



Aetna's Secure Provider Web site on NaviNet

Visit the [NaviNet Web site](#) to log in or register for Aetna's Secure Provider Web site.

Registration:

New users:

Access registration by scrolling down below the log in section and selecting the [Learn about NaviNet](#) link within the section entitled "Not a NaviNet User?"

Existing User:

Enter your username/password and select 'Aetna Health Plan' from the Plan Central rollout menu within the NaviMedix navigation bar.

Accessing Claim Tools and Functionality on NaviNet

The screenshot below depicts the Aetna Plan Central home page on NaviNet.

The screenshot shows the Aetna Plan Central home page on NaviNet. The page is divided into several sections:

- Navigation Bar:** Includes 'Plan Central', 'Office Central', 'NaviNet Central', 'Action Items', and 'Customer Support'. There are also links for 'New Admin Messages', 'New Action Items', and 'Log Off'.
- Left Sidebar:** Contains a list of links for various services: 'Share NPI with Aetna', 'Aetna Support Center', 'Eligibility', 'Claims', 'Claim EOB Tool', 'Account Management Tool', 'Referrals', 'Precertifications', 'DocFind@ Referral Directory', 'Code Inquiries', 'NaviNet Data Maintenance', 'Update Aetna Provider Profiles', 'Communications', and 'Education'.
- Main Content Area:**
 - We want you to know:** Features the Aetna logo.
 - Resources Table:**

Date	Description
07/09/2008	Aetna Benefits Products
06/12/2008	Aetna Recognized for Ease of Interactions with Physicians
06/09/2008	Aetna via NaviNet Clinical Resource Center
06/02/2008	Aetna's Guiding Principles for Physician Relations
06/02/2008	Aetna's Guiding Principles for Physician Relations - Press Release
 - Check out Aetna Personal Health Records today!** A prominent blue banner.
 - Communications:** Text describing staying up-to-date with current events and newsletters.
 - Education:** Text describing learning opportunities for physicians and office staff.

The 'Resources' section on the left side of the screen provides quick links to highly-utilized content such as Clinical Policy Bulletins and Aetna's Precertification List.

The dark grey box on the left side of the screen is Aetna's primary navigation bar. The navigation bar includes rollout menus for easy access to transactions and associated functionality. The following chart provides you with a listing of all the available functionality accessible through the Aetna Plan Central.

Primary Navigation

Buttons:

Associated Rollout Menu Buttons:

Aetna Support Center (informational content, brochures, forms)	Claims
	Clinical Resources
	Doing Business with Aetna
	Forms Library
	Pharmacy
Eligibility	Eligibility Inquiry
	EC/MC Rosters – Sign Up*
	EC/MC Roster – View Report*
	HMO Rosters/Capitation Reports – Sign Up*
	HMO Rosters / Capitation Reports – View Report*
	Clinical Member List*
Claims	Claim Submission (CMS 1500)
	Claim Status Inquiry/Financial Status Response
	Claim Status Report
	Code Editing Tool (Aetna ClaimCheck®)
	Fee Schedules* - Can be used by any authorized user who is in a NaviNet Office consisting of a directly contracted physician or a directly contracted physician group. The link will not display if the providers in the office do not meet this criteria.
	Claims Tools Step-by-Step Instructions - Information regarding the Clinical & Payment Code Lookup, Code Editing Tool and Claim Payment Policy Information.
	Clinical & Payment Code Lookup (Step 1)
	Code Editing Tool (Step 2) - Provides access to Aetna's ClaimCheck® code editing logic. Use this tool to determine how coding combinations may be processed.
	Claim Payment Policy Information (Step 3) - Provides access to general information on a topic if you do not have a specific procedure code. Topics include:
	<ul style="list-style-type: none"> • Benefit Guidance Statements • Billing Policies and Processes • Clinical Policy Bulletins • Medical Necessity Denials • Claim Payment and Coding Policies

	<ul style="list-style-type: none"> • Physician External Review • Practitioner/Provider Dispute Process • Practitioner/Provider Dispute Process Q&A • Practitioner/Provider Dispute Process Quick Reference Guide • Procedures for Submitting Refunds • Submission of Clinical Records • Utilization Review Policies
	Payment Policies for Assistant Surgeons
Claim EOB Tool	EOB Search
	Claim Search
	Paper Shut Off* (Request to Aetna to discontinue mailing of print EOB documents)
	EFT Enrollment*
Account Management Tool	Claim History Report
	Multiple Claim Reconsiderations (submission of 10+ claims for Aetna to reprocess/rework)
	Claim Reconsideration (single claim rework submission)
ERA	Automated ERA/EFT Enrollment* (Sign up for Electronic Remittance Advice and Electronic Funds Transfer Online)
	Aetna ERA Inquiry* (Available to providers who have signed up for ERA)
	Aetna ERA* (Access to download or review ERA info online for providers who have selected Aetna as ERA vendor)
	NaviMedix ERA Inquiry* (Access to review ERA info online for providers who have selected NaviMedix as ERA vendor)
Referrals	Referral Submission
	Referral Inquiry
Precertifications	Precert Submission – Admission
	Precert Submission – Ambulatory
	Precert Inquiry
DocFind [®] Online Provider Referral Directory	Aetna's provider directory with access to Provider ID and/or NPI
Code Inquires	Procedure Code Inquiry (code search tool to retrieve codes or descriptions for referral/precert transactions)
	Diagnosis Code Inquiry (code search tool to retrieve codes or descriptions for referral/precert transactions)
NaviNet Data Maintenance	Office Maintenance (Add/Remove Tax IDs from NaviNet Office)
	Provider Maintenance (Add/Remove Provider IDs from NaviNet Office)
	Maintenance History (List of changes associated with tasks above)

Update Aetna Provider Profiles	Submit changes to provider information (name, address, affiliation, etc.) to update Aetna Provider Database
Communications (Archive of print mailings)	Mailings
	Newsletters
Education	Access to online Continuing Medical Education courses, office staff training tools and resources.
Rate Your Medical Professional Survey Results	Member feedback to Aetna regarding level of satisfaction with access to and relationship with participating providers and office staff. Surveys can be submitted on PCPs, specialists and all other medical professionals, as identified in DocFind®).
Share Email Address with Aetna	Subscribe to receive emails directly from Aetna
View Personal Health Records	Access to Patient Health Records (PHR) if member has shared his or her PHR with the listed provider
Care Considerations	Action items sent to NaviNet Office by Aetna when a care giving opportunity is available for a patient seen by office

*These items will display if the data within the NaviNet Office meets the requirements associated specific to that function (e.g., fee schedule button will only display if office includes a directly contracted physician).