

Date: May 1, 2015

To: Participating Select Health Providers

Re: Updated Instructions to add First Choice VIP Care PLUS by Select Health of South Carolina to NaviNet

First Choice VIP Care PLUS, a Healthy Connections Prime Medicare-Medicaid product, offers participating network providers real-time information through our secure provider portal NaviNet. This free service offers providers real-time access to member eligibility, referrals, prior authorization, and more.

To ensure you are able to access these services for the First Choice VIP Care PLUS plan, please follow the steps below:

Current NaviNet User Instructions:

1. Log in to NaviNet
2. Select My Health Plans to see if First Choice VIP Care PLUS is an option. If it is not listed as an available option, proceed to step number 3.
3. In the top right hand corner, under Welcome, (user name), click the down arrow, and select **My Account**
4. On the left hand side of your screen, under Support Cases, select **Open a Case**
5. Complete all fields:
 - Reason for contacting customer support – Select Health Plan Enrollment
 - Health Plan – Select **First Choice VIP Care PLUS**
 - Health Plan Transaction – Select Not Transaction Specific
 - Primary Office Tax ID – Enter tax ID number
 - Description – Enter First Choice VIP Care PLUS group and provider ID numbers which need to be added to Navinet. If you do not know this information please contact Provider Services at the number below.
 - Supporting Files – Not applicable
6. Click **Submit** in the lower right hand corner
7. After the request is processed, the user who submitted the request will receive a response through the View Cases option, found under Support Cases, letting them know the request is complete.

Offices currently not accessing NaviNet for any plans:

If you are interested in using NaviNet to access member information, such as eligibility, claims, care gaps, and have the ability to create or view referrals, please do one of the following:

1. Request access via an online enrollment form at: <https://connect.navinet.net/enroll>
2. Choose Sign Up for NaviNet at the NaviNet website: www.navinet.net
3. Visit the First Choice VIP Care PLUS by Select Health of South Carolina website, under Providers, Self-Service Tools, Sign Up for NaviNet: www.firstchoicevipcareplus.com

Questions: If you have questions about this communication, please contact your Provider Account Executive or Provider Services at 1-888-978-0862.