

F A Q



BCBSNE is available on NaviNet!

Registered NaviNet users are now able to electronically transact with Blue Cross and Blue Shield of Nebraska (BCBSNE) through NaviNet.

Founded in 1998, NaviNet offers a secure multi-payer provider portal able to leverage a health plan's current systems and processes, and integrate them to deliver a robust healthcare communications network. NaviNet's proven ability to deliver functionality that satisfies the needs of the payer and simplifies processes for the provider community is why BCBSNE chose NaviNet to be our provider portal solution.

Who can access the provider portal on NaviNet?

Network BLUE participating health care providers, and non-participating health care providers within the state of Nebraska who have their information on file with BCBSNE, can enroll for access to the provider portal. NaviNet is not currently an option for Dental providers.

What can I access with BCBSNE via NaviNet?

Once you are a registered NaviNet user, you can access:

- Eligibility and Benefits
- Claim Status
- Remittance Advice Information
- All remittance advices within the previous two years are available for review and downloading
- Resource Center
- Direct access to BCBSNE resources and reference materials
- Link to American Medical Imaging Management to sign-in and submit your RQI requests

Transaction capabilities are available Monday through Saturday, 6 a.m. to midnight CT.

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Is there a cost to the provider to access this information?

No. BCBSNE is offering you these features and functionality at no charge!

I am already registered with NaviNet. Do I have access to BCBSNE information?

If you are an existing NaviNet user, and are either a participating BCBSNE network provider, or are a healthcare provider within the state of Nebraska, you should see Blue Cross Blue Shield of Nebraska as an option in your Health Plans List. If you are a non-participating provider, your office must be loaded on the BCBSNE provider file.

I do not submit claims electronically to BCBSNE. Can I still transact with BCBSNE on NaviNet?

BCBSNE uses HIPAA 270/271 (Benefits & Eligibility), 276/277 (Claim Status) and 835 (Electronic Remittance Advice) transactions to receive and return patient information. These HIPAA transactions require an NPI number. If you have not enumerated an NPI number because you do not submit claims electronically, you will not be able to transact with BCBSNE on the provider portal. It is to your benefit to enumerate an NPI number with NPPS (National Plan and BCBSNE is Now Available on NaviNet Provider Enumeration System), and report your NPI number to BCBSNE using the applicable NPI reporting form available on the BCBSNE website.

- To enumerate an NPI number, go to: <https://nppes.cms.hhs.gov/NPPES/welcome.do>
- To report your NPI number to BCBSNE, go to: www.nebraskablue.com/providers/forms-for-providers

I am not currently registered with NaviNet. What do I need to do?

Each office must have a minimum of one Security Officer who is responsible for registering with NaviNet, adding NaviNet users to the account, granting user access to NaviNet services, and providing assistance to other users in your office with questions and concerns. Your designated security officer should go to <https://connect.NaviNet.net/enroll> to begin the registration process.

- The registration process takes between 1-5 business days.
- Registration requires a Tax ID and email address.
- Each user will have their own username and password. No sharing is allowed.

- Users have 60 days to log in for the first time before they will become disabled and have to go to their Security Officer to have their password reset. After their initial login, the user is prompted to reset their password every 90 days.
- Users should see their Security Officer to have their password reset if they become disabled.

Our office outsources our billing and payment to a third-party billing service. Can a billing service register with NaviNet?

Yes, but for security, the registration process will include validation and authentication with the provider office before access is permitted.

Should I experience any difficulties using NaviNet, who should I contact?

NaviNet Customer Care Center is located within NaviNet. Within the Customer Care Center, you have access to:

- User Guides
- New Feature Guides
- FAQs
- Flash demos

To report a technical problem, call (888) 482-8057 – available Monday - Friday, 7 a.m. – 10 p.m. CT, Saturday, 7 a.m. – 2 p.m. CT.

Will additional features be added to the portal?

Yes, definitely. Stay tuned for future announcements concerning new features and functionality.



If you are not already using NaviNet, make it a priority to register today!

<https://connect.NaviNet.net/enroll>