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Membership rosters and capitation reports

Manage your health maintenance organization (HMO), Managed Choice® and Elect Choice® plans' member rosters and capitation reports online

Viewing your office's membership rosters and capitation reports online is just a few clicks away. Follow these steps to access them through our secure provider website on NaviNet®, and you'll no longer be dependent on mail delivery. You'll be able to download and view reports when it's convenient for you.

Ask your security officer for access to membership rosters and capitation reports.

Your NaviNet security officer manages access

Your practice's NaviNet security officer can enable others in your office to sign up to receive and view member rosters and capitation reports online. Here's how:

1. From NaviNet Central, select "Administration," and then click "Manage User Permissions."
2. On the **User Search** screen, select the user whose permissions you'd like to change, and click "Edit Access."
3. On the **User Transaction Management** screen, click "Enable" to activate the sign-up access to receive and to view rosters and/or capitation reports for that user.
4. Allow one business day for the request to take effect.
5. Once the "sign up" option is available within the eligibility transaction menu, the designated user can then sign up to receive rosters and/or capitation reports for your office.

Timing is important

- Signing up for membership rosters by end of day on any Tuesday means you'll get reports on Wednesday of the following week.
- Signing up to get HMO rosters and capitation reports by the third Friday of the month means you'll get reports the next month. Reports are available the last Monday of each month.

Access the reports through our secure provider website on NaviNet

1. From Aetna Plan Central, place cursor on "Eligibility."
2. Select "HMO Rosters/Capitation Reports — View Report" to access your membership rosters and/or capitation reports.
3. Simply print or download the reports to view when it's convenient for you. Keep in mind that we overwrite the reports with each report cycle. We don't keep an online archive of previous reports.

Sign up for HMO rosters and/or capitation reports by the third Friday of the month to get data for the next month.

Sign up for Managed Choice and Elect Choice membership rosters on Tuesday to get reports on Wednesday of the following week.

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