

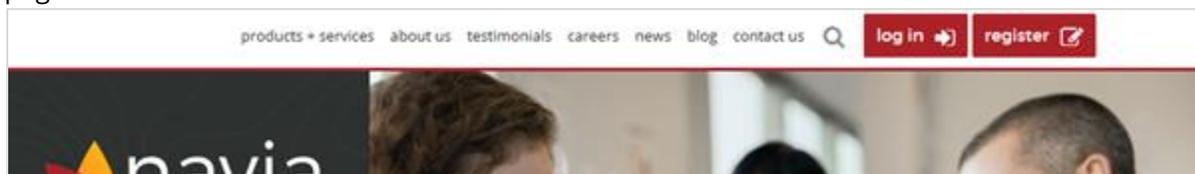


## Participant Online Registration Instructions

Registering online will give you access to helpful tools and resources that will empower you to manage your benefits with ease!

- View benefit transactions and balance
- Update personal information
- Access plan forms and materials
- Upload claims and supporting documentation
- Check claim status
- Access to the MyNavia smartphone app

**Step 1:** Visit [www.NaviaBenefits.com](http://www.NaviaBenefits.com), and select the register link located in the top right corner of the page:



**Step 2:** On the following page, select "I'm a Participant"

**Step 3:** Enter the required information, choose a unique username. You will need your 3 character employer code (i.e. ABC) in order to register. If you do not know your employer code, please contact Customer Service at (425) 452-3521, or email [105@naviabenefits.com](mailto:105@naviabenefits.com).

**Step 4:** Set the answers to 3 security questions, confirm you have read and agree to Navia's Privacy Policy and Terms and Conditions and then select "Submit".

**Step 5:** You will receive an email with a link you must select to complete your registration. After selecting the link you will be asked to set a password. The password must be at least 12 characters long and contain at least 3 of the following types of characters:

- 1 Uppercase letter
- 1 Lowercase letter
- 1 Numeric OR 1 Special character: %\$#@!\*?^:;,=\_{}[]

### Claim Submission Turnaround Times

The time it takes to process your claim depends on the submission method:

- ✓ **Online portal:** 2-3 business days
- ✓ **Email:** 5-7 business days
- ✓ **Mail:** 7-10 business days

For faster reimbursement, sign up for **Direct Deposit** to receive funds in 1-2 business days, depending on your bank's processing time.