



# NaviNet

Where healthcare comes together.

## NaviNet Solutions for Health Plans

NaviNet enables health plans to offer providers real-time access to administrative, financial, clinical and patient information via a single, secure Web portal. NaviNet leverages current systems and workflows for easy and rapid implementation of a robust healthcare communication solution that decreases administrative costs, improves provider relations and patient care, enhances product quality, and strengthens health plans' ROI while working within limited IT budgets.

NaviNet's team of industry experts has more than two decades of experience building communication networks that seamlessly integrate with existing technologies and legacy systems. And, with over 800,000 enrolled providers nationwide using NaviNet to communicate with health plans, NaviNet is able to accelerate deployment and adoption of its solutions for health plan customers.

NaviNet's solutions for health plans include:

- **NaviNet Health Plan Solutions:** Using NaviNet Health Plan Solutions, health plans are able to give their providers access to industry-leading administrative, financial and clinical solutions that reduce cost and improve quality.
  - Benefits Administration
  - Claim Management
  - Payment Management
  - Authorization & Care Management
  - Clinical Messaging
  - Directory & Code Library
  - Policy & Guidelines Reference
  - Health Record Exchange
  - Member/Provider Communications
- **NaviNet Platform:** Allows health plans to quickly accrue value by deploying NaviNet Solutions across a national network of providers.
  - Registration & Enrollment
  - Account Administration
  - Provider Network Communications
  - Health Plan Branding
- **NaviNet Software as a Service:** Our approach delivers high availability, scalability and a reliable user experience tailored to meet the diverse needs of the healthcare community.
  - Application Hosting
  - Technical Operations
  - Production Systems Health Monitoring
  - Hardware Provisioning
- **NaviNet Integration Services:** Offer a robust suite of services to meet the individual needs of each customer. Based on health plan requirements, we will recommend the right combination of connectivity, communication protocol and message formats to optimize system interoperability.
  - Connectivity
  - Protocols
  - Message Formats
  - Sign Sign-On
- **NaviNet Provider Network Support:** Offers a set of assets that lets plans communicate with and remain intimately connected to their provider networks, and supply guidance and assistance as needed.
  - Network Communications

- Operational Support
- **NaviNet Account Services:** Guide the ongoing relationship between NaviNet and health plans to ensure value realization and customer satisfaction.
  - Assigned Account Manager
  - Service Delivery Overnight
  - NaviNet Dashboard Metrics
  - Ongoing Collaborative Planning
  - NaviNet Customer Activities