

NaviNet Transaction User Guide

Health Plan/NaviNet/Providers

Health Plan

The Health Plan sends Provider information to the NaviNet Portal

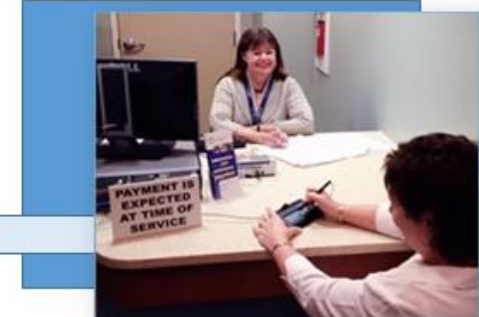
PerformCARE®

NaviNet



Provider Office

The Provider Offices verify the patients information on the NaviNet Portal



Transactions

Eligibility and Benefits

Claim Status Inquiry

Direct Link to Pre Authorization Management (Jiva)

Direct Link to Claim Submission (Emdeon)

Forms and Dashboards (Member Care Management)



Workflows ▾

My Health Plans



My Health Plans



PerformCare

PerformCare Plan Central Page

PerformCare Plan Central Page-Example: *Pending Final Screen Shot*

PerformCare Transactions

Workflows for this Plan

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Report Inquiry
- Provider Directory
- Claim Submission
- Pre-Authorization Management
- Forms & Dashboards

FAQs

- How do I change my password?
- I cannot remember my password.
- How do I set up additional Health Plans?
- What are the roles and responsibilities of a Security Officer?
- How do I enable or disable permissions for users in my office?

Top FAQs

Registration

PerformCARE®

Provider News and Announcements

Provider Resources

- Provider Tools**
 - Self-service tools
 - Resources and information
 - Claims and Billing
- Forms**
 - Administrative forms
- Provider Forms**
- Contact Us**
 - PerformCare
 - 8040 Carlson Road
 - Harrisburg, PA 17112
- Contact Information**

PerformCare Information

NaviNet will continue to release enhancements to the Eligibility and Benefits and Claim Status Inquiry transactions to make them easier for you to use.

We will continue to enhance these products by providing addition details within each transaction throughout the year.

- [Click here to view New Eligibility and Benefits Enhancements](#)
- [Click here to view New Claim Status Inquiry Enhancements](#)

Transaction Enhancement Guides

See the NaviNet Enhancements Training Guide (PDF) to learn more about the new screens.

Training Guide

Workflows for this Plan

Eligibility and Benefits Inquiry

Claim Status Inquiry

Claim Submission

Provider Directory

Pre-Authorization Management

Forms & Dashboards

Eligibility and Benefits

Eligibility & Benefits Search Screen

Eligibility and Benefits: Patient Search

Medicaid is the payer of last resort. Please submit to other carrier as appropriate. A valid EOB and or evidence of non coverage of services from primary carriers must be submitted with the claim submission to be considered for payment.

You may enter the member ID #, contract #, social security #, Medicaid ID #, Medicare ID # or HICN # in the Member ID field.

Search by Member ID

Member ID

OR

Search by Name

Last Name

First Name

Date of Birth

mm/dd/yyyy

Date Of Service

02/01/2016



Search

Search by:

- Member ID
- OR**

Search by:

- Member Last Name
- Member First Name
- Member Date of Birth

Eligibility & Benefits Result Details

Eligibility and Benefits for **Mary Jane Tes** — **Screen Header**
Female born on

[View Patient Details](#)

[View/Print](#)

PerformCare

✔ Active from 01/01/2015 to 12/31/2199

Eligibility Status Bar

Member ID: '

Service Date: 07/28/2016

Benefit Types

INSURANCE DETAILS

Product:

Type:

Medicaid

PRIMARY CARE PROVIDER

JENNIFER SMITH

Phone: 888-888-8888

NPI: 987654321

Service Provider Number:

60000000

Member Language: ENGLISH

Identity Card Number:

[View Member Clinical Summary](#)

[View EHR](#)

Benefits

Health Benefit Plan Coverage

- Brand Name Prescription Drug
- Chiropractic
- Dental Care
- Emergency Services
- Generic Prescription Drug
- Hospital
- Hospital - Emergency Medical
- Hospital - Inpatient
- Hospital - Outpatient
- Medical Care

Health Benefit Plan Coverage

★ [Set as default benefit view](#)

Benefit Status: Active Coverage

Prior Year History:

Eligibility Begin Date: 01/01/2015

GROUP

WALKER FAMILY MEDICINE ASSOCIATES

NPI: 123456789

WALKER FAMILY MEDICINE ASSOCIATES

Service Provider Number: 12345

Phone: 888-888-8888

Details Section

Eligibility & Benefits Result Details

Eligibility and Benefits for Mary Jane Tes

born on 10/10/2004

[View Patient Details](#)

[View Patient Details](#)

PerformCare

Active from 01/06/2015 to 12/31/2199

Patient Details Window

The user can view more details for the patient by choosing View Patient Details at the top of the screen. This link opens the Patient Details window, which displays patient demographic information and subscriber details.

Patient Details

Mary Jane Tes

born on 10/10/2004

464 DREAM STREET
DREAMLAND, NJ 02020

First Name: Mary Jane

Last Name: Tes

Member ID:

Group: 0080038-0036

DREAMLAND TOWNSHIP BOE

Subscriber: CHRIS Tes

(Parent/Guardian)

Eligibility & Benefits Result Details

Eligibility Status Bar

- Prominently displays the most valuable information to the user. The overall coverage status of the patient appears in large font to allow the user to find status quickly. In the following example, the user has an active status. The eligibility date (start date or range) is shown to the right of the eligibility status.

Eligibility and Benefits for **Mary Jane Tes**
born on 10/10/2004

PerformCare

Active from 01/06/2015 to 12/31/2199

Eligibility Status Bar

Eligibility & Benefits Result Details

Benefits

Search ...

Health Benefit Plan Coverage

Brand Name Prescription Drug

Chiropractic

Dental Care

Emergency Services

Generic Prescription Drug

Hospital

Hospital - Emergency Medical

Hospital - Inpatient

Hospital - Outpatient

Medical Care

Health Benefit Plan Coverage

Benefit Status: Active Coverage

Prior Year History: Eligibility Begin Date: 01/01/2015

GROUP

WALKER FAMILY MEDICINE ASSOCIATES
NPI: 123456789
WALKER FAMILY MEDICINE ASSOCIATES
Service Provider Number: 12345
Phone: 888-888-8888

Set as default benefit view

Benefit Types

Details Section

Benefit Types

- Displays a list of services supported by the health plan. Choosing any other service on the list displays benefit details for the patient for that service in the Details section to the right of the menu.

Detail Section

- Shows all benefit details for the currently selected service type. The header displays the name of the service selected in the Benefit Types menu.

Default View

- The purpose of this feature is to immediately show the benefit details used the most. Users can set a different default for each health plan
- Each user in the office can set their own default. This selection is at the user level, not the office level.

Workflows for this Plan

Eligibility and Benefits Inquiry

Claim Status Inquiry

Claim Submission

Provider Directory

Pre-Authorization Management

Forms & Dashboards

Claim Status Inquiry

Claim Status Inquiry Search

Claim Status: Search

Billing Entity

Select Billing Entity...

Patient Details

Last Name

First Name

Optional

Member ID

Date of Birth

mm/dd/yyyy

Claim Status Details

Service Start

11/03/2015



Service End

02/01/2016



Claim ID

Optional

Required Search Fields

- Billing Entity
- Patient Last Name
- Member ID
- Date of Birth
- Claim Service start date
- Claim Service End Date

Optional Search Fields

- Patient First Name
- Claim ID

Claim Status Inquiry Search Results Screen

Multiple Claims

- If multiple claims are returned in the health plan response, the user can select the appropriate claim on the Claims Search Results screen.

Single Claim

- If only one claim is returned in the response, the user is taken directly to the Claim Details screen.



Paid



Denied



Pending

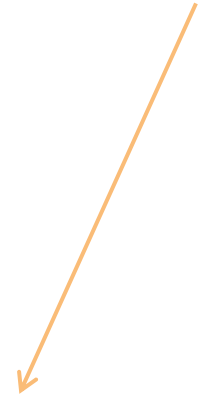
NaviNet Home | Help Welcome, Jen ▾

Workflows ▾ |

[Back to Claim Search](#) |

Claims: Search Results

Claim ID	Patient	Service Date(s)	Charge Amount	Payment Number	Payment Date	Paid Amount	Status
	Jones, Richard	01/15/2014	\$479.00		01/22/2013	\$69.34	Pending
	Jones, Richard	01/02/2014	\$182.01		01/16/2013	\$120.09	Paid
	Jones, Jane	01/02/2014	\$342.00		--	--	Pending
	Jones, Daryl	01/02/2014	\$2,668.49	-- --		\$0.00	Denied



Claim Status Inquiry Result Details

Claim Status Details for **Mary Jane Tes**
Female born on

Screen Header

Finalized (Claim Status as of 07/04/2016) **Claim Status Bar** **Claim ID:** **Service Dates:** 05/13/2016 to 05/13/2016

The claim/line has been paid. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).
 For questions about this claim, call **Provider Services** at

INSURANCE DETAILS

Member ID:

BILLING ENTITY
 ALL PROVIDER
 Tax ID: 000000000
 Provider PIN: ALL PROVIDER

Total Billed: **Claim Summary Section** **\$200.00**
Total Paid: **\$0.00**
 Payment Number:
 (Paid on 07/04/2016)

Additional Information
 Gender: Female
 Date of Birth: 11/04/1998
 Remittance Advice:

Service Line Details

Claim and Service Line Details:

Service	Units	Date(s)	Revenue Code	Status	Billed Amount	Paid Amount
1 99214	1.0	05/13/2016 to 05/13/2016	--	Finalized The claim/line has been paid. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of H Services).	\$185.00	\$0.00

View Additional Detail

Addition Payment Details

Claim Status Inquiry Result Details

Claim Status Details for Mary Jane Tes — **Screen Header**
Female born on

Finalized (Claim Status as of 07/04/2016) **Claim Status Bar** **Claim ID:** **Service Dates:** 05/13/2016 to 05/13/2016

The claim/line has been paid. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).
For questions about this claim, call **Provider Services** at

INSURANCE DETAILS
Member ID:

BILLING ENTITY
ALL PROVIDER
Tax ID: 000000000
Provider PIN: ALL PROVIDER

Total Billed: **Claim Summary Section** **\$200.00**
Total Paid: **\$0.00**
Payment Number:
(Paid on 07/04/2016)

Additional Information
Gender: Female
Date of Birth: 11/04/1998
Remittance Advice:

Screen Header

- The Screen header shows the Patient's name and date of birth for the claim. This key information is displayed prominently at the top of the application to help users confirm that they are looking at details for the correct patient.

Claim Status Bar

- Displays current claim status. Users look for the overall claim status and status details as the first and most important information on the page.

Claims Summary Section

- Displays the most important details of the claim, including the total charge from the provider and the amount paid by the health plan. The NaviNet Claims Status application presents this information to users in a prominent and highly visible way.

Claim Status Inquiry Result Details

Service Line Details

Claim and Service Line Details:

Service	Units	Date(s)	Revenue Code	Status	Billed Amount	Paid Amount
1 99214	1.0	05/13/2016 to 05/13/2016	--	✔ Finalized The claim/line has been paid. Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Services).	\$185.00	\$0.00

[View Additional Detail](#)

Service Line Details

- Displays the details of the individual claim service line. Users look for the overall claim status and status details as the first and most important information on the page.

Additional Payment Details

- Displays the allowed amount, amount applied to member responsibility and explanation of benefits description according to each line item.

Service Line - Additional Detail [X]

Line Number: 1
 Service: ✔ Finalized

Modifier: 25	Allowed Amt:
Cat Cd:	Copay Amt: \$0.00
CAP: Y	COB Amt: \$0.00
DRG: --	Deduct Amt: \$0.00
NDC Cd: --	WithHold Amt: \$0.00
NDC Units: --	Remark Cd: PXN
NDC UM: --	Diag Cd:
POS:	DX Pointers: 1,2,3

Claim Category
 F1 Finalized/Payment-The claim/line has been paid.

Claim Status
 107 Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services)

Remark Code

Workflows for this Plan

Eligibility and Benefits Inquiry

Claim Status Inquiry

Claim Submission

Provider Directory

Pre-Authorization Management

Forms & Dashboards

Provider Directory

Provider Directory-Direct Link to Provider Directory

Find a Provider

Provider Type: All ▼

Provider name, specialty, facility, medical condition, or k

Search

Your location:

[Search Help](#)

[Advanced Search](#)

Workflows for this Plan

Eligibility and Benefits Inquiry

Claim Status Inquiry

Claim Submission

Provider Directory

Pre-Authorization Management

Forms & Dashboards

Provider Directory Tools

You can use Find a Provider to find doctors, hospitals, and other health care providers, such as urgent care centers, vision, and medical supply providers. If you know the name, type it in the search box. You can also search by the kind of care you need, such as ear nose and throat, skin, maternity, and urgent care.

- [About this information](#)
- [Medical Terms](#)

Members:

If you have questions about how to use this directory or want provider information, including a doctor's:

- Education
- Medical school training
- Residency completed
- Race and/or ethnicity
- Language services available at the practice location

Call Member Services at .

Providers:

If you have questions, call Provider Services at .

If you notice any errors in the directory, please fax, on practice letterhead, the information as it should appear to the attention of Provider Services at .

Workflows for this Plan

Eligibility and Benefits Inquiry

Claim Status Inquiry

Claim Submission

Provider Directory

Pre-Authorization Management

Forms & Dashboards

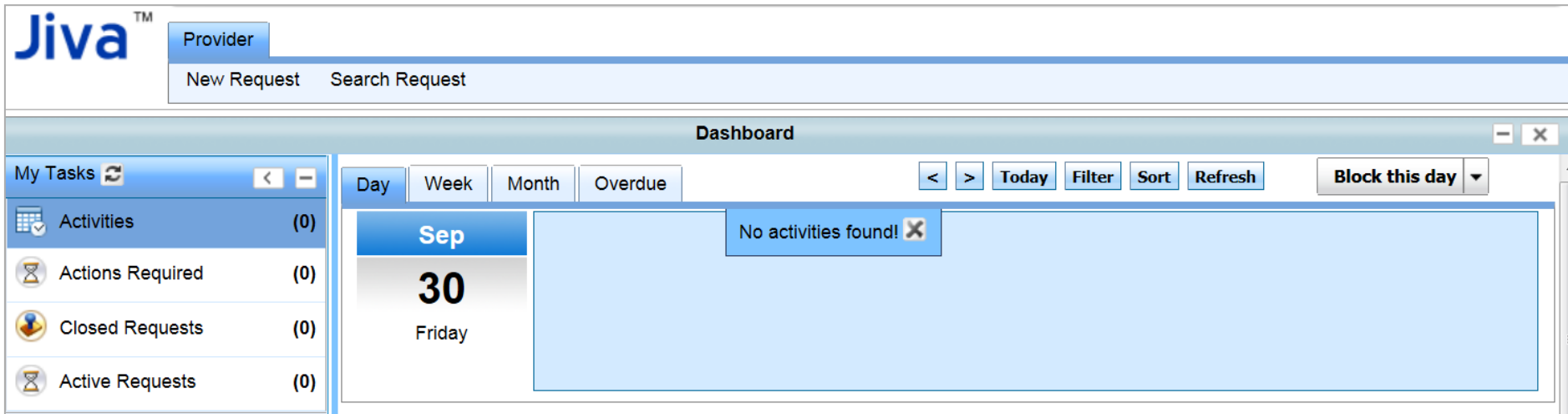
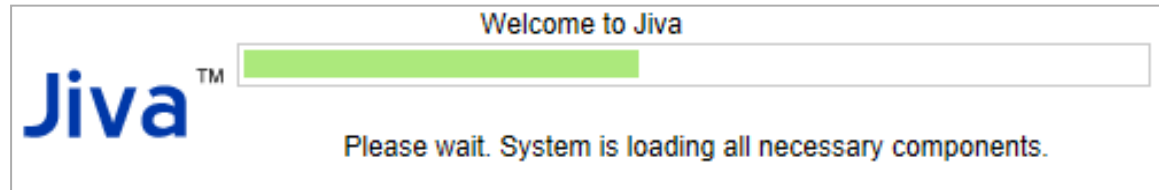
Pre-Authorization Management
Direct Link to JIVA

Pre-Authorization Management

You will need Internet Explorer 10 or 11, or Firefox 26 in order to access the Jiva 5.6 provider portal.

Workflows for this Plan

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Claim Submission
- Provider Directory
- Pre-Authorization Management**
- Forms & Dashboards



Workflows for this Plan

Eligibility and Benefits Inquiry

Claim Status Inquiry

Claim Submission

Provider Directory

Pre-Authorization Management

Forms & Dashboards

Claim Submission
Direct Link to Emdeon

Claim Submission

Support is provided by Emdeon 1-877-363-3666

Workflows for this Plan

Eligibility and Benefits Inquiry


Claim Status Inquiry

Claim Submission

Provider Directory

Pre-Authorization Management

Forms & Dashboards




Login

Please enter your Emdeon Username and Password.

Username

Password

Login

[Enroll Now](#) | [Forgot Password?](#) | 

Workflows for this Plan

Eligibility and Benefits Inquiry

Claim Status Inquiry

Claim Submission

Provider Directory

Pre-Authorization Management

Forms & Dashboards

Forms & Dashboards
Member Care Management

Forms & Dashboards (Member Care Management)

*Must use Internet Explorer to access Forms & Dashboards. *Pop Up Blocker must be Disabled**

Administrative Financial Clinical

Member Care Management

Member Care Plan

This care plan was developed with the support of care coordinators to help members improve their personal health. Members, Providers and Care partners have specific roles to help members move forward with their care plan.

- [View Care Plan](#)

Member Health Action Plan

This health action plan was developed by the member. It is intended to identify personal health care goals. Members, Providers and Care partners may have specific roles to help members move forward with their health action plan.

- [View Health Action Plan](#)

Primary Care Provider Risk Assessment

The PCP risk assessment was developed to aid the provider in identifying and managing the medical, cognitive and psychosocial needs of the member.

- [View PCP Risk Assessment](#)



Support Options

NaviNet Homepage

The screenshot shows the NaviNet homepage with several callouts and annotations:

- Top Navigation:** Includes "Home", "Help", "Contact Support", "Feedback", and "Provide feedback" buttons. A "Welcome, Jennifer" dropdown is in the top right.
- Left Sidebar:** Contains "Workflows" and "Administration" dropdowns. A "My Health Plans" link is highlighted under Workflows. A "My Links" section is also present, with an "Add your first Link" button.
- Main Content Area:** Features a large banner for "insured" with a "Yes" checkbox and a "No" checkbox. Below this are three sections: "Where is the list of Health Plans?", "Learn all about the exciting changes in NaviNet.", and "Looking for NaviNet Help?".
- Right Sidebar:** Contains "Top FAQs" and "Support Videos" sections. The "Top Support FAQs" section lists several common questions.

Callouts and Annotations:

- An orange box labeled "Help Link" points to the "Help" link in the top navigation.
- An orange box labeled "Customer Support" points to the "Contact Support" link in the top navigation.
- An orange box labeled "Top FAQs" points to the "Top Support FAQs" section in the right sidebar.
- An orange box labeled "Support Videos" points to the "Support Videos" section in the right sidebar.

My Links Section:

My Links [Edit](#)

'My Links' allows you to add bookmarks for any websites that you frequently visit.

[+ Add your first Link](#)

Top Support FAQs

All Top Support FAQs

- Why are my NaviNet bookmarks broken?
- How do I add a health plan to my office?
- How do I enable or disable permissions for users in my office?
- How do I add new users to my office?
- Why do I see a second login screen?
- What should I do if a provider is missing from a dropdown?

Where is the list of Health Plans?

Find it in the top left corner under **Workflows**.

Learn all about the exciting changes in NaviNet.

[Watch Video Now >>](#)

Looking for NaviNet Help?

You'll find it in the left-hand corner.

[Learn More Now >>](#)

Contact Support


Open a Case Online

- Request Provider Data Updates
- Report technical issues
- Asks questions


 NaviNet [Home](#) | [Help](#) | [Contact Support](#) | [Feedback](#)

Workflows ▾

Contact Support

 **Open a Case Online**


If you cannot find the answer to your questions on our Help pages, you can open a case to get assistance from our Customer Support team.

 **Chat With Us** *(no available agents)*

Get the answers to your questions in real time with a Customer Support representative.

Live chat is available:

Monday-Friday 8:00am - 11:00pm ET
Saturday 8:00am - 3:00pm ET

 **Call Us**

888-482-8057

If you have a critical issue or need help opening a case, please call us.

Phone support is available:

Monday-Friday 8:00am - 11:00pm ET
Saturday 8:00am - 3:00pm ET

Contact Support

Need help with

Office/Provider Management ▾

Health Plan

AmeriHealth Caritas Iowa ▾

Transaction

Provider File Management ▾

Primary Office Tax ID

12-3456789

Description

Dr. Smith just recently jointed our practice. Please add Dr. Smith to my account.
Dr. John Smith, NPI#123456789

Cancel **Submit**

Keep track of your submitted cases

The screenshot displays the NaviNet user interface. At the top left is the NaviNet logo. Navigation links include Home, Help, Contact Support, and Feedback. A user profile box in the top right shows 'Welcome, Jennifer' with a dropdown arrow. Below this is a blue navigation bar with 'Workflows' and 'Administration' menus. A red box highlights the 'My Account' link in the top right. The main content area is titled 'My Account' and contains a sidebar with 'About Me', 'My Security', and 'Recent Updates'. A red box highlights the 'Support Cases' section in the sidebar, which includes a 'View Cases' button with '0 open' and an 'Open a Case' link. The main content area is titled 'Support Cases' and features a search bar, checkboxes for 'Show closed cases' and 'Show cases for entire office', and a table with columns for Case Number, Contact, Subject, Status, and Date/Time Opened. A blue callout box contains the text: 'You also have the option to submit a case by navigating to “My Account” listed on the top right corner of the homepage.' Below this, a list includes 'Open a Case' and 'View Cases submitted and keep track each case submitted.'

Home | Help | Contact Support | Feedback

Welcome, Jennifer ▾

Workflows ▾ | Administration ▾

My Account

My Account

About Me

My Security

Recent Updates

Support Cases

View Cases **0 open**

Open a Case

Support Cases

Search cases... Show closed cases Show cases for entire office

Case Number	Contact	Subject	Status	Date/Time Opened
-------------	---------	---------	--------	------------------

You also have the option to submit a case by navigating to “My Account” listed on the top right corner of the homepage.

- Open a Case
- View Cases submitted and keep track each case submitted.

“Live Chat”

Chat With Us

- Offers immediate assistance

Contact Support



Open a Case Online

If you cannot find the answer to your questions on our Help pages, you can open a case to get assistance from our Customer Support team.



Chat With Us

Get the answers to your questions in real time with a Customer Support representative.

Live chat is available:

Monday-Friday 8:00am - 11:00pm ET
Saturday 8:00am - 3:00pm ET



Call Us

888-482-8057

If you have a critical issue or need help opening a case, please call us.

Phone support is available:

Monday-Friday 8:00am - 11:00pm ET
Saturday 8:00am - 3:00pm ET

To chat with a support representative, click **Contact Support**, and then click **Chat With Us**:

Live Support Chat



You are talking to: **Mike**
NaviNet Customer Care Team



Mike 11:39
Hi, how can I help you today?

Me 11:39
I am looking some advice related to the printing of patient data.

Mike 11:40
You can certainly do that but what is it you would like to print out?

...

Enter your question here and press 'Enter' ...

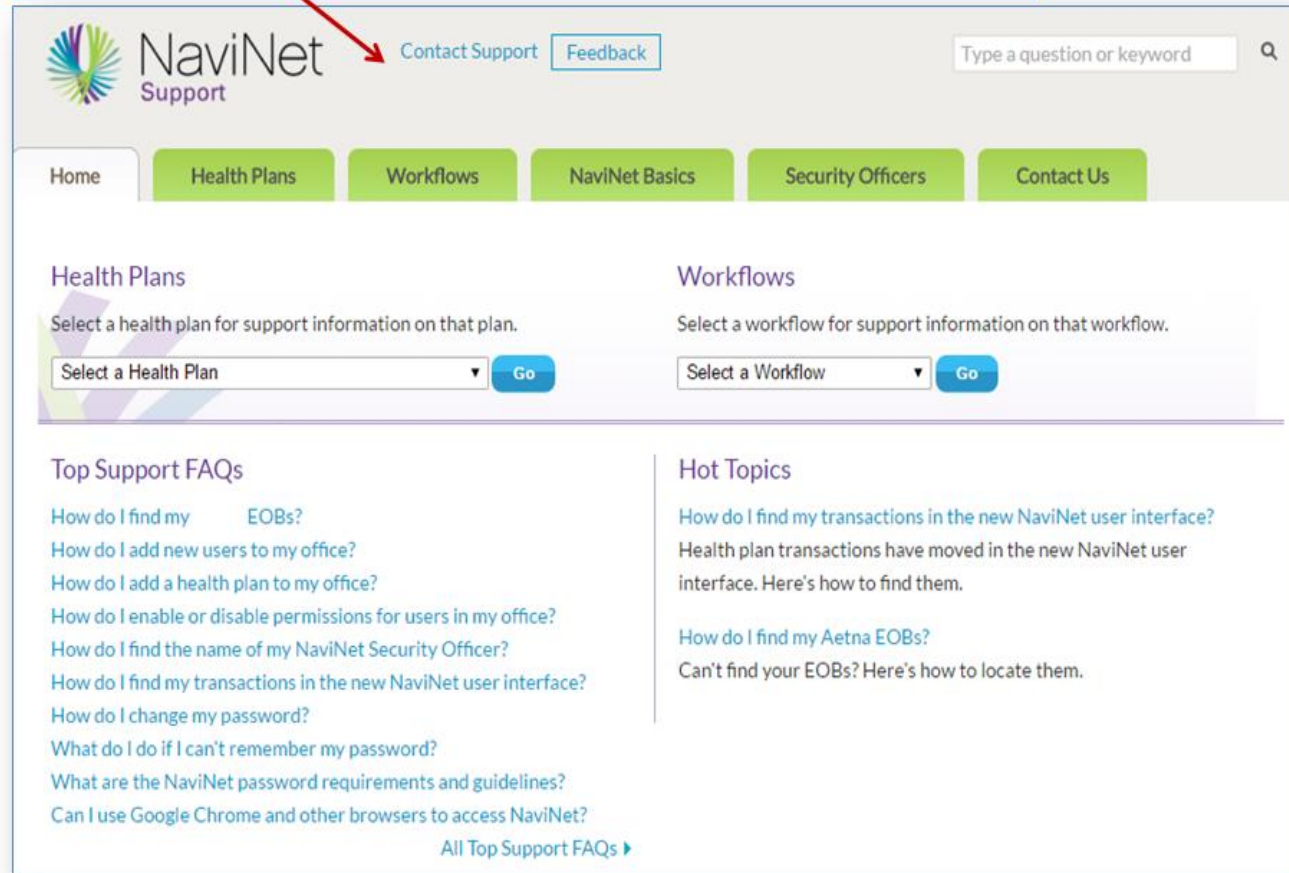
We want to know what YOU think...

The screenshot shows the NaviNet website interface. At the top, there is a navigation bar with the NaviNet logo, links for Home, Help, and Contact Support, and a Feedback button. A red box highlights the Feedback button, and a red arrow points from it to a feedback form titled "Tell us what you think". The form contains a text area with the message: "Please note, we are unable to respond to feedback. If you require a response, please click Contact Support below." Below this is a warning icon and the text: "Please do not enter any patient information into this form." There is an email address field with the placeholder text "example@navinet.net" and a green Submit button. At the bottom of the form, there is a "Contact Support" link.

We want to know what you think!

- What do you like about NaviNet?
- What do you dislike about NaviNet?
- What enhancements can we make to enhance your daily workflow?

Help Feature



“Help Feature”

This feature provides self help tools for the following:

- According to Health Plan
- According to workflows
- NaviNet Basics
- Self Help tools for Security Officers



Thank You