

Resetting your NaviNet[®] password

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AmeriHealth HMO, Inc. • QCC Insurance Company d/b/a AmeriHealth Insurance Company • AmeriHealth Insurance Company of New Jersey

Follow these steps on the NaviNet web portal to reset your NaviNet password:

- 1. Enter your NaviNet username on the NaviNet Sign In screen.
- 2. Click on the I forgot my password link.



3. Enter your NaviNet username, then select Continue.

Challenge and Response Confirmation	
	Enter your username and click Continue . We will retrieve the challenge quest or chally entered. If you cannot remember your username, please contact your NaviNet® Security Officeresponsible for security issues related to NaviNet in your office.
	Username: Continue Cancel

4. Answer the challenge questions with the same responses you provided at the time of your first NaviNet login, then select *Submit*.

Challenge and Response Confirmation
To help us confirm your identity before your password is reset, please provide the responses to the challenge questions you originally provided.
Username: ibc
Challenge 1: What is your date of birth (MM/DD/YYYY)?
Response 1:
Challenge 2: What is your mother's maiden name?
Response 2:
Submit Cancel

- 5. Enter your new password.
- 6. Re-enter your new password.
- 7. Select *Submit* at the bottom of the screen.

	Change Password
	Instructions:
	 Enter your new password into the first field (see guidelines below). Re-enter your new password into the second field to confirm your choice. Click Submit.
	New Password:
	Re-enter New Password:
Password Guidelines:	
 A NaviNet[®]-generated pa Create a password that v A password is case sensi to check that your Caps A password must include NaviNet will not allow you password. Do not keep your password 	issword only allows you to get into the system to create your own password. vill be easy to remember, but not easy for someone else to guess. tive, which means you must always enter it using the same combination of upper and lower case letters (remember Lock key is not accidentally on when entering your password). a combination of numbers and letters. ir username, your first and last name, or the word 'password' to be used as your password, or as part of your rd where it would be easy for others to find (for example, on a bulletin board, under a keyboard).
	Submit Cancel

Please keep the following in mind:

- NaviNet passwords are case-sensitive.
- Your new password must include a combination of letters and numbers.
- Your new password must be at least six characters in length.
- NaviNet will not allow certain words to be used as passwords, such as your name or your NaviNet username.

Note: Your designated NaviNet SecurityOfficer can generate temporary passwords, add new users, and terminate user access.

If your office has additional questions or requires training for NaviNet, please call the eBusiness Provider Hotline at 215-640-7410.

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