The Health Plan

NaviNet Portal and Eligibility & Benefits Training
Agenda

• NaviNet Office/User Roles

• Enrollment Process

• Open Eligibility & Benefits Overview

• Submitting Support Request/Additional Resources
Office/User Roles
NaviNet Open Users & Offices

The NaviNet Office connects users to health plans and providers

NaviNet Offices represent
- Professional Practice Locations
- Facilities or departments at Facilities
- Central Billing Offices
- 3rd Party Billing Agencies
- Health Plan Departments
- NantHealth Departments
User Roles in NaviNet

**Office User**
- General user in the provider office

**Security Officer**
- Responsible for adding and/or disabling users
- Responsible for adding and/or removing TINs
- Managing transaction permissions
Enrollment Process
THP: New Office Registration

- Offices that are not currently using NaviNet can sign up for NaviNet then enroll to use THP.
- The sign up link is available at [https://navinet.secure.force.com/](https://navinet.secure.force.com/)
User Registration: Contact Information

Sign Up for NaviNet

About You

How did you find out about NaviNet?
--- Select ---

Prefix: __________
First name: Jennifer
Last Name: Smith
Suffix: __________

Title: Manager

Email Address: jennifer@gmail.com

Work Phone Number: (888) 888-8888
Extension: __________

Next >>
User Registration: Office Identification

About Your Office

How do you classify your organization?

- Billing Agency (Third party billing administrator)
- Provider (Physician office or group)
- Ancillary (DME, SNF, Lab, Diagnostic Services, Pharmacy, Rehab)
- Hospital (Facility)
- Central Billing Office (Billing department located at a physician office/group or facility)

Your Organization Name

Physical Street Address

City State Zip

Main Office Phone Number

Primary Tax ID

Select **Billing Agency** if your organization is contracted to perform billing activities on behalf of Healthcare Providers.

Select **Provider** if your office provides primary or specialist medical services. Examples: PCP, Specialist.

Select **Ancillary** if your office provides only ancillary medical services or supplies. Examples: DME Suppliers, SNF, Surgical Center, Lab, Diagnostic Services (i.e., Radiology, MRI), Pharmacy, Rehab.

Select **Hospital** if you work at a provider facility that classifies itself as a Hospital.

Select **Central Billing Office** if your office is a separate department or entity in a large provider office or group that is primarily focused on billing.
If The Office Already Exists In NaviNet

If the office information matches an existing NaviNet office, the user will be prompted to “Request Access from the Security Officer.”

If the office found doesn’t match, the user can continue registration.

Your office is already registered for NaviNet

Office:
Smith Clinic
123 Center Street
Boston MA, 02102

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)
Sara Shields

If this is not your office click on "This is not my office" which will allow you to proceed with the enrollment.

If this is your office click on "Request Access from Security Officer(s)" which will allow you to contact the security officer for access.
You will receive an email confirmation of your request.

Next Steps

Registration Number: 02923445

What's Next?

Each of our partner health plans is 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 registration as often as you wish.

Thank you for choosing NaviNet!
Once Registration is complete, users will receive 3 separate emails.
• Username and Temporary Passwords are sent to the requesting SO within 5-7 business days
• SO’s can add additional users to the office
Existing NaviNet Users – Add The Health Plan Access
The Health Plan: Ongoing Deployment

• If an office already has access to NaviNet but not THP, they can add THP to their access via My Account.
Open Eligibility & Benefits Overview
Log Into NaviNet

Username: fsinatra7
Password: **********

FREE ACCESS NaviNet AllPayer!

NantHealth Leadership Thanks You!  Introducing: New NaviNet AllPayer Storefront!  How Are You Managing Your PA Workload?

NantHealth offers free access to the NaviNet AllPayer platform until May 31st, 2020.

At NantHealth, we're committed to doing all we can to help you get through this crisis. With NaviNet AllPayer, you'll be able to check Eligibility & Benefits for over 1,000 health plans, including Medicare and Medicaid, and check Claim Status for over 550 health plans.

There is no obligation. Just free access.*

Not a NaviNet User and Want *Free Access to Our AllPayer Platform? It's Easy!

Sign up for NaviNet. It's Free! Once you get your username, follow the link on the NaviNet Homepage to Start Your AllPayer Subscription.

CLICK HERE TO SIGNUP
The Health Plan: Plan Central Page

Announcements

THP Follows CMS and BMS COVID-19 Guidelines
05.05.2020
THP Follows CMS and BMS COVID-19 Guidelines.pdf

THP is waiving the requirements for prior authorizations for the next 60 days for all Medicaid Services
05.05.2020
In collaboration with the Bureau for Medical Services (BMS), effective April 1, 2020 THP is waiving prior authorizations for the next 60 days for all Medicaid services in and out of network with the exception of the below.

For all inpatient hospital-related services including observation, CSI, and SUD residential, THP will require providers to submit notification of admission and discharge to allow THP to engage in care management.

IMPORTANT MEDICARE REMIT NEWS
05.05.2020
The Health Plan experienced an error on physician remits sent to providers on 1/1/2020
1.1.2020 Remit Error Notification.pdf

eviCore healthcare will Conduct Prior Authorizations
05.05.2020
Eligibility & Benefits Search Screen

**Eligibility and Benefits: Patient Search**

Enter the member ID, Medicare Beneficiary Identifier (MBI), or Medicaid ID. The member ID must include the two-digit suffix. The suffix will either already be part of the member ID or can be located in the covered individuals section of the ID card.

**Member ID**

**Date Of Service**

04/17/2020

The Member ID can only contain uppercase letters and numbers.

**Date Of Service**

- Past: 12 months
- Future: 30 days

May 2020
Eligibility & Benefits Detail Screen
Eligibility & Benefits: Member ID Card

- Depending on your browser settings, it may open in a pop-up box or a new browser tab
- The Member ID is a .jpeg
- To save a copy, right click
Eligibility & Benefits: Member ID Card Not Found

The image of the Member ID Card is currently not available for viewing. Please try again within 48 hours or contact Customer Service using the contact information on the member’s ID Card.
Eligibility & Benefits: View/Print

SNOW WHITE: Eligibility & Benefits

Patient Information

- Patient Details
  - Patient Name & Address: SNOW WHITE
  - 123 CASTLE LANE
  - FAIRFIELD, OH 43905
  - Member ID: 9123456789
  - Date of Birth: 05/01/1944
  - Relationship to Subscriber: Self
  - Gender: Female

- Insurance Details
  - Health Plan: The Health Plan
  - Product: SECURECARE OPTION II HMO
  - Type:

Primary Care Provider

- PCP Name & Address: DR. FEELGOOD
  - NPI: 1987654321
  - Email:
  - Phone:
  - Work Phone:
  - Website:
  - Fax:

Health Benefit Plan Coverage

- In-Network:
  - Out-Of-Pocket Max: $195 Year to Date
  - Remaining: $6,505

- Out-of-Network:
  - Out-of-Pocket Max: $195 Year to Date
  - Remaining: $6,505
Submitting Support Requests/Additional Resources
Requesting Help From NaviNet

THP Follows CMS and BMS COVID-19 Guidelines
05.05.2020

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
Additional Resources

[Image of NantHealth website interface]

- Workflows
- Administration
- The Health Plan

[Heading] Health Plans
- View health plan availability and user guides.
  - Select a Health Plan

[Heading] Workflows
- View workflow availability and user guides.
  - Select a Workflow

[Heading] Top Support FAQs
- How do I find my network specialist’s phone number?
- Can I extend the timeout period that determines when NaviNet automatically logs me out?
- How do I verify my email address?
- How do I add a provider to my office?

[Heading] Hot Topics
- Support Videos
  - Want to learn how to use NaviNet? Check out our support videos.
Tell us what you think

Please note, we are unable to respond to feedback. If you require a response, please click Contact Support below.

Please do not enter any patient information into this form.

Email Address (in case we need to follow up)
example@navinet.net

Health Plan
Not Health Plan Related

Transaction Type
Not Transaction Related

Contact Support

Submit
Thank You!

To learn more about NaviNet and other NantHealth solutions, including GPS Precision Insights, Eviti, and Connected Care:

1.855.WHY.NANT | www.nanthealth.com