



How to register for NaviNet® and why you need a Security Officer

This reference guide will help you get a copy of Aetna claim 'Explanation of Benefits' (EOBs) from our secure provider website. If you haven't registered for NaviNet, we strongly recommend registering using the instructions below. Once you're registered for NaviNet, **you can start using the site immediately.** Take advantage of our online EOBs **and the entire suite of electronic transactions** right away!

Our online Claim EOB tool works best when you're also enrolled in **Electronic Funds Transfer (EFT)**. Fill out the enclosed EFT Enrollment Form, and fax it back to us **today**. EFT is **free**, easy, and you'll receive your payments **up to a week faster than paper checks!** You can also get **e-mail notifications** when we send you an EFT. For easy tracking, these e-mail notifications contain the last 4 digits of your TIN and the trace number.

Registering for NaviNet:

Aetna's secure provider website on NaviNet is **free!** **Any** provider who submits claims to Aetna can register for NaviNet. You'll also be able to access other health insurance companies' websites on NaviNet **with just one user name and password!**

Ready to get started? Type this address into your web browser:

<https://connect.navinet.net/enroll>

Fill out the fields on the 'NaviNet New Registration Request Application.' Be sure to click 'Next' at the bottom of each page. (If the system doesn't find your office, you may continue with your registration, but it will take a few more days to confirm your registration. For registration problems, please contact NaviNet Customer Care at **1-888-482-8057**.)

During registration, you'll need to decide who will act as the **Security Officer (SO)** for your office. The SO is responsible for managing everyone else's access to NaviNet. More than one person can act as the SO, and we encourage offices with several users to select more than one. (If you're the only user in your office, you're the Security Officer by default.)

Security Officers are responsible for:

- Requesting user names from NaviNet for the other users in your office. Each user **must** have their own user name.
- Managing who can access certain areas of the site for your office. Some transactions are assigned to everyone automatically, but you'll need to give permission to the users in your office to see some additional transactions. As the SO, you automatically have access to all transactions you need.

For more information on the role of the SO, register for and log in to **AetnaEducation.com**. From the course catalog, select the 'NaviNet® Security Officer Features' course. Once you have access to NaviNet, you can also access the 'Customer Support' feature. Go to 'User Guides' and 'Training Demos' to view the Security Officer options.

How to get copies of your Aetna Claim EOBs from NaviNet

Once you've received your user name and password from NaviNet, you're ready to log in. Type this address into your web browser (be sure to save it to your Favorites list!):

<http://connect.navinet.net>

With the online Claim EOB Tool, you can view, print, or download your EOBs as a PDF file. To access the Claim EOB Tool, go to 'Plan Central,' select 'Aetna Health Plan,' and hover your mouse over 'Claim EOB Tool.' There are multiple ways to access your EOBs, and here's the **easiest** way to find what you need:

- Hover your mouse over 'Claim EOB Tool,' and select 'EOB Search.'
- Click 'Search by Payment.'
- The TIN should already be displayed, or select a TIN from the drop-down box.
- Do **not** select the PIN or enter a Servicing Provider ID number. Using either of these limits your search to **only** the number selected.
- When you're enrolled in EFT, you may use the EFT trace number/check number from your bank or the EFT email notification. **This is the most direct search option, and it will return the EOB you're looking for.** You may enter up to five trace numbers/check numbers. EFT trace/check numbers are 15 digits.
- If you're performing a search using the 'Payment Date' span, be sure to enter a date range of at least 5 business days prior to the EFT deposit date, to locate your EOB.
 - For example, if you're looking for a deposit dated 12/05/2011, your search criteria should be at least 11/28/2011 through 12/05/2011. The system will return all EOBs during the search date entered. You can't enter the current date.
- Once you've entered your search criteria, click 'Submit.'
- On the next screen, click on the 'View EOB' link on the left side of the screen to open the EOB. You can save the EOB to your hard drive, or print it as necessary. (If you are seeing 'N/A' next to an EOB, consult with your office's SO to enable the 'View EOBs – All TINs/Locations' function in the NaviNet 'User Transaction Management' menu. New access requests take effect on the next business day.)

If you need help, try one of these options:

- You can access a self-paced tutorial or a live webinar on Aetna's Education Site for Health Care Professionals. Log in to NaviNet, click on 'Education' from Aetna Plan Central. For the **tutorial**, enter '**Claim eEOB and Electronic Funds Transfer**' within the course search bar and launch the course. For the live **webinar**, click on the 'Webinars' link, and look for a webinar entitled '**EEOB ERA EFT.**' Select a day that is convenient for you, and click on the invitation link to register.
- Click the 'Contact Aetna' button in the upper right-hand corner of the screen. Be sure to complete all required fields within the online form and click 'Submit.'
- You may also contact NaviNet Customer Care at **1-888-482-8057** and follow the voice prompts to the 'Claim EOB Tool' option.

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