

# Send support does electronically

## Now you can electronically submit supporting documentation for pending claims

Have claims pending with us? Submit your supporting documentation to us the easy way — electronically.\* This upload feature is available exclusively on our provider website on NaviNet®.

### Easy as 1-2-3

- 1 Complete a Claim Status Inquiry transaction on NaviNet.**
- 2 If we've requested additional information from you (the provider), you'll see an "Attach" link.\*\* It's in the upper right corner — simply click it to attach your documentation.**

**We strongly recommend** including an electronic copy of the Explanation of Benefits (EOB)/Explanation of Provider Payment (EPP) of the pended claim as one of your documents. The remarks have a code we use to route your documentation to the correct area for handling.

- 3 Click the "Attach" button. NaviNet will forward your documentation to us for review.**

### Tips

- You can attach as many documents as you'd like. Each document must be less than 16 MB.
- Here are the file types we can accept:
  - Microsoft® Word (.doc, .docx)
  - Microsoft® Excel (.xls, .xlsx)
  - Adobe® PDF (.pdf)
  - Images (.gif, .jpg, .jpeg, .png, .tif)
  - Text (.rtf)
- Make sure your files aren't password protected.
- NaviNet is available to all providers, whether you're contracted or not.
  - Register for NaviNet at [connect.navinet.net/enroll](https://connect.navinet.net/enroll).
  - Log in to NaviNet at [connect.navinet.net](https://connect.navinet.net).

Please give us a reasonable amount of time to review your documentation and claim. Don't see an updated status after 30 to 45 days? Just complete a new electronic Claim Status Inquiry on that claim.

## We're here to help



### Need a hand using NaviNet?

Visit [aetnawebinars.com](https://aetnawebinars.com) to register for our free webinar. You can find a time that works for you.



### Send us an email

Click the "Contact" link on NaviNet to submit your question.

\*This solution is for submitting documentation for pended claims only. It isn't for submitting documentation for claim reconsiderations or appeals. Keep following your normal procedures for submitting documentation for claim reconsiderations and appeals.

\*\*You won't see the link if we've asked for additional information from the patient.

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#### Help/contact us:

If you have any questions, please [contact us](#).

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