Ready, set, go

Tips and tools to hit the ground running in our secure provider website on NaviNet®

Claims and account management

Submit your professional claims for free, regardless of your participation status. You can also inquire about individual claims, run claims reports and access claims policies.

Transactions and tools

Want to simplify your workday? Try using transactions, tools and resources such as:

- Electronic transactions, Claim EOB Tool, Account Management Tools and Update Provider Demographics
- Accountable Care Solutions, Clinical Policy Bulletins, Precertification List, Precert Code Search Tool and Aetna Benefits Products Guide

Log-in instructions

New to NaviNet? Here's what you need to do:

- Just go to **https://connect.navinet.net/enroll** to register. You'll need a **federal tax ID number** to complete the registration process.
- Next, you'll get your NaviNet username and the temporary password in two separate emails. Then, you can log in to NaviNet at **https://connect.navinet.net**.
- Enter your NaviNet username and temporary password, then review and accept the User Agreement.
  - **If you're a NaviNet Security Officer**, review and accept the NaviNet Security Officer Agreement.
- Create a six-character password, including both numbers and letters. NaviNet passwords are case sensitive.
- Establish your challenge and response questions.

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More tips

NaviNet home

After logging in, you'll be brought to **NaviNet home**. It's your source for news about health plans on NaviNet. To return to home anytime, click the logo at top left of every page.

Aetna Plan Central

From NaviNet Home, select **Aetna Health Plan** from the **My Health Plans** option in the **Workflows** menu. You will then be brought to **Aetna Plan Central**.

· Once you are within **Aetna Plan Central**, you'll have access to transactions, tools, resources and important messaging with information you need to know.

Navigation

Be sure to use the toolbar or the workflow tracker instead of the Internet browser back button to navigate within NaviNet.

NaviNet Security Officer

This person is responsible for adding users, granting transaction access and resetting your NaviNet password.

· To find out who your office's NaviNet Security Officer is, go to **My Account** then **My Security** to view your profile.

· The NaviNet Security Officer can access additional features to manage user and transaction access. Go to **NaviNet Central** in the toolbar and select **NaviNet Administration**.

We're here for you

· **For user guides, training materials and FAQs:** Visit **Help** in the toolbar.

· **For NaviNet registration and technical questions:** Go to **My Account** and click "Open a Case" to submit a support ticket.

· **For Aetna tools and transaction questions:** Submit them through "Contact" located under "Doing Business with Us" in the support center.

· **To register for our monthly webinars:** Go to **aetnawebinars.com** to sign up to learn more about our transactions and self-service tools.

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