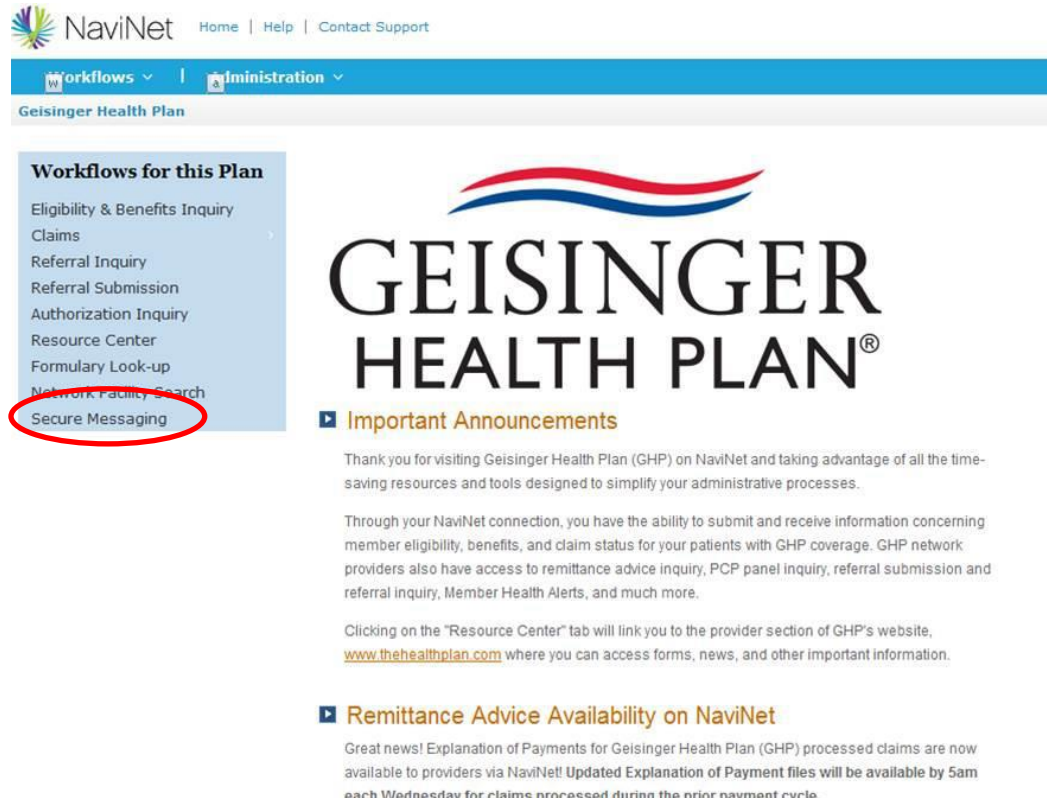


Navigating NaviNet

See below for where to find the secure messaging feature in NaviNet:



The screenshot shows the NaviNet interface for the Geisinger Health Plan. At the top, there is a navigation bar with 'Workflows' and 'Administration' dropdown menus. Below this is a sidebar titled 'Workflows for this Plan' containing a list of options: Eligibility & Benefits Inquiry, Claims, Referral Inquiry, Referral Submission, Authorization Inquiry, Resource Center, Formulary Look-up, Network Facility Search, and Secure Messaging. The 'Secure Messaging' option is circled in red. The main content area features the Geisinger Health Plan logo, followed by an 'Important Announcements' section with text about administrative processes and a link to the Resource Center. Below that is a 'Remittance Advice Availability on NaviNet' section with text about updated payment files.

[Click here for step-by-step instructions](#) on how to add Geisinger if you currently use Navinet. If you are still having difficulties, please contact NaviNet customer service at 888-482-8057. If you are new to NaviNet and would like to sign up, [click here](#). Please be advised that if you see NIA (National Imaging Associates) as part of Geisinger's screen in NaviNet, please disregard this for CCQP members.