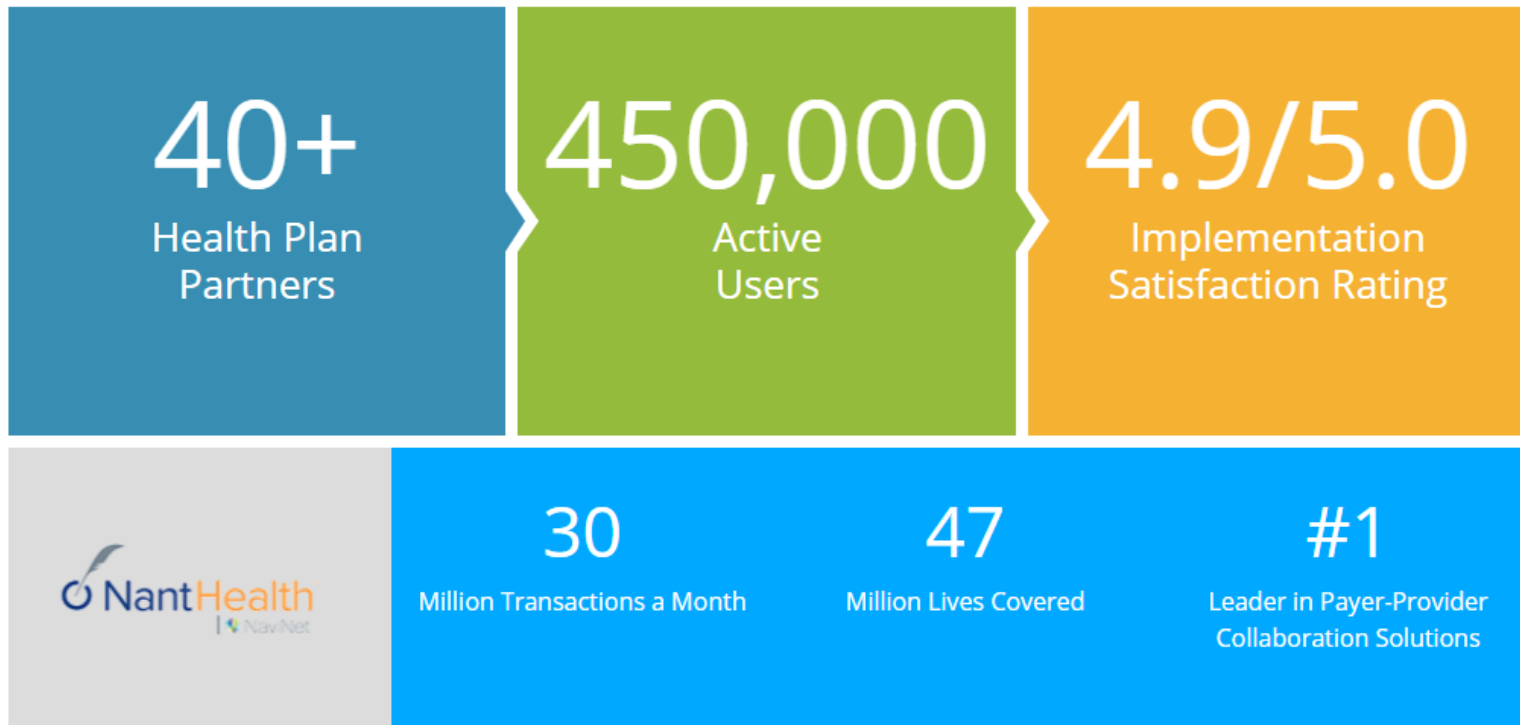


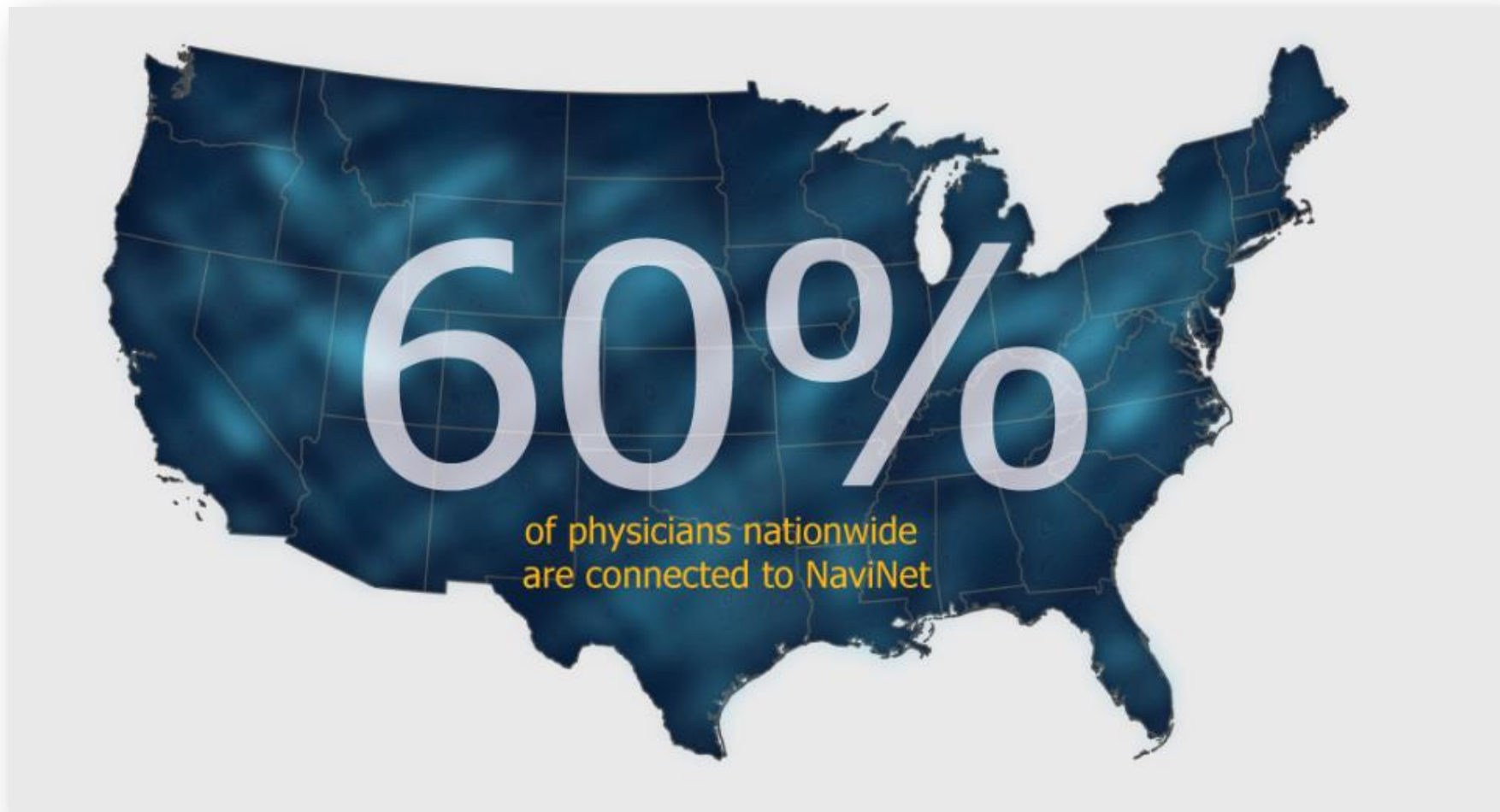
Enrollment User Guide PerformCare

What is NaviNet?

NaviNet, part of NantHealth, is America's leading healthcare collaboration network connecting over 40 health plans and 60% of the nation's physicians, which represents 450,000 clinical and administrative healthcare professionals.



Who's Using NaviNet?



Empowering providers, patients and payers with actionable data at the point of care

Efficiency

NaviNet enables peak productivity for providers

- Eliminate costly phone calls to the health plan
- Free up time and resources for better patient care
- Optimize outcomes with complete and accurate information



Engagement

NaviNet Open promotes adoption and utilization among providers

- Providers accomplish daily tasks with one login in a multi-payer environment
- Information is delivered in the most usable and actionable manner
- Clinical and reimbursement information is integrated within provider workflows



Collaboration

NaviNet provides clinical intelligence for true payer-provider collaboration

- Payers share clinical information with providers for improved patient outcomes
- Providers share responsibility for financial results
- Shared goals mean mutual success



Support

NaviNet is always there when customers need us

- Online, phone and live chat access to customer support
- Minimize phone and hold times for providers with self-serve options



Copy and paste URL below into your browser and click Continue.
<https://navinet.secure.force.com/>

Sign Up for NaviNet

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 sign in to NaviNet first.

Looking to find out more about NaviNet?

[Learn More >>](#)

If your office is already using NaviNet, please contact your Security Officer, who will create a NaviNet account for you.

Registration Is Free!

All you need is a Federal Tax ID. [Tell me more >>](#)

OR for Expedited Registration:

A Federal Tax ID and a recently submitted Aetna claim (within the last 90 days)

NaviNet will use the details of the claim to authenticate your office. If you do not have an Aetna claim, you may still register, but the process will take longer.

You will be designated as a NaviNet Security Officer for your office. [Tell me more >>](#)

Have you already submitted

The Tax IDs you enter will be matched against Health Plan records to establish your office's relationship with each plan.

A NaviNet Security Officer is the primary contact between your office and NaviNet. Security Officers are responsible for adding and deactivating users from their offices, as well as setting access permissions for specific health plan features. [Learn more >>](#)

If you are not the appropriate person in your office to be the Security Officer, please ask that person to register.

[Continue](#)

Complete About You section. Click Next.

Sign Up for NaviNet

1 About You

2 About Your Office

3 Select Health Plans and Products

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 sign in to NaviNet first.

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 >>

Choose your office classification and complete information below. Click Next.

About Your Office

- How do you classify your organization? Which option should I choose?
- 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

<< Previous

Next >>

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.

Your office may already be registered.

Your office may already be registered

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

Office
<input type="radio"/> Smith Clinic 123 Center Street Boston MA, 02102

Select your office from the list above and click Next.

[None of these are my office](#)

[Next](#)

If this is the your office, you will be prompted to "Request Access from Security Officer."

If this is not your office, please continue enrollment

Your office is already registered for NaviNet

Sign In to 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

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

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.

Read Security Officer Agreement.

Check both boxes, and click I Agree.

This screen is a pop-up that must be accepted before the user sees the Your Health Plans page.

You must agree to be Security Officer for your office to register for NaviNet. If you cannot accept this responsibility on behalf of your office, please ask an appropriate authority at your organization to register for NaviNet.

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 Insurance Portability and Accountability Act (HIPAA) 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.

Licensee Designated Security Officer Agreement [Print this Agreement](#)

If you have been designated by the healthcare provider or other authorized third party for which you work (the "Licensee") as a security officer (the "Licensee Designated Security Officer"), per the terms of the NaviNet Use Agreement (the "Agreement"), please read this Licensee Designated Security Officer Agreement (the "Security Officer Agreement") carefully. If you consent to be bound by this Security Officer Agreement, please click "I accept the Agreement" below. For purposes of clarity, your acceptance of this Security Officer Agreement is in addition to your acceptance of the Agreement. By agreeing to serve as a Licensee Designated Security Officer, you agree to be bound by the terms of this Security Officer Agreement and the terms of the Agreement. Capitalized terms not otherwise defined in

A NaviNet Security Officer is the primary contact between your office and NaviNet. Security Officers have the ability to add or deactivate other users from an office, and to set access permissions for specific health plan features.

If you are not the appropriate person in your office to be the Security Officer, please ask that person to register.

Enter your office Tax ID Number/s.
Click box to attest that your office is NOT a billing agency.*
Click Next.

Sign Up for NaviNet

- 1 About You
- 2 About Your Office
- 3 Select Health Plans and Products**
- 4 Security Verification

Select Health Plans and Products

Enter your office Tax IDs. NaviNet will search for Health Plans and Products associated with these Tax IDs.

Tax ID	Actions
11-1111111	

[+ 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 »](#)

The Tax IDs you enter will be matched against Health Plan records to establish your office's relationship with each plan.

*If your office is a billing agency, the box and text will not appear.



First Scenario

PerformCare is the only plan listed.

Select Health Plans and Products. (When PerformCare is the only plan listed.)

Sign Up for NaviNet

- 1 About You
- 2 About Your Office
- 3 Select Health Plans and Products**
- 4 Security Verification

Select Health Plans and Products

[Print this page](#)

Based on your Tax IDs, we found your organization associated with the following Health Plans and Products:

	Health Plans and Products	Eligibility
<input checked="" type="checkbox"/>	Plan Name	Requires Plan Verification

[Why isn't the Health Plan or Product I am looking for available?](#)

[« Previous](#) [Next »](#)

Check box next to PerformCare
Click Next.

Security Verification.

Sign Up for NaviNet

- ✓ 1 About You
- ✓ 2 About Your Office
- ✓ 3 Select Health Plans and Products
- 4 Security Verification

Security Verification

Before your registration can be completed, NaviNet must verify your office and your affiliation with it. We will contact you within the next few business days to verify you and your office.

I agree to the [Terms of Service](#), and verify that the information I have provided is true and that I am an authorized agent of the organization indicated in this request.

[« Previous](#) [Submit Request »](#)

Check box next to Agree to the Terms and Service.

Click Submit Request.

NaviNet will contact you in 5–7 business days to verify information.

Your registration is now in process.

This screen provides confirmation that the request was received and will be processed.



Registration in Process

See required next steps below

Registration Number:

02923445

Date

Submitted: 04/07/2016



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!



Second Scenario

PerformCare is listed as well as other health plans.

Select Health Plans and Products.

(When PerformCare is listed as well as other health plans.)

Sign Up for NaviNet

- 1 About You
- 2 About Your Office
- 3 Select Health Plans and Products**
- 4 Security Verification

Select Health Plans and Products

[Print this page](#)

Based on your Tax IDs, we found your organization associated with the following Health Plans and Products:

	Health Plans and Products	Eligibility
<input checked="" type="checkbox"/>	Plan Name	Requires Plan Verification
<input checked="" type="checkbox"/>	Aetna	<input checked="" type="checkbox"/> Eligible

Why isn't the Health Plan or Product I am looking for available?

[« Previous](#) [Next »](#)

Check box next to each health plan that is eligible for your office.
Click Next.

Security Verification.

We can authenticate your office automatically with the following information from an **Aetna** claim filed in the last 90 days:

- Claim ID
- Servicing Provider NPI
- Member ID
- Member Date of Birth
- Claim Charge Amount

Security Verification

Before your registration can be completed, NaviNet must verify your office and your affiliation with it.

Verify with an Aetna claim

Express Verification via Aetna Claim

Why do I need to enter claim details?
Please provide the following details from a recently submitted Aetna claim (within the last 90 days):

⚠ Do NOT use a Medicare or a Medicaid claim

Providers

Billing Entity Tax ID [?](#)
111111111

Servicing Provider NPI [?](#)

Please enter only digits.

Member

Member ID

Date of Birth

Last Name First Name

Gender
Select Gender...

Member Is
Select Member Relationship...

Claim Details

Claim ID

Total Billed Claim Amount

Fill out Security Verification form and click Verify.

An extremely important part of new office creation is validating that the person making the request is actually associated with the office. We provide an 'Express Security Verification' option that allows users to verify their office affiliation automatically by entering details from an Aetna claim for their office.

If the user does not have an Aetna claim, or chooses not to verify automatically, they can click the 'Have NaviNet verify me manually' link. Manual verification requests are made by outbound calling by Customer Service to verify the user's employment with the office.

Your registration is now in process.

This screen provides confirmation that the request was received and will be processed.

Registration in Process

See required next steps below

Registration Number:
02923445

Date Submitted: 04/07/2016

i 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!

Email Notifications.

Once you are registered you will receive three separate emails.



First Email: You Are Registered. Received Immediately Upon Registration



Thank You!
You Are Registered
with NaviNet

You have just registered with the NaviNet Network, where healthcare comes together! Our goal is to simplify your exchange of real-time patient information.

Communicating with the multiple layers of care teams required to get your job done is about to become easier. NaviNet is here to help you swiftly complete those transactions. No more phone calls, no more faxing. Below are your registration details:

Registration Details:

Jennifer Smith
Manager
(888) 999-2222

Smiths Clinic
111 Landing Road
Boston MA 02215
Tax ID 11-1111111

Need Help?
Visit the **Welcome Center** today to:

- Get tips for getting started
- Check out the overview of top features
- Learn more about additional resources such as:
 - Frequently asked questions
 - Training demos
 - New products and solutions
 - User guides
- How to contact our Live Customer Support team

Welcome Center
CLICK THE ARROW TO GO TO THE NAVINET WELCOME CENTER

Check the Status of your registration

Status of your registration
You can check the status of your registration at any time. [Click here](#) and enter either the registration number (in the subject line above) or the email address used in the registration

Second Email: Your Username. 5-7 Business Days



**Here is your
Username
for NaviNet**

Here is your Username:
jboston222

Welcome to NaviNet, the nation's largest interactive healthcare network! We securely link hundreds of thousands of healthcare professionals, as well as our nation's leading health plans and valued industry partners. You only need one username and password to access everything.

HIPAA compliance and security are a top priority at NaviNet. Here are a few things you should know to help us protect you and the information you'll access on NaviNet.

- You will receive a separate email from us containing a temporary password - use this password the first time you sign in.
- Change your temporary password to a password you will remember but isn't easy for others to guess.
- You also will be asked to set up two security questions; with these, you will be able to reset your NaviNet password if you ever forget it.
- Do not share your username and password with others.
- Please sign in to verify your access. If you do not sign in within 30 days of receiving this email, your NaviNet account


Need Help?
Visit the **Welcome Center** today to:

- Get tips for getting started
- Check out the overview of top features
- Learn more about additional resources such as:
 - Frequently asked questions
 - Training demos
 - New products and solutions
 - User guides
- How to contact our Live Customer Support team

Sign In to NaviNet
CLICK THE ARROW TO START USING NAVINET



Third Email: Your Temporary Password. 5-7 Business Days



Here is your
Temporary Password
for NaviNet

Here is your temporary password:
4?Zb5Tzy

A separate email was sent to you containing your NaviNet username. Using that username and this password, you can **sign in** to NaviNet, the nation's largest interactive healthcare network.

Please sign in now to verify your access. If you do not sign in to NaviNet within 30 days of receiving your username and password, your NaviNet account will be disabled.

If you have not received the email containing your NaviNet username, please check your junk email folder. If you are having any trouble signing in, our **Customer Support** team is available to help.

Once again, thank you for joining the NaviNet Network. We are ready to help you help your patients.

The NaviNet Customer Support Team

Need Help?
Visit the **Welcome Center** today to:

- Get tips for getting started
- Check out the overview of top features
- Learn more about additional resources such as:
 - Frequently asked questions
 - Training demos
 - New products and solutions
 - User guides
- How to contact our Live Customer Support team

Sign In to NaviNet
CLICK THE ARROW TO START USING NAVINET



Signing In to NaviNet for the First Time.

Before signing in for the first time, make sure to have your username and password emails handy. If you do not see them in your inbox, check your spam or junk mail folder.

Signing In

1. In your browser, navigate to <https://navinet.navimedix.com>.
2. Enter your NaviNet username and temporary password.
3. Click **Sign In**.

Sign In

Username:

Password:

Sign In

[Forgot your password?](#)
[Forgot your username?](#)

Getting Started with NaviNet

[Trouble Logging In?](#)
[Sign Up](#)
[What Plans Participate?](#)

Where's My Home Page? Multi-Browser Compatibility Is Here! Coming Soon

Multi-Browser Compatibility Is Here!

We have some exciting news to share. Over the past couple of months, NaviNet has been performing upgrades to make NaviNet accessible through Google Chrome, Firefox, and Safari for Mac along with Internet Explorer. We expect 95% of our users will have multi-browser access by the end of this year. Your office will be notified via email when it is ready to be upgraded.

Thanks for your continued support of NaviNet!

One-Time Tasks

1. After signing in, you will be presented with the NaviNet Use Agreement. You must accept this agreement to use NaviNet.
2. If you have been designated a NaviNet Security Officer and you agree to the perform the duties this requires, you must also accept the Security Officer Agreement. (If you cannot act as your office's NaviNet Security Officer and your office does not have an existing NaviNet Security Officer, please call NaviNet Customer Support at 1-888-482-8057.)
3. Next, you will be asked to change your password. Follow the password guidelines provided on that page. See slide 25.
4. Finally, you will be asked to create two security questions. You will need to know these if you ever forget your password. NaviNet will also use these security questions to validate your identity if you call our Customer Support number. See slide 26.

After you complete these steps, you will be all set to use NaviNet!

After signing into your account for the first time and accepting the NaviNet Use Agreement, you will be prompted to change your password.

Change Your Password

Current Password:

New Password:

Re-enter New Password:

Your new password must:

- be at least 8 characters long
- be different from the last 6 passwords you've used
- contain at least 3 of the following types of characters: upper case letters, lowercase letters, numbers and these symbols !@#\$%^&*()_+}{":;?V.,
- not contain your NaviNet username or your first or last name
- not contain three or more repeated or sequential characters, such as Aaa, abc, or 123

NaviNet Password Tips

A good password is critical to protecting the confidential information available through your NaviNet account. Choose a password that is unique and difficult for others to guess.

Use:

- A combination of letters and numbers, but avoid simply placing numbers at the beginning or end of a word
- A word you can remember, but replace some of the letters with numbers. For example, use s3cr3t for secret.
- The first letters of a memorable phrase. For example mdSi12yo for "my daughter Sally is 12 years old".

Avoid using:

- Personal information such as family names, anniversaries, birthdays or social security numbers.

Finally, you will be asked to create two security questions. You will need to know these if you ever forget your password. NaviNet will also use these security questions to validate your identity if you call our Customer Support number.

Challenge and Response

For security purposes and HIPAA compliance we need to record two questions and their responses to help us confirm your identity when you interact with NaviNet®. When you call NaviNet, a Customer Care representative will ask you your challenge questions and check that your responses are the same ones you provide on this screen. Also, if you forget your password and would like to reset your password yourself you will be asked to provide the answers to your challenge questions.

Please select and answer two different questions. You cannot answer the same question twice.

Challenge 1:	<input type="text" value="What is your mother's maiden name?"/>	▼
Response 1:	<input type="text"/>	
Challenge 2:	<input type="text" value="What year did you graduate from high school (YYYY)?"/>	▼
Response 2:	<input type="text"/>	



Customer Support Options

Training Videos.

Security Officers:

Visit <http://www.navinet.net/resources/videos> to access step-by-step instructional videos for the following:

- Adding a Tax ID.
- Adding new users to your office.
- Deleting users from your office.
- Managing transaction access.
- Resetting passwords.

NaviNet Home Page.

The screenshot shows the NaviNet Home Page with several red annotations:

- Help** and **Contact Support** buttons are highlighted in the top navigation bar.
- Home | Help | Contact Support | Feedback** links are visible in the top navigation bar.
- Provide Feedback** button is highlighted in the top navigation bar.
- Workflows** and **Administration** dropdown menus are highlighted in the blue navigation bar.
- My Health Plans** link is highlighted in the left sidebar.
- Top Support FAQs** link is highlighted in the right sidebar.

The main content area features a central banner with the text: **Can't Keep Track of Your Passwords?** and **Get All-Payer Access for Single Login to the E&B Info You Need.** Below this banner are images of a hand pointing, a checklist, and a magnifying glass.

The right sidebar contains a section titled **Top Support FAQs** with a list of frequently asked questions:

- How do I find my EOBs?
- How do I add new users to my office?
- 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 find the name of my NaviNet Security Officer?
- How do I find my transactions in the new...

Contact Support.

You must be logged into your account to “Open a Case Online.”



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 joined our practice. Please add Dr. Smith to my account.
Dr. John Smith, NPI#123456789

Cancel

Submit

Open a Case Online

- Request provider data updates.
- Report technical issues.
- Ask questions.



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' and a 'My Account' link highlighted with a red box. Below the navigation bar, the 'My Account' section is active. On the left, a sidebar contains 'About Me', 'My Security', and 'Recent Updates'. A 'Support Cases' sidebar, also highlighted with a red box, includes a 'View Cases' button with '0 open' and an 'Open a Case' button. The main content area, titled 'Support Cases', 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. An orange callout box at the bottom of the main content area provides instructions on how to submit a case.

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
-------------	---------	---------	--------	------------------

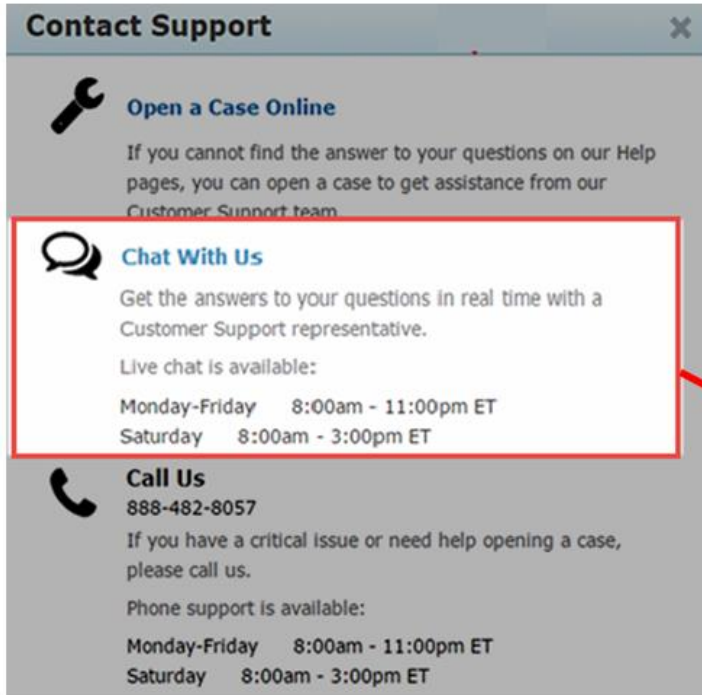
You also have the option to submit a case by navigating to My Account listed on the top right corner of the homepage.

- Open a case.
- View cases submitted and track each case submitted.


Live Chat.


You must be logged into your account to “Chat With Us.”


Chat With Us offers immediate assistance.

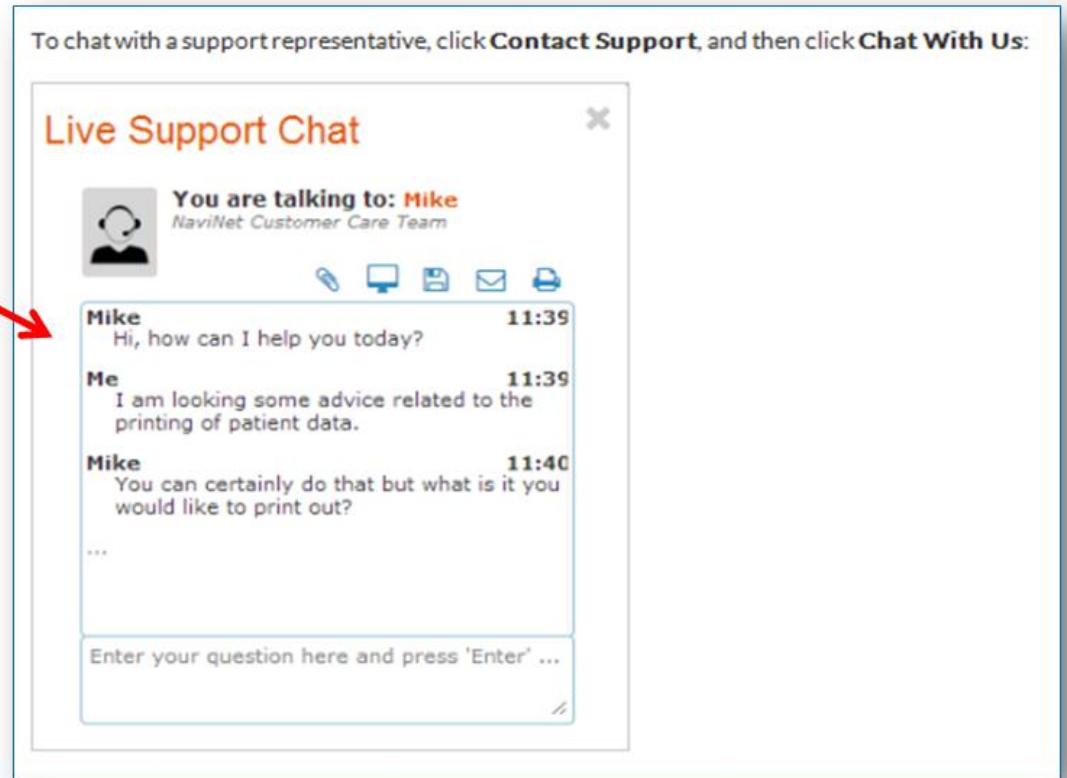


Contact Support [X]

 **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 [X]

 **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' ...

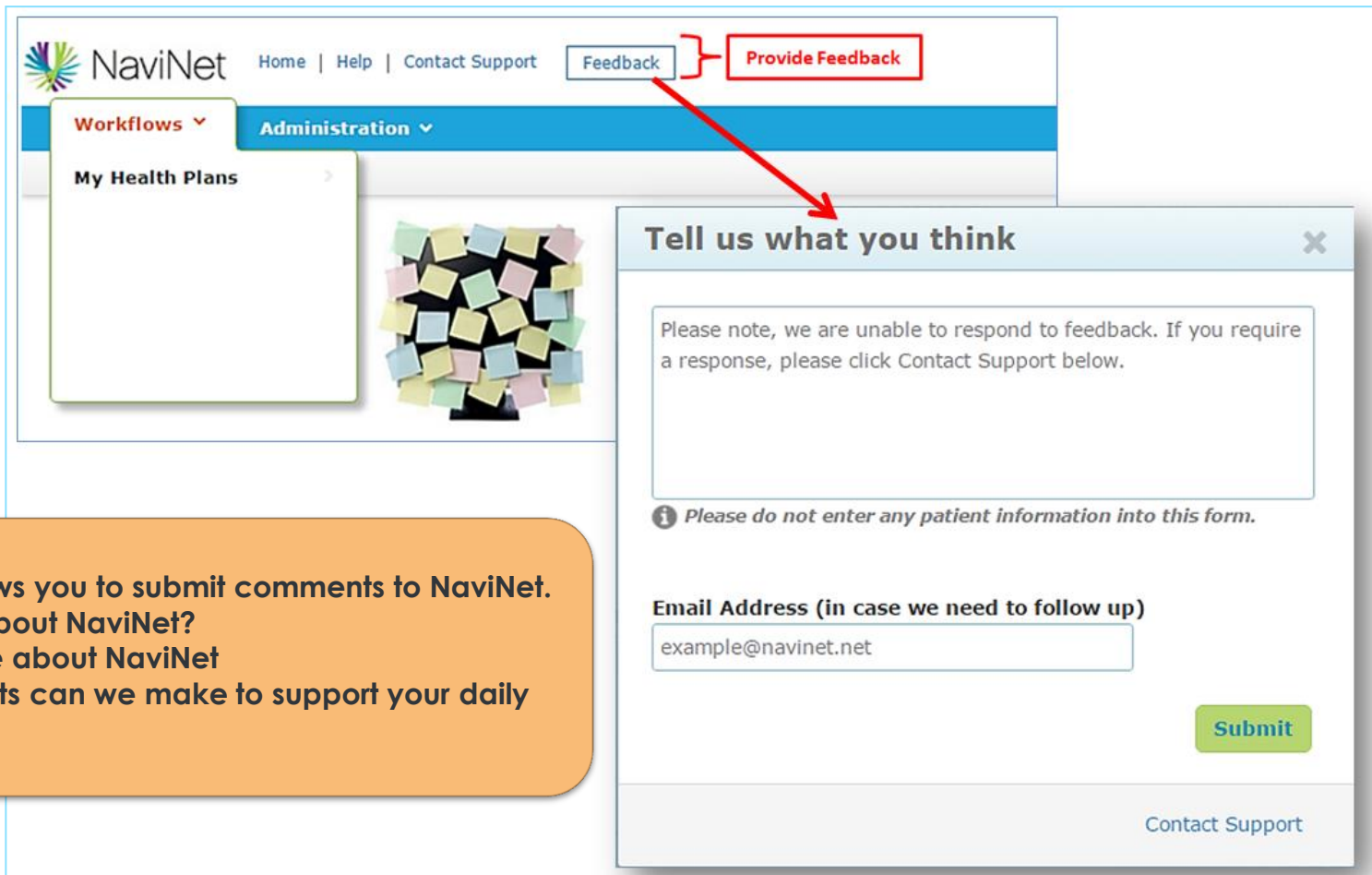
Help Feature.

The screenshot shows the NaviNet Help feature interface. At the top, there is a navigation bar with links for Home, Help (highlighted with a red box), Contact Support, and Feedback. Below this is a blue bar with dropdown menus for Workflows and Administration. The main content area features the NaviNet Support logo, a search bar, and navigation tabs for Home, Health Plans, Workflows, NaviNet Basics, Security Officers, and Contact Us. The Workflows tab is active, displaying a search for a workflow and a list of top support FAQs.

The Help feature provides self-help tools for the following:

- According to Health Plan.
- According to Workflows.
- NaviNet Basics.
- Self-help tools for Security Officers.

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 for comments, a warning message, an email address field, and a Submit button. A "Contact Support" link is also visible at the bottom of the form.

Feedback **Provide Feedback**

Workflows Administration

My Health Plans

Tell us what you think

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

i Please do not enter any patient information into this form.

Email Address (in case we need to follow up)

example@navinet.net

Submit

Contact Support

The Feedback tab allows you to submit comments to NaviNet.

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



Congratulations!
Welcome to NaviNet.