NEED MORE HELP?

If, after reading through this brochure, you find you still have questions or are experiencing difficulties, please contact your IT administrator.

Additionally, the NaviNet Support page has many resources, including video demonstrations and FAQs, that you may find helpful when using NaviNet.

From Plan Central, choose **Help > Click Here for Help** to be brought to the NaviNet Support page. Here, you'll have access to user guides for both professional and facility providers, information on NaviNet basics, and much more!

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HIGHMARK. West Virginia

NAVINET® BASICS:

YOUR GUIDE TO SOLVING THE MOST COMMONLY EXPERIENCED SUPPORT ISSUES

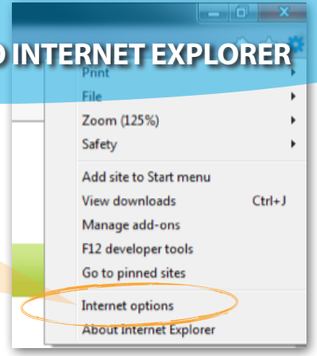
HIGHMARK. West Virginia

TIP #1 ADDING TRUSTED SITES TO INTERNET EXPLORER

Adding trusted sites to Internet Explorer enables data to flow seamlessly between Highmark and NaviNet. Setting up trusted sites is easy.

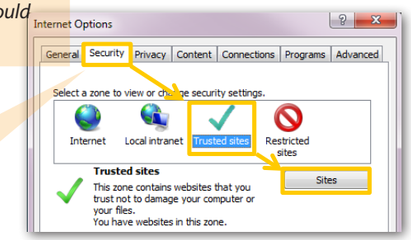
Open Internet Explorer and click the **Tools** button or **Tools** from the menu bar, and then choose **Internet Options**.

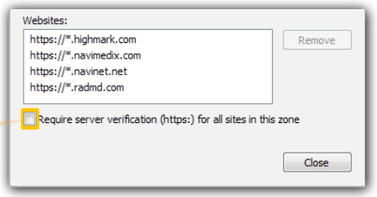
(Depending on your browser version and the options you have set, your Tools menu should look similar to these screenshots.)



Click the **Security** tab, choose **Trusted Sites** and then click **Sites**. In the **Add this website** to the zone box, add the following sites:

- highmark.com
- navimedix.com
- radmd.com
- navinet.net





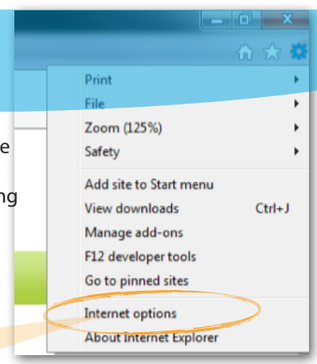
Clear the box next to **Require server verification (https:) for all sites in this zone**. Click **Close**.

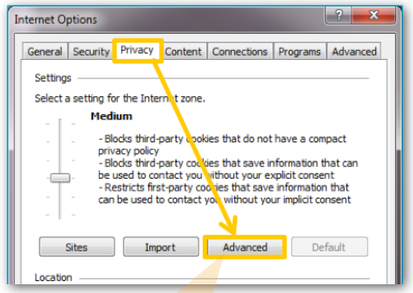
Change **Security Level for this zone** to **Low**. Validate that your trusted sites only contain IT approved websites. Choose **OK** to close the Internet Options window.

TIP #2 UPDATING COOKIES
(if your logon screen continues to reappear)

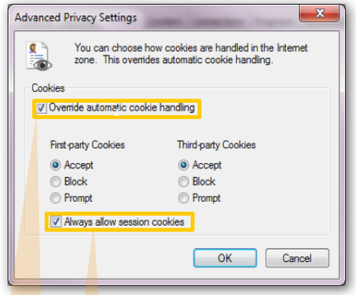
Cookies are small pieces of data sent from a website and stored in your web browser. This data can help determine whether you are logged in or not, helping protect the security of your information.

Open Internet Explorer and click the **Tools** button or **Tools** from the menu bar, and then choose **Internet Options**.





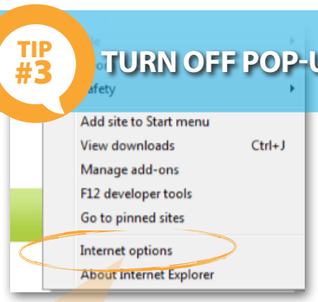
Choose **Privacy** and then click **Advanced**.



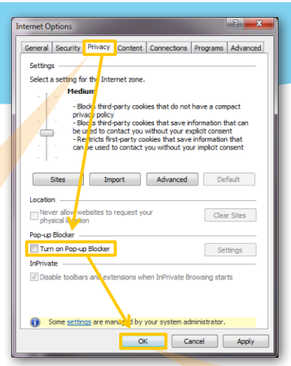
Check the boxes next to **Override automatic cookie handling** and **Always allow session cookies**.

Click **OK** to apply changes.

TIP #3 TURN OFF POP-UP BLOCKER



Choose **Privacy**, clear the box next to **Turn on Pop-up Blocker**.



Open Internet Explorer and click the **Tools** button or **Tools** from the menu bar, and then choose **Internet Options**.

Click **OK** to close the **Internet Options** window.

TIP #4 UPDATE COMPATIBILITY SETTINGS
(for Internet Explorer 11 only)

Open Internet Explorer and click the **Tools** button or **Tools** from the menu bar, and then choose **Compatibility View** settings.

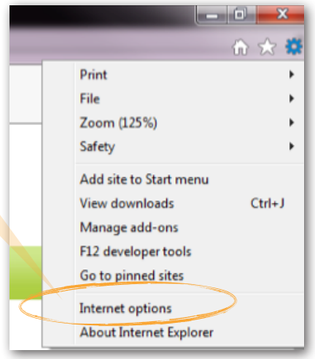
Add the following websites:
- https://navinet.navimedix.com
- https://wholehealthpro.com

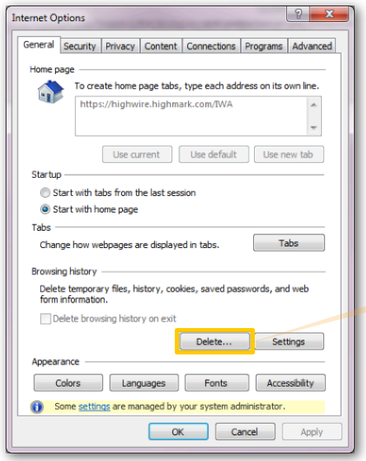
Click **Add** and then **Close** to close the **Compatibility View** settings window.

TIP #5 ENTERING A SUCCESSFUL DATE RANGE FOR EOBS AND REMITTANCE SEARCH

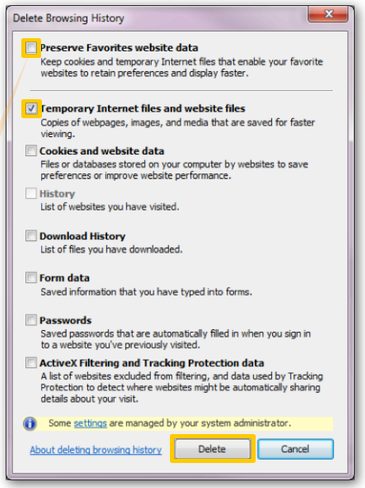
The EOB and Remittance transaction requires certain files be downloaded to your computer.

Open Internet Explorer and click the **Tools** button or **Tools** from the menu bar, and then choose **Internet Options**.





Choose **General** and then click **Delete** under the **Browsing History** section.



Clear the box next to **Preserve Favorites website data**.

Check the box next to **Temporary Internet files and website files**.

Clear boxes next to all remaining options.

Click **Delete** and then choose **OK** to close the **Internet Options** window.