Updated on 10-06-2022

GUIDELINES FOR NAVINET ATTACHMENTS; USE NEW HISTORY FEATURE TO CONFIRM DELIVERY OF ATTACHMENTS

To ensure efficient handling of your request, we have updated the guidelines for using the NaviNet® Attachment Feature in Claim Status Inquiry.

With the **new History feature**, you can quickly and easily verify that your Claims attachment was received by Highmark. Please see below for instructions on how to use the new History feature.

- Include the following information in your attachment to assist Highmark in getting your documents to the appropriate department:
    - From (Provider Name)
    - From (Provider NPI)
    - Member ID Number (Patient Name)
    - Claim Number
    - Date of Service
    - Reason for Attachment
- The information above should be included in the following document types:
    - Medical Record Request
    - General Provider / Facility Inquiry
    - DE Medicaid – Medical Record Request
    - DE Medicaid – General Provider/Facility Inquiry
- If you are sending PWK (Additional Documentation to Support an Electronic Claim) or Out- of-Area Medical Records (including Barcoded Request Letter), the information listed above is **not** necessary.
- If the information listed above is not included in your original document, **you must add a coversheet as the first page.**
    - Here is an EXAMPLE of a coversheet with the necessary information for your use.
- Documents that are attached **must not** be password protected.

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- Prior to submission, you should save all the pages you intend to submit into one file. That single file should be attached in the NaviNet Claim Status Inquiry application, and only send one attachment per claim.
    - Attaching multiple files to a single claim **will delay the review process**.
    - If the attachment includes multiple claims for the same patient, you should include the additional claim numbers on your coversheet/the first page of your document.
        - **Do not** include claims for multiple patients on a single inquiry.

- Once the attachment is successfully submitted in NaviNet, you will receive a pop-up message advising you that it was submitted.

    - Please **do not** contact Highmark via phone or a separate NaviNet Claim Investigation to indicate what information was sent in the attachment or to verify whether the attachment was received unless you do not get this pop-up message.
    - **NOTE:** Contacting Highmark to verify the receipt of the attachments can lead to slower response times and longer hold times.
    - NEW FEATURE: If you want to confirm that your attachment was delivered successfully to Highmark, click on the History tab, which is next to the Attach tab on the Claims Status Details screen. A pop-up will show the attachment that was sent and received, who submitted it, and the date it was submitted.
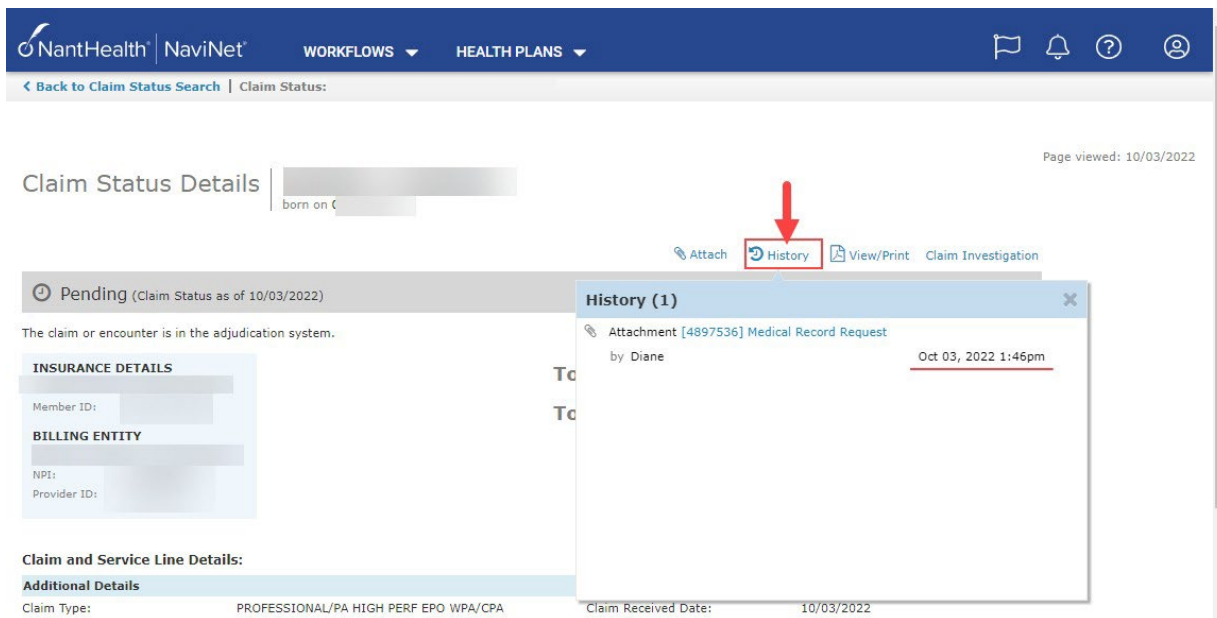
As always, you can contact Highmark's Provider Service Center with any questions you have on adding attachments in NaviNet.