

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

**Date:** July 16, 2026

**Re:** NaviNet® Dispute Letter Access Update

**SUMMARY:** The location of **Dispute** letters in the NaviNet Provider portal has changed.

**Effective July 30, 2026**, providers can access **Dispute** letters in NaviNet by:

- Navigating to **Plan Central > Workflows > Patient Documents**.
  - Use the updated location to view all dispute letters by member name.
  - Discontinued: dispute letters will no longer be available under **Practice Documents**.

This update improves efficiency and reduces time spent searching for member-specific letters by:

- Displaying each letter clearly by member name.
- Eliminating the need to open multiple files to identify the correct member.

#### **New to NaviNet?**

If you do not have access to the NaviNet provider portal, please register at:

<https://register.navinet.net/>.

#### **Questions**

If you have questions, please contact your Provider Network Account Executive or Provider Services at **1-800-521-6007**.

Thank you for your continued partnership and for using the NaviNet Provider Portal to support efficient provider operations and care coordination.