

To: AmeriHealth Caritas Delaware Providers

Date: September 25, 2018

Subject: **Instructional Videos Are Now Available for Expanded NaviNet Functionalities.**

Instructional Videos:

We recently added functionality in NaviNet to enable you to complete more activities directly in the portal. To support your ability to take full advantage of these convenient features, we are sharing videos that walk you through the steps of using each function. You can access and view the following videos on NaviNet Plan Central:

- Claims Investigation
- Care Gap Response Form

Additional Resources:

For other resources on managing and using your NaviNet account, check out the [NaviNet Basics](https://support.nanthealth.com/health-plans/navinet-basics) page (<https://support.nanthealth.com/health-plans/navinet-basics>). This page is your virtual user guide to navigating NaviNet. Simply click on the NaviNet Basics link to go directly to the support page. Or, after you are logged in, click **Help** on the top left of the NaviNet screen, and then click the [NaviNet Basics](#) tab.

Not Using NaviNet? Sign up Now!

NaviNet is our secure, web-based provider portal. It allows us to share administrative, financial, and clinical data in one place. NaviNet delivers:

- Cost-effective tools and services through a single, secure web portal.
- Reliable member information right on the desktop.
- Increased efficiency for streamlining business processes.
- Reliable access to real-time, paperless transactions.

If you are not taking advantage of these tools, sign up now for your NaviNet account at <https://navinet.secure.force.com/>.

Questions:

If you have questions about this communication, please contact your Provider Network Account Executive or the Provider Services department at 1-855-707-5818.