NaviNet Registration Steps for Contracted Providers

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Neighborhood has received feedback that some providers have experienced challenges when registering for NaviNet following completion of their contracting process. To help ensure a smoother registration experience, we have outlined the required steps and key tips below.

Once you have contracted with Neighborhood, you must complete NaviNet registration to gain access to claim status and member eligibility. If you have contracted with Neighborhood within the last 14 days, please allow time for your provider information to be loaded into our system before registering. Once all steps and documentation are submitted, NaviNet account activation may take up to two weeks to complete. Please review the information below before beginning your registration.

Step 1: Complete the "About You" Section

- This section requires your personal information, including your home address.

    - Do not enter your work or practice address.

    - The information entered must match what is registered with your home state (for example, the address listed on your driver's license or state records)

    - If you have moved recently and have not yet updated your address with your home state, you may need to use your former address to complete verification.

Step 2: Complete the Identity Verification Quiz (if prompted)

- After you submit your personal information, you may be prompted to complete an identity verification quiz.

    o The quiz contains personal questions used to verify your identity.

    o "None of the above" is a valid response when applicable.

    o Your answers are used for verification only and are not stored.

    o You will have up to two attempts within five days to pass the quiz. If both attempts fail, you must wait one week before trying again.

Step 3: Complete the "About Your Office" Section

- Once your identity is verified, you will proceed to the About Your Office page.

- Enter your office information exactly as it appears on your Neighborhood provider application.

    o The information in NaviNet's system is pulled directly from your contract application.

    o Errors such as "no eligible plans found" often occur when office details do not match your application record.

- Third-party billing or administrative partners must register as an Authorized Third Party. During registration, you will be prompted to:

    o List the Tax Identification Numbers (TINs) you support.

    o Upload the required Third-Party Authorization form. Once approved, you will be able to manage multiple practices under one NaviNet account

- When prompted for your Tax ID, enter your Tax Identification Number (TIN), not your NPI.

Step 4: Select Neighborhood and Line(s) of Business

- On the "Health Plans and Products" page, select Neighborhood and all applicable lines of business for which you are contracted.

Step 5: Upload Required Documentation

To complete your registration, NaviNet requires official documentation verifying your Tax ID and business name.

Acceptable documentation includes **any one of the following**:

- IRS Form SS-4 (EIN Assignment Letter)

- IRS Form 147C (EIN Verification Letter)

- Certificate of Good Standing from the state your business is located in.

- Any official federal or state document on letterhead listing your Tax ID and business name

For any solo practitioners who use their social security number as their Tax ID:

Please submit a **Schedule C tax form** as part of your documentation. This form is typically included with your tax filings. If you need a copy of a previously filed Schedule C, here are your options:

- **Request a Transcript (Free):**
    - Order online through the IRS "Get Transcript" service or by mail using Form 4506-T, Request for Transcript of Tax Return (PDF).
    - You can also call **1-800-908-9946** to request a transcript.

- **Request an Exact Copy ($30 fee):**
    - File Form 4506, Request for Copy of Tax Return (PDF) to receive a full, signed copy of your return with all attachments.
    - A separate fee applies for each tax year requested.

If you experience issues during registration or receive an error message, please confirm that your personal and office information match the details submitted in your Neighborhood provider application.

If problems persist during the verification process contact NaviNet support through their website or by calling 888-482-8057 for assistance.