

NaviNet[®] is your go-to source to check eligibility and benefits, claim information and more.

The screenshot shows the NaviNet website for Horizon BCBSNJ. The top navigation bar includes 'Home', 'Help', 'Contact Support', and 'Feedback'. A 'Welcome, Jane' message is displayed. The main content area is divided into several sections: 'Workflows for this Plan' (Claim Management, COB Questionnaire Submission, Eligibility and Benefits, etc.), 'Horizon BCBSNJ News & Legal Notices', 'Horizon BCBSNJ Medical Policy Updates', 'Hours of Availability' (Mon-Fri: 5:00am-3:00am ET, Sat-Sun: 8:00am-4:00pm ET), 'Resources' (Prior Auth Procedure Search, Join Our Network, etc.), and 'Forms'. A 'March 2019 Blue Review' banner is also present.



All participating physicians, health care professionals, group practices, hospitals and facilities are required to use NaviNet. Through this multi-payer web portal, you have access to the important Horizon Blue Cross Blue Shield of New Jersey information you need for your day-to-day operations.



Sign in to **NaviNet.net** to:

- Check eligibility, benefits and claim status
- Review Explanation of Payment (EOP) statements
- Access the Prior Authorization Procedure Search Tool
- Read news and legal announcements
- Get answers to Frequently Asked Questions (FAQs)

To submit claims electronically, we must have your National Provider Identifier (NPI) on file.



HorizonBlue.com



Frequently Asked Questions (FAQs)

Use NaviNet to get answers to common questions, 24/7. Simply sign in to **NaviNet.net**, select *Help* and then select *Horizon BCBSNJ*.

Topics include:

- Claims and payments
- Provider resources
- Eligibility and benefits
- Referrals and authorizations
- Office and provider management

FAQs

Have a question? Find answers to [Frequently Asked Questions \(FAQs\)](#) about:

- [Eligibility & Benefits](#): Look up covered benefits and more...
- [Claims & Payments](#): Search the status of a claim/payment and more...
- [Referrals & Authorizations](#): Access Medical Policies and more...
- [Provider Resources](#): Update provider information, access forms and more...
- [Office & Provider Management](#): Access reports and more...
- [Other FAQs](#)

Horizon BCBSNJ uses your email address to support many key transactions, as well as to notify you of changes that may impact your practice. To share or update your email address with Horizon BCBSNJ, visit **NaviNet.net**.



Prior Authorization Procedure Search

The Prior Authorization Procedure Search tool makes it easier for you to determine if services require prior authorization. Use this tool for your Horizon BCBSNJ patients enrolled in:

- Commercial fully insured plans
- State Health Benefits Program (SHBP) / School Employees' Health Benefits Programs (SEHBP) HMO plans

The tool provides:

- The ability to search for prior authorization information for up to five CPT® or HCPCS codes.
- A user-friendly interface.
- The ability to print search results.

Access the Prior Authorization Procedure Search tool at **HorizonBlue.com/priorauthtool** or by signing in to **NaviNet.net** and selecting *Horizon BCBSNJ* from the *My Health Plans* menu.

For more information, or if you have questions, please call your Network Specialist at **1-800-624-1110**. At the prompt, select *More Options* and then select *Network Relations*.

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