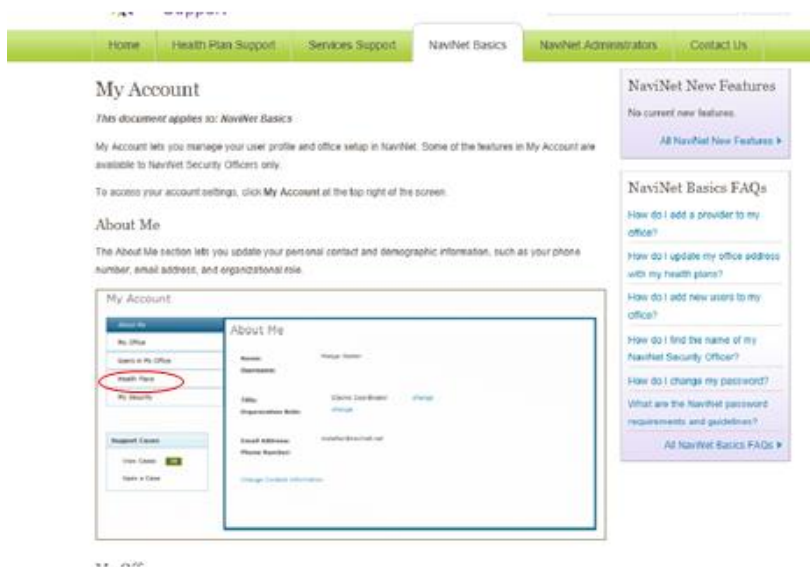


## Setting Up NaviNet Access

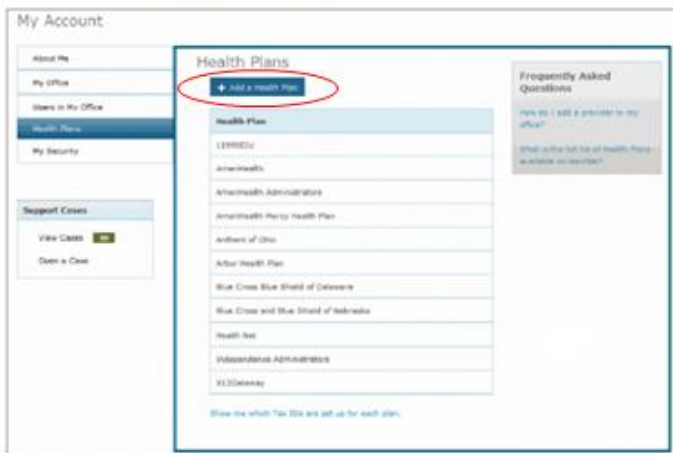
If the Provider is NOT currently using Navinet. They need to contact Navinet Customer Service to setup an account or visit: <https://navinet.secure.force.com/csInstructions>

If the Provider is currently using Navinet. They need to ADD Geisinger as a Health Plan. They need sign in by clicking here: <https://navinet.navimedix.com/sign-in?ReturnUrl=/Main.aspx> and then going into **My Account**, then **My Office**, on the left hand side they should click **Health Plans** then **Add Health Plans**. Verification usually takes 24 hours. There are screen shots attached to help the Providers navigate the **My Account** section.



### Health Plans

The Health Plans section lists all of the health plans that have been set up for you to use with NaviNet. You can also add any additional health plans that are available in your area.



## Troubleshooting

If the Provider receives an error that they are not eligible:

- 1) Verify with the Provider that the information they are using matches the information on the CCQP Provider file sent to GHP. i.e. Practice Name, Address, NPI type 2 and TIN.
- 2) If something does not match, the file will need to be updated and sent to Jared and his team so they can correct the info. Once uploaded into our system we will send the changes to Navinet via our overnight feed. The Provider can try again in 24 hrs.
- 3) If the information you get from the Provider's office matches what you sent GHP on the CCQP file, then collect the following information and send to Geisinger for further investigation:
  - a. Practice Name
  - b. TIN
  - c. NPI type 2
  - d. Address
  - e. Navinet User ID

Below are additional screen shots of where Providers can go for help once they have access though Navinet.

### Accessing NaviNet Help

The NaviNet Support site provides helpful information about NaviNet and its various transactions. On the NaviNet Support site, you will find:

- video tutorials;
- step-by-step instructions; and
- tips and answers to common questions.

To access the NaviNet Support site, click Help on the NaviNet toolbar.

