registration request?

[Check the status of your registration](#)

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New Registration – Status Checks



Check Registration Status

Search by email Address

Email Address

OR

Search by Case Number

Case Number

Cancel

Search

New Registration – Status Checks



New Office Registration

Name: Joe Awesome
Status: In Progress

Office: Provider Associates
123 address
New York PA 15601
Case Number: 01306438

Requested Health Plans/Services

Service	Date Requested	Completed?	Date Completed
Highmark Blue Shield Enrollment Request for: Provider Associates, 25-1753700	8/29/2012 8:28 AM		
Aetna Health Plan Enrollment Request for: Provider Associates, 25-1753700	8/29/2012 8:28 AM		

Case Comments

Comment	Service	Created Date/Time
I have started working this Case for Joe.	Registration Request for Office:Provider Associates, 25-1753700	8/29/2012 11:26 PM

New Registration – Billing Agency Status Check



New Office Registration

Name: Kevin Mossman

Status: Pending User Response

Office: My Billing
1234 5th St.
Alpharetta GA 30004

Case Number: 01306602

Requested Health Plans/Services

Subject	Account Number Description	Status
Gather Billing Agency Authorization Form. Tax Id: 987654321	Aetna	Waiting for Authorization Form

Attachments

File Name	Service	Download
Authorization Form.pdf	Registration Request for Office:My Billing, 12-3456879	

My Account – About Me

NaviNet | [New Admin Messages](#) | [Go To Action Items](#) | [Log Off](#)

[Plan Central](#) | [Services](#) | [Office Central](#) | [NaviNet Central](#) | [Action Items](#) | **[My Account](#)** | [Help](#)

My Account

My Account

[About Me](#)
[My Office](#)
[Users in My Office](#)
[Health Plans](#)
[My Security](#)

About Me

Name:	Angie Price	
Username:	aprice	
Title:	Office Manager	change
Organization Role:	Administrative Assistant Front Desk/Reception Office Manager/Manager	change
Email Address:		
Phone Number:	(800) 555-1212	


[Change Contact Information](#)

Support Cases

[View Cases](#) **2**

[Open a Case](#)

My Account – My Office



Plan CentralServicesOffice CentralNaviNet CentralAction ItemsMy AccountHelp

New Admin MessagesGo To Action ItemsLog Off

My Account

My Account

About Me

My Office

Users in My Office

Health Plans

My Security

Support Cases

View Cases 2

Open a Case

My Office

Office Address:
Pediatrics of Akron
300 Locust St #200
Akron OH 44302
[change](#)

Main Office Phone Number:
[change](#)

Tax IDs

+ Add Tax ID

Tax ID	Actions
Show me which Tax IDs are set up for each plan.	

Navinet Timeout

[Set my Office's NaviNet Timeout](#)

Frequently Asked Questions

[How do I add a provider to my office?](#)

[How do I update my office address with my health plans?](#)

Creates a Case

Creates a Case

My Account – Add a Tax ID

The screenshot shows the NaviNet 'My Account' interface. At the top, there's a navigation bar with the NaviNet logo and links for Plan Central, Services, Office Central, NaviNet Central, Action Items, My Account, and Help. On the right, there are links for New Admin Messages, Go To Action Items, and a Log Off button. The main content area is titled 'My Account' and features a sidebar with links: About Me, My Office (selected), Users in My Office, Health Plans, and My Security. Below the sidebar, there's a 'Support Cases' section with 'View Cases' (2) and 'Open a Case'. The main content area displays the 'Add a Tax ID' form. The form includes a 'Tax Identification Number' field with the value '12-3456789', a checkbox for attestation, and a 'Next »' button. Below the form is a '+ Add Tax ID' button and a table with columns 'Tax ID' and 'Actions'. A link 'Show me which Tax IDs are set up for each plan.' is also present. On the right, there's a 'Frequently Asked Questions' section with two links: 'How do I add a provider to my office?' and 'How do I update my office address with my health plans?'. A 'NaviNet Timeout' message is visible at the bottom of the page.

NaviNet

Plan Central Services Office Central NaviNet Central Action Items My Account Help

New Admin Messages Go To Action Items Log Off

My Account

My Account

About Me

My Office

Users in My Office

Health Plans

My Security

Support Cases

View Cases 2

Open a Case

Add a Tax ID

Tax Identification Number:

12-3456789

☒ I attest that my office is not a Billing Agency, and that these Tax IDs are part of the organization that I am employed by.

Next »

+ Add Tax ID

Tax ID	Actions
--------	---------

Show me which Tax IDs are set up for each plan.


Frequently Asked Questions

How do I add a provider to my office?



How do I update my office address with my health plans?

NaviNet Timeout

My Account – Add Tax ID Step 2



[Plan Central](#) [Services](#) [Office Central](#) [NaviNet Central](#) [Action Items](#) [My Account](#) [Help](#)

 [New Admin Messages](#) |  [Go To Action Items](#) [Log Off](#)

My Account

My Account

About Me

My Office

Users in My Office

Health Plans

My Security

Support Cases


View Cases **2**

Open a Case

Add a Tax ID

Tax ID: 12-3456789

Based on the Tax ID you entered, we found your organization associated with the following health plans:

	Health Plan	Eligibility
<input checked="" type="checkbox"/>	Aetna Health Plan	 Requires Plan Verification

Why isn't the health plan I am looking for available?

Submit

+ Add Tax ID

Tax ID	Actions
--------	---------

Show me which Tax IDs are set up for each plan.

Frequently Asked Questions

[How do I add a provider to my office?](#)

[How do I update my office address with my health plans?](#)

My Account – Health Plans

NaviNet New Admin Messages | Go To Action Items Log Off

Plan Central Services Office Central NaviNet Central Action Items My Account Help

My Account

My Account

[About Me](#)[My Office](#)[Health Plans](#)[My Security](#)

Support Cases[View Cases](#) 3[Open a Case](#)

Health Plans

[+ Add a Health Plan](#)

Health Plan
Aetna Health Plan

[Show me which Tax IDs are set up for each plan.](#)

Tax ID/Plan Relationships

The list below shows which Tax IDs you have associated with each health plan.


Aetna Health Plan
201414336
200506198
232349341
240795623
232178136


Frequently Asked Questions

[How do I add a provider to my office?](#)

[What is the full list of Health Plans available on NaviNet?](#)

My Account – My Security

 NaviNet

 [New Admin Messages](#) |  [Go To Action Items](#) [Log Off](#)

[Plan Central](#) [Services](#) [Office Central](#) [NaviNet Central](#) [Action Items](#) [My Account](#) [Help](#)

My Account

My Account

About Me

My Office

Health Plans

My Security

Support Cases

[View Cases](#) **3**

[Open a Case](#)

Security Officers for My Office

Name	Status	Email
Danielle Shaffer	Active	
Ellen Perin	Active	dzanetti@navinet.net
Jane Becker	Active	vcavalla@navinet.net

Password and Security Questions

[Change Security Information](#)

My Account – links back to NaviNet

- Change Security Information
- Change Contact Information



The screenshot displays the NaviNet user interface. At the top, the NaviNet logo is on the left, and navigation links for 'New Admin Messages', 'Go To Action Items', and 'Log Off' are on the right. Below this is a horizontal menu with 'Plan Central', 'Services', 'Office Central', 'NaviNet Central', 'Action Items', 'My Account', and 'Help'. The 'My Profile' section is highlighted. It contains two main areas: 'Contact Information' and 'Security Information'. Under 'Contact Information', the user's phone number is 570-420-4997 and their email address is sbommarito@pmchealthsystem.org, both with 'change' links. Under 'Security Information', there are links for 'Change My Password' and 'Change My Security Questions'. A 'Continue' button is located at the bottom of the page.

NaviNet

New Admin Messages | Go To Action Items | Log Off

Plan Central Services Office Central NaviNet Central Action Items My Account Help

My Profile

Contact Information

Your Phone Number: 570-420-4997 [change](#)

Your Email Address: sbommarito@pmchealthsystem.org [change](#)


Security Information



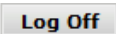
[Change My Password](#)

[Change My Security Questions](#)

Continue

My Account – Security Officer access

 NaviNet

 New Admin Messages |  Go To Action Items 

Plan Central Services Office Central NaviNet Central Action Items My Account Help

My Account

My Account

About Me

My Office

Users in My Office

Health Plans


My Security

Support Cases

View Cases 2

Open a Case


Users in My Office

Name	Status	Email	Security Officer?
advocate advocate	Disabled	vcavalla@navinet.net	
Akron Summa	Disabled	dzanetti@navinet.net	
Angie Price	Active		
Janet Blaurock	Disabled	dzanetti@navinet.net	
Jeanie Santa	Disabled	dzanetti@navinet.net	



Manage Users in My Office

[NaviNet Administration](#)

My Account – Open a Support Case



[Plan Central](#) [Services](#) [Office Central](#) [NaviNet Central](#) [Action Items](#) [My Account](#) [Help](#)

 [New Admin Messages](#) |  [Go To Action Items](#) [Log Off](#)

My Account

My Account

About Me

My Office

Health Plans

My Security

Support Cases

View Cases 3

Open a Case

Open a support case

[Tips for expediting your case](#)

I am contacting NaviNet Customer Support for help with:

--None--

Registration

An error message I'm seeing

Navigating a health plan transaction

Getting the information I need from a health plan transaction

Learning more about products and services available to me through NaviNet

Giving positive feedback to NaviNet

A general support question or comment

--None--

Health Plan:

Health Plan Transaction:


Additional Comments:

Supporting files (zip multiple files):

Browse...

Submit

My Account - View Cases



[New Admin Messages](#) | [Go To Action Items](#) [Log Off](#)

[Plan Central](#) [Services](#) [Office Central](#) [NaviNet Central](#) [Action Items](#) [My Account](#) [Help](#)

My Account

My Account

About Me

My Office

Health Plans

My Security

Open Case Count

Support Cases


View Cases 2

Open a Case

Support Cases

Case Number	User	Subject	Status	Date/Time Opened
01306058	Sue Bommarito	Independence Blue Cross Enrollment Request for: Pocono Health Management, 99-9999999	Complete	8/28/2012 11:36 AM
01306059	Sue Bommarito	Horizon BCBSNJ Enrollment Request for: Pocono Health Management, 99-9999999	New	8/28/2012 11:36 AM
01306057	Sue Bommarito	Add Tax ID: 99-9999999	In Progress	8/28/2012 11:36 AM

My Account - View Case Detail



[Plan Central](#) [Services](#) [Office Central](#) [NaviNet Central](#) [Action Items](#) [My Account](#) [Help](#)

[New Admin Messages](#) | [Go To Action Items](#) [Log Off](#)

My Account

My Account

About Me

My Office

Health Plans

My Security

Support Cases

View Cases 2

Open a Case

Case Detail

Back

Name: Sue Bommarito

Case Number: 01306057

Account Name: Pocono Health Management

Status: In Progress

Case Information:

Subject: Add Tax ID: 99-9999999

I am contacting NaviNet Customer support for help with:

Health Plan: Multiple Plans

Health Plan Transaction:

Created Date: 8/28/2012 11:36 AM

Additional Comments: Add Tax ID: 99-9999999
Requested Plans:
Independence Blue Cross
Horizon BCBSNJ

Back

User Friendly Statuses:

New

In Progress

Pending User Response

Complete

Questions?

