

ELECTRONIC TRANSACTION REQUIREMENTS

All Highmark network participating providers are required to enroll in NaviNet®, Electronic Funds Transfer (EFT), and paperless Explanation of Benefits (EOB) statements and Remittance Advices. All new assignment accounts must sign up for NaviNet and also enroll in EFT and paperless EOBs/remittances.

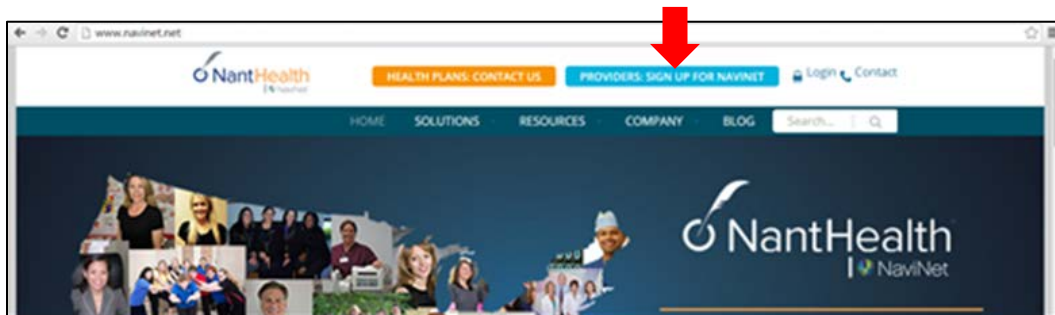
NaviNet is an easy online solution linking providers with Highmark and other health plans. NaviNet integrates all insurer-provider transactions into one system (e.g., eligibility and benefit inquiries, claim status inquiries, claim submission, authorization requests, etc.). This service is available at no cost to Highmark network participating providers.

Highmark network participating providers are also required to enroll to receive electronic funds transfers and paperless EOB statements/remittances.

- EFT is a secure process that directs Highmark claim payments to the provider's checking or savings account as directed by your office. Payments are typically in the designated bank account by Wednesday of each week.
- Paperless EOB statements and remittances reduce the amount of paper flowing into the provider's office. They are available for viewing on Monday morning via NaviNet --which is two days earlier than receiving them by mail.

HOW TO SIGN UP FOR NAVINET

To sign up for NaviNet, go to <https://nanthealth.com/navinet-contact-us/>, and then click on the **PROVIDERS: SIGN UP FOR NAVINET** button. For questions about NaviNet, you can call Highmark's Provider Service Center.



ENROLLING IN EFT AND PAPERLESS EOBs & REMITTANCES

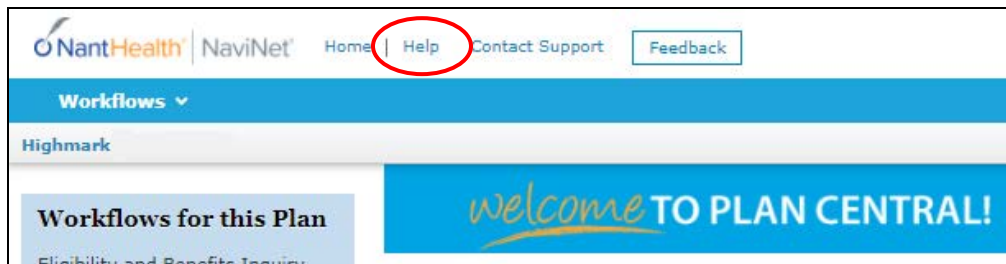
After becoming NaviNet-enabled, providers must also enroll in electronic funds transfer (EFT) and paperless EOB statements or remittances. This is done through the **EFT Attestation and Registration** transaction in NaviNet. To use this transaction, the provider's NaviNet Security Officer must enable the function for the EFT Responsible Party. Your NaviNet Security Officer is an employee of your practice or health system who has been assigned to serve as the primary contact with NaviNet.

The EFT Attestation and Registration transaction allows the person who is designated as the provider's "EFT Responsible Party" to electronically attest, register, and/or maintain banking information on behalf of the provider. Once you are enrolled and start receiving EFT payments, you will no longer receive paper EOB statements or remittances. You can view your electronic EOBs or remittances via NaviNet. To access EFT payment detail and EOBs and remittances, select the **AR Management** transaction from the **Workflows for this Plan** menu on Highmark Plan Central.

Helpful instructions for using the EFT Attestation and Registration transaction are available on the Provider Resource Center in both video and PDF formats. Select **PROVIDER TRAINING** from the main menu on the left, and then **Provider Training** from the submenu. Please see the **NAVINET SELF SERVICE GUIDES** category.

The [EFT Attestation and Registration Guide](#), a helpful, printable PDF document, is also available in that location.

In addition, NaviNet provides support for available transactions – just click on **Help** at the top of Highmark Plan Central to access NaviNet Support. Select the Highmark Health Plan for your location, and then click **Go**. You'll find a NaviNet User Guide for EFT Attestation and Registration under the **Office & Provider Management** heading.



WHERE TO FIND THIS INFORMATION ON THE PROVIDER RESOURCE CENTER

In addition to the training materials noted above, information on electronic transaction requirements is also available in the *Highmark Provider Manual's* [Chapter 3.1: Network Participation Overview](#).