



ATTN: AETNA & AMERIHEALTH CARITAS PROVIDERS

NAVINET ENROLLMENT PROCESS

****MEDDATA Clients ACTION NEEDED: Add MEDDATA as a user, see last page****

NaviNet is a healthcare provider portal that is used to retrieve claim status, eligibility, and fee schedules for insurance carriers Aetna (commercial) and Amerihealth Caritas (LAC). Practice must register, obtain access and assign a Security Officer, then grant permission to staff, or third party to access the NaviNet portal on the practice's behalf. If your practice already has access to the portal, see **To Add A User** section of this News Blast.

To Register Security Officer for NaviNet Portal Access:

NOTE: Registration is free.

Access NaviNet website via <https://navinet.navimedix.com/sign-in>

Click 'Sign Up'
Click 'Continue'

The designated Security Officer must complete fields under 'About You' sections:

- How did you find out about NaviNet?
- First and Last Name
- Title
- Email address
- Work Phone Number

Click 'Next'

Complete fields under 'About Your Office' section:

- How do you classify your organization? → 'Provider'
- Organization Name
- Physical Street Address
- City, State, Zip
- Main Office Phone Number
- Primary Tax ID

Click 'Next'

Review and agree to the Security Officer Agreement
Check both boxes then click 'I Agree'

Under 'Select Health Plans and Product's' section:
Click 'Aetna Health Plan' and
'AmeriHealth Caritas Louisiana'

Click 'Next'

Health Plans and Products	Eligibility
<input checked="" type="checkbox"/> Aetna Health Plan	<input checked="" type="checkbox"/> Eligible
<input checked="" type="checkbox"/> AmeriHealth Caritas Louisiana	<input type="checkbox"/> Requires Plan Verification
<input type="checkbox"/> Drug Authorization	<input checked="" type="checkbox"/> Eligible

Under 'Security Verification' section:
Select 'I don't have an Aetna claim available to me'
Click 'Continue with Alternative Verification'
Click 'Submit Request'

Make note of the Registration Number presented.

User will receive an email from NaviNet with the confirmation number of the enrollment request, if not received, within 1 day check User's spam or junk folder for the email or contact NaviNet Customer Service at 1-888-482-8057 .

After the registration is processed by NaviNet, user will receive a Welcome email from NaviNet. If the welcome email isn't received in 7 days, contact NaviNet Customer Service at 1-888-482-8057 and relay the Registration number previously received to the NaviNet representative.

Security Officer will have to add user(s) (see below sections) and grant access to user(s) before access can be obtained to NaviNet.

Security Officer:

To Add Users to Navinet:

The practice's assigned Security Officer is the only person with permissions to add users.

- Access 'Administration' via the main menu option
- Select 'Create New User'
- Complete all required (*) fields
- Click 'Add User to List'
- Click Continue User Creation

NOTE: If any additional rights are needed, i.e., fee schedule, click 'Customize Access' to add additional access options to the user. Registration will take up to 24hrs until the user will have access to the added sections in the provider portal.

If no customization needed click 'Complete User Creation'

New user will receive an email from NaviNet with the confirmation number of the enrollment request, if not received user should check the spam or junk folder for the email.

After the registration is processed by NaviNet, user will receive a Welcome email from NaviNet. If the welcome email isn't received in 7 days, contact NaviNet Customer Service at 1-888-482-8057 and relay the Registration number previously received to the NaviNet representative.

MEDDATA Clients **ACTION NEEDED**

Unfortunately NaviNet will not allow MEDDATA to obtain access for your practice, your Security Officer must authorize. Please follow above instructions to setup MEDDATA as a new user with below criteria.

MEDDATA User:

- First Name: Shan
- Last Name: McDaniel
- Contact Number: 985-893-2550
- Email: adminservices@medtronsoftware.com
- Create this user as a Security Officer' → Yes
- Click 'Customize Access'
- Search for Fee Schedule click 'Enable'

Once completed, click 'Complete User Creation'. Then click 'Complete User Creation' again.

Name	Email	Contact #	Security Officer?
McDaniel, Shan	adminservices@medtronsoftware.com	985-893-2550 x 102	Yes

Contact Support for assistance or any questions via:

From **MEDPM** or **MEDEHR** Sign On screens, double click on 'support@medtronsoftware.com' to compose an email to the Support Dept.

- OR-
- Phone: (985) 234-0599 (local)
(800) 978-0599 (toll free)
- OR-
- Fax: (985) 234-0609