

To: AmeriHealth Caritas Louisiana Providers

Date: July 29, 2025

Subject: New Functionality! NaviNet® Claims Investigation Attachments

Summary: NaviNet® Claims Investigation Attachments

AmeriHealth Caritas Louisiana 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

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 7 am-10 pm.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert? You can find a complete list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.