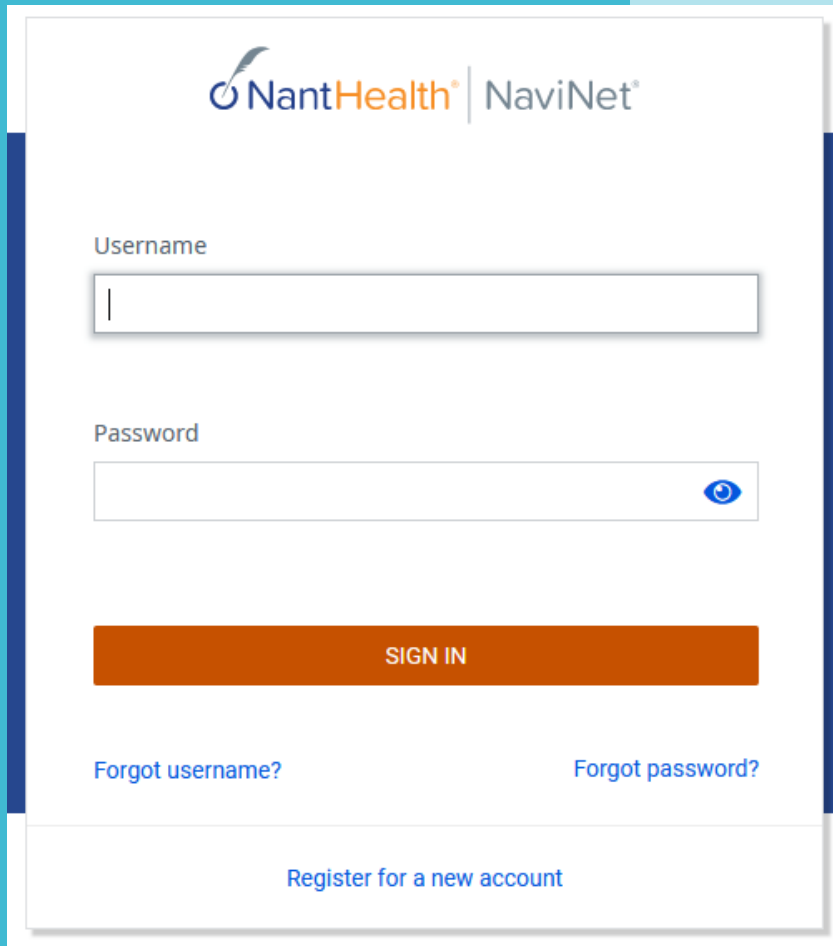


**NAVINET**

# NAVINET

For Cigna, and if the insurance does not pull up in  
Availity.



The image shows a login form for NantHealth NaviNet. At the top left is the NantHealth logo, which consists of a stylized 'N' icon followed by the text 'NantHealth' and 'NaviNet' separated by a vertical line. Below the logo are two input fields: 'Username' and 'Password'. The 'Username' field is a simple text box with a vertical cursor. The 'Password' field is a text box with a blue eye icon on the right side, indicating a toggle for password visibility. Below these fields is a large orange button with the text 'SIGN IN' in white. At the bottom of the form, there are two links: 'Forgot username?' on the left and 'Forgot password?' on the right. Below the form, there is a separate box with the link 'Register for a new account'.

NantHealth<sup>®</sup> | NaviNet<sup>®</sup>

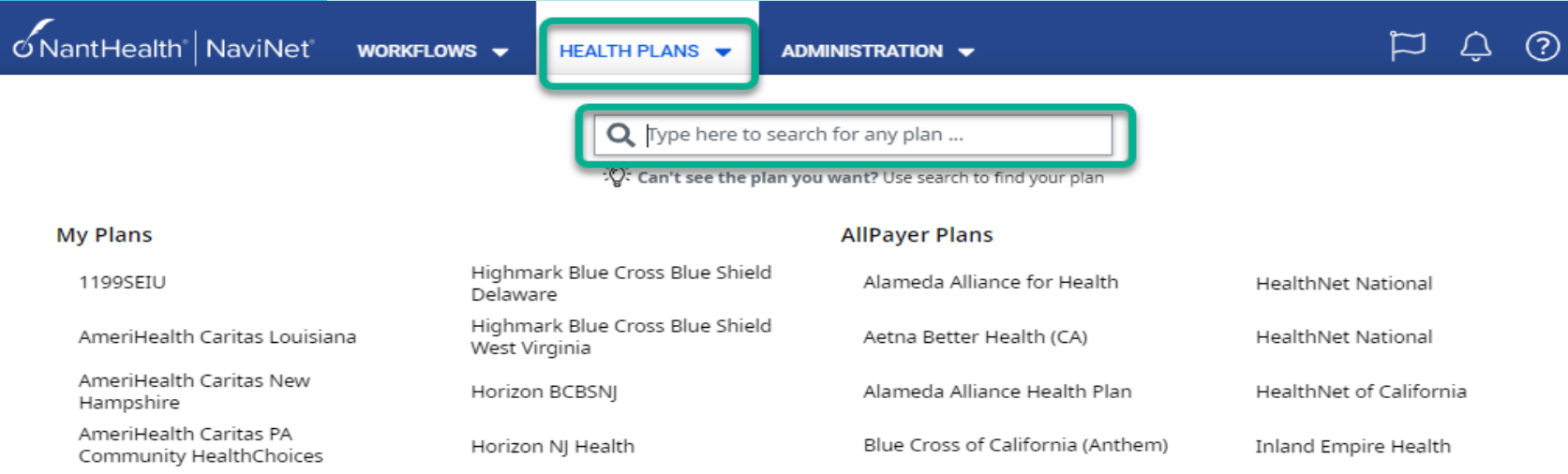
Username

Password

[Forgot username?](#) [Forgot password?](#)

[Register for a new account](#)

Click on “My Health Plans” dropdown and search or select the insurance company.



Once the health plan comes up, select the “Eligibility and Benefits” in the Workflows for this Plan section on the left.



# NAVINET

Select Natera as the servicing provider, and enter the required information to search for the patient; member ID, DOB, name, Etc.

[← Back to Cigna](#) | Eligibility & Benefits: Cigna

## Eligibility and Benefits: Patient Search

**Search by Member ID**

Member ID


Date of Birth

\_\_\_\_\_ OR \_\_\_\_\_

**Search by Name**

Last Name  First Name

Date of Birth

Date Of Service  
 

[Reset Search Field](#)

NantHealth | Navinet Home | Help | Contact Support Feedback

Workflows

Back to Patient Search | Eligibility & Benefits: BCBS of South Carolina

SELECTED PROVIDER OR FACILITY  
INC, NATERA

**Benefits**

Search ...

- Health Benefit Plan Coverage
- Acupuncture
- Cancer
- Chemotherapy
- Chiropractic
- Diagnostic X-Ray
- Durable Medical Equipment Purchase
- Durable Medical Equipment Rental
- Emergency Services
- Gynecological
- Home Health Care
- Hospital
- Hospital - Emergency Accident
- Hospital - Emergency Medical
- Hospital - Inpatient
- Hospital - Outpatient
- Infertility
- Maternity
- Medical Care

**Health Benefit Plan Coverage**  
Policy Expiration Date: 03/31/2020

**Deductible:**

**\$2,000 per Service Year**  
Family  
• IN-NETWORK/OUT-OF-NETWORK COMBINED LIMIT

**\$372.65 Remaining**  
Family  
• IN-NETWORK/OUT-OF-NETWORK COMBINED LIMIT  
• DEDUCTIBLE APPLIES TO ALL BENEFITS UNLESS OTHERWISE INDICATED.

**\$2,000 per Service Year**  
Individual  
• IN-NETWORK/OUT-OF-NETWORK COMBINED LIMIT

**\$1,313.81 Remaining**  
Individual  
• IN-NETWORK/OUT-OF-NETWORK COMBINED LIMIT  
• DEDUCTIBLE APPLIES TO ALL BENEFITS UNLESS OTHERWISE INDICATED.

1

1. Capture the lowest remaining deductible from Individual or Family under the Health Benefit Plan Coverage.

Use \$372.65 from the example below.

Deductible should be the same across all benefit types (Health Benefit Plan Coverage and Diagnostic Lab).

2. Select Diagnostic Lab if available.

If not available, then select Hospital Outpatient to capture the co-insurance.

Use 10% coinsurance from the example

SELECTED PROVIDER OR FACILITY  
INC, NATERA (1558672279)

**Benefits**

Search ...

- Health Benefit Plan Coverage
- Acupuncture
- Cancer
- Chemotherapy
- Chiropractic
- Diagnostic X-Ray
- Durable Medical Equipment Purchase
- Durable Medical Equipment Rental
- Emergency Services
- Gynecological
- Home Health Care
- Hospital
- Hospital - Emergency Accident
- Hospital - Emergency Medical
- Hospital - Inpatient
- Hospital - Outpatient
- Infertility
- Maternity
- Medical Care

**Hospital - Outpatient**

**Co-Pay:**

**In-Network:**

**\$0**  
Individual  
Outpatient Hospital

**Co-Insurance:**

**10%**  
Individual  
Outpatient Hospital

2

# NAVINET SCENARIOS

## 1. Policy is inactive

Patients with inactive policies will show up in red/pink. You need to collect new/updated insurance information from the patient in order to run an estimate.

The screenshot displays a patient record for Cigna. At the top, a message states "No additional payer information on file". A prominent red/pink banner indicates the policy is "Inactive". Key details include: Member ID, Group, and Service Date (07/07/2021). The "INSURANCE DETAILS" section shows the Product as "HSA Qualified HDHP" and the Type as "Health Benefit Plan Coverage". The "Benefits" section includes a search bar and lists "Health Benefit Plan Coverage" and "Chiropractic". The "Health Benefit Plan Coverage" details show a "Benefit Status: Inactive", "Eligibility Begin Date: 02/18/2020", and "Eligibility End Date: 12/31/2020". A link to "Set as default benefit view" is also present.

## 2. Member information is incorrect

This rejection means some piece of patient information is incorrect, You need to confirm patient name, DOB, member ID, and/or insurance name.

### Eligibility and Benefits: Patient Search

- ✘ **Subscriber / Insured Not Found. Please Correct and Resubmit.**
- ✘ **Invalid / Missing Subscriber / Insured Name. Please Correct and Resubmit.**