



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

You'll need to register for Aetna's free secure provider website on NaviNet® to get Aetna claim Explanation of Benefits (EOBs). Register **now** for **immediate access to the site**. You can also access other health insurance companies' websites on NaviNet **with just one user name and password!**

Our online Claim EOB Tool works best with **Electronic Funds Transfer (EFT)**. You can get an EFT enrollment form from **www.AetnaEFT.com**. Complete the form and fax it back to us **today**. EFT is **free**. You'll receive your payments **up to a week faster than paper checks!** You can also get **e-mail notifications** when we send an EFT to your bank. For easy tracking, these e-mail notifications contain the last four digits of your TIN and the EFT trace number.

Registering for NaviNet:

Are you ready to get started? Go to **https://connect.NaviNet.net** and click on the "Sign Up" link on the left side of the page to enroll. Please follow all of the on-screen directions carefully. (If the system doesn't find your office, you may continue with your registration. For registration problems, please contact NaviNet Customer Care at **1-888-482-8057**.)

Please allow 5-7 business days for NaviNet to process your request. After your registration has been completed, NaviNet will send you two e-mails: one e-mail will have your user name, and the other e-mail will have your temporary password. Log in to NaviNet to select a new password.

The role of your office's NaviNet Security Officer:

During registration, you'll need to decide who will act as the **Security Officer (SO)** for your office. The SO is responsible for requesting user names from NaviNet for the other users in your office (each user **must** have their own user name). 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.)

The SO is also responsible for managing certain areas of the site for your office. Some transactions are assigned to everyone automatically, but you'll need to give permission to the other users in your office to see some additional transactions using the instructions below. (As the SO, you automatically have access to all transactions.)

Enabling transactions for other users:

- Log in to NaviNet, hover your mouse over 'NaviNet Central' and click on 'NaviNet Administration.'
- From the menu bars on the left, hover your mouse over 'User Management' and click on 'User Transaction Management.'
- Click on the button next to the user's name and click on 'Edit Access.'
- Scroll to the appropriate function, then click on 'Enable' at the end of the line, then click on 'Exit' at the bottom of the screen. The user will have access on the next business day.

For more information on the role of the SO, register for and log in to **www.AetnaEducation.com**. From the course catalog, select the 'NaviNet® Security Officer Features' course. You can also view User Guides and Training Demos in the Customer Support area of NaviNet.

How to get copies of your Aetna Claim EOBs from NaviNet

With the Claim EOB Tool, **you can view, print or download your EOBs as a PDF file.** You'll have access to the tool one day after you first log on. 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. Here's the **easiest** way to find what you need:

- Hover your mouse over 'Claim EOB Tool,' and select 'EOB Search.' Click the 'Search by Payment' tab. 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.
NOTE: **if the system is requiring you to choose a PIN,** ask your office's SO to enable the 'View EOBs – All TINs/Locations' function using the instructions on the other side. Once your SO enables this permission, data will be visible in the transaction on the following business day.
- 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.
- To search for a paper check, you'll need to enter your check number along with the Aetna account number. You can find these numbers directly below the check number. The account number is separated from the check number by a dash, for example: 08325-001234567. If you're performing a search using the 'Payment Date' span, be sure to enter a date range of at least five business days prior to the EFT deposit date, to locate your EOB.
 - For example, if you're looking for a deposit dated 02/05/2012, your search criteria should be at least 01/28/2012 through 02/05/2012. 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 needed. **(If you are seeing 'N/A' next to an EOB,** ask your office's SO to enable the 'View EOBs – All TINs/Locations' function using the instructions on the other side.)

If you need help, try one of these options:

- You can take a self-paced tutorial or register for 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.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health Inc., Aetna Health of California Inc., Aetna Life Insurance Company, Aetna Health Insurance Company of New York, Aetna Health Insurance Company, Aetna Health Administrators, LLC, Cofinity, and Strategic Resource Company. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC. (Aetna)