

PROVIDERALERT



To: AmeriHealth Caritas Louisiana

Date: February 17, 2026

Subject: NaviNet Claim Disputes Update

Summary: At the end of 2025, AmeriHealth Caritas Louisiana and NantHealth | NaviNet expanded the functionality for the submission of complaints regarding claim issues and supporting documentation to include the capability of viewing the status of the complaint and a copy of the determination letter. This notice is to advise providers of a change in the search fields under the Check Status functionality.

The process for viewing the status of a previously submitted complaint has not changed. Providers will continue to access *Forms and Dashboards* and select the **Check Dispute Status** link.

Effective February 19, 2026, providers will be required to search by selecting the **Payee ID** (the ACLA specific provider or group ID the claim is being paid to, in box 33 of the CMS 1500 claim form), from the **Payee ID** drop down, AND one of the following data elements:

- Claim ID OR
- Member ID OR
- Submission Date Range

The addition of the Payee ID allows our system to better filter the claim status results to help ensure the most accurate response to your search.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please get in touch with 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's information? Send full details to network@amerihealthcaritasla.com.