PROVIDER*ALERT*

AmeriHealth Caritas™
Louisiana

To: **AmeriHealth Caritas Louisiana Providers**

Date: **November 26, 2025**

Subject: **NaviNet® Disputes Status Enhancement**

Summary: AmeriHealth Caritas Louisiana and NantHealth|NaviNet recently announced the addition of functionality for the submission of disputes regarding claim issues and supporting documentation via the NaviNet provider portal. This notice is to inform you of an additional enhancement to that functionality, which allows providers to view the status of the dispute and a copy of the determination letter.

Providers can now view the status and a copy of the determination letter for previously submitted disputes via the NaviNet provider portal by accessing *Forms and Dashboards* and selecting the **Check Dispute Status** link.

Search by one of the following data elements:

- Claim ID
- Member's ID
- Submission Date Range - Begin Date and End Date

Providers will be able to view 18 months of status history based on the dispute receipt date.

The search will return one of the following statuses: ***In Progress, Overturned, Upheld,* or *Voided*** and will include the date the determination letter was uploaded into the system. A copy of the determination letter will be available in the Practice Documents section.

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

- Call the health plan to obtain the status of your request.

- Wait to receive the determination letter by mail.

New to NaviNet?
If you do not have access to the NaviNet provider portal, please visit: https://register.navinet.net/ to sign up.

Questions:
Thank you for your continued support and commitment to our patients' care. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.

Missed an alert?
You can always find a complete list of provider alerts on our website's Newsletters and Updates page.

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