

To: AmeriHealth Caritas Pennsylvania (PA)/AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC)/ AmeriHealth Caritas VIP Care Providers

Date: September 3, 2025

RE: New Functionality! NaviNet® Claims Investigation Attachments

AmeriHealth Caritas PA/AmeriHealth Caritas PA CHC/AmeriHealth Caritas VIP Care and NantHealth|NaviNet are excited to announce that we are bringing you a new feature: **Claim Investigation Attachments**. You can now upload supporting documents with your electronic Claim Investigation request within the NaviNet provider portal.

This enhancement is designed to streamline your workflow by eliminating the need to:

- Complete forms
- Fax or mail supporting documentation

Each supporting document will need to be 32 MB or smaller and in one of the following formats:

- Docx
- .pdf
- .png
- .gif

This feature is currently available for AmeriHealth Caritas PA and AmeriHealth Caritas PA CHC providers. It will be implemented for AmeriHealth Caritas VIP Care on September 4, 2025.

New to Claim Investigations in NaviNet?

Once logged into the portal, view the Claims investigation training video for a walk-through of the process.

New to NaviNet?

If you do not have access to the NaviNet provider portal, please visit: <https://register.navinet.net/> to sign up. If you have questions or need further assistance, please contact the NaviNet Customer Support team at **1-888-482-8057**, Monday – Friday 8 a.m. – 11 p.m. EST.