SPECIAL BULLETIN

FOR HEALTH OPTIONS PROVIDERS   **APRIL 24, 2015**

UPDATE ON NAVINET® ACCESS
HOW TO SET UP SYSTEM FOR HEALTH OPTIONS PRODUCTS

The information included in this update will assist our network providers in setting up NaviNet for our Health Options products.

Providers who do not currently use NaviNet and want to know more about the system may visit NaviNet's help center at: **https://support.navinet.net/**. There you can view FAQs, information about Being New to NaviNet and support videos. You'll also find a page especially for Health Options Highmark. This page includes tabs for Workflows, NaviNet Basics, Security Officers, and Contact information.

Access to NaviNet for Health Options may take several weeks after provider contracting has been completed. Below is the process for setting up NaviNet for Health Options, once access has been granted.

New and existing providers to NaviNet can use the following steps to add a new health plan to your office from the My Account feature:

1. On the **Welcome** menu, at the top right of the screen, click **My Account**.
2. On the left side of the **My Account** page, click **Health Plans**.
3. On the **Health Plans** page, click **Add a Health Plan**.

You will see a list of health plans available in your area – including Health Options – and can add any or all of these plans. You will receive an email to confirm your request and another when your health plan has been added to NaviNet. To check on the status of your request, go to **My Account**. Next, look under **Support Cases** and click **View Cases**.

If you still have questions, please go to the Contact section of the NaviNet website where you can choose from several options for help from NaviNet. If you need additional assistance, please contact your Provider Relations Representative.

Health Options
Highmark Blue Cross Blue Shield Delaware