



NAVINET PROVIDER COMPLAINTS USER GUIDE

NaviNet Forms and Dashboards
AmeriHealth Caritas Louisiana

TABLE OF CONTENTS

03

OVERVIEW

04

PROVIDER COMPLAINT

09

CHECK DISPUTE
STATUS

OVERVIEW

The purpose of this user guide is to demonstrate how to complete the ACLA Provider Complaint and Check Dispute Status function through the Forms and Dashboard workflow

Learning Objectives

In this guide, you will learn to do the following:

- Submit Provider Complaint
- Review the status of previously submitted disputes

PROVIDER COMPLAINT

DEFINITION

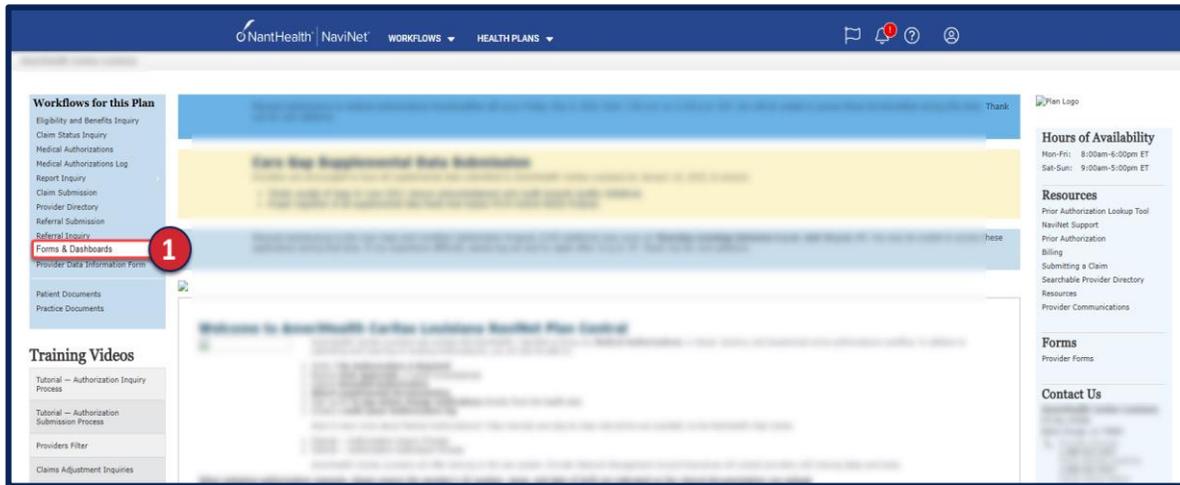
Provider Complaint

A Provider Complaint is any expression by any provider indicating dissatisfaction with an AmeriHealth Caritas Louisiana policy, procedure, or any other aspect of administrative functions (excluding requests for reconsideration of a claim or prior authorization denials/reductions, filed by phone, in writing, or in person with AmeriHealth Caritas Louisiana).



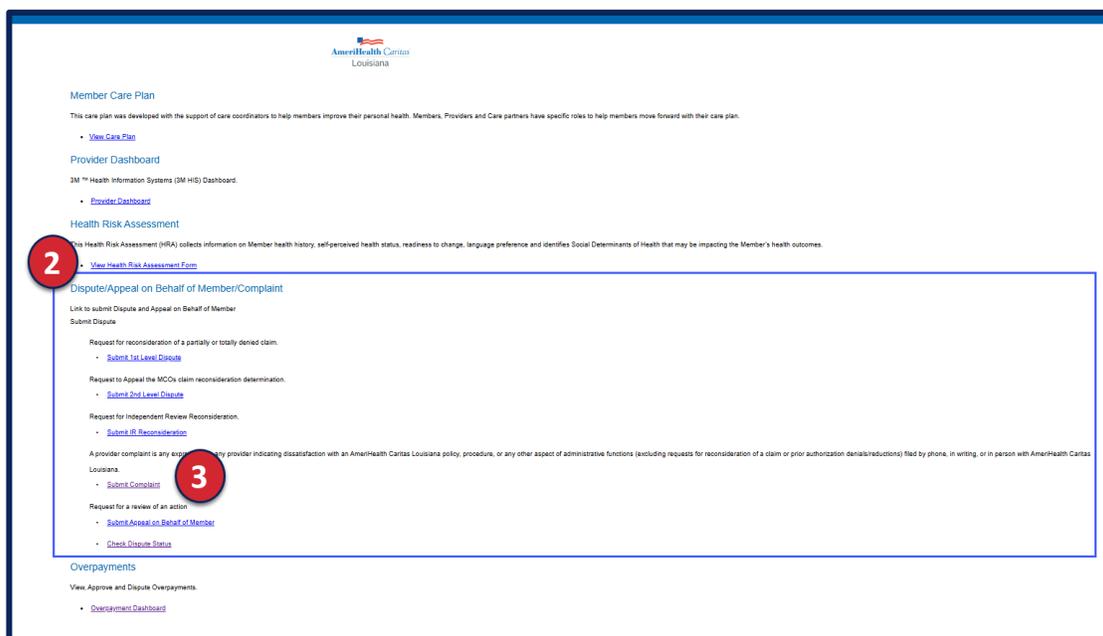
Guidelines to submit a Provider Complaint

1. Click Forms & Dashboard from the Workflows for this Plan



The ACLA Forms & Dashboard screen will display.

2. Navigate to the Dispute/Appeal on Behalf of Member/Complaint section
3. Click the Submit Complaint link





The **Provider Complaint** form will display.

4. Complete the required fields on the form
5. Attach supporting documents
6. State the rationale that will assist in the resolution
7. Click the Submit button

The screenshot shows the 'Provider Complaint' form for AmeriHealth Caritas Louisiana. The form is divided into several sections: 'Provider Info', 'Member Info', and 'Claim Info'. A 'Submit Complaint' button is located at the top right. The form contains various input fields, including text boxes, date pickers, and a file upload area. Red circles with numbers 4, 5, 6, and 7 are overlaid on the form to indicate specific steps: 4 points to the 'Provider Info' section, 5 points to the 'Supporting Documents' file upload area, 6 points to the 'Other' field in the 'Claim Info' section, and 7 points to the 'Submit' button at the bottom.

AmeriHealth Caritas Louisiana

Submit Complaint

Provider Info

Group *
Provider *
Phone *
Tax ID *
Email ID *

Member Info

Member name *
Member's ID (copy from member's Medicaid card) *

Claim Info

Date of Service From
Payment Notification Date
Diagnosis Code
Claim ID
Other

Contact (if different than above)
Fax
NPI *
Mailing Address *
Member DOB *
To
CPT/HCPCS CODES
NDC Code
Reason *
Supporting Documents
eg: pdf, doc, docx, jpg, png, xls, xlsx

LDH Complaints
Choose Files | No file chosen

Please explain

Add rationale here

Submit Clear Back

PROVIDER COMPLAINT CONT.



Once the form is submitted, a receipt message will appear, detailing the resolution timeframe and contact information.

8. Click Ok

The completed form is sent to the **Complaints and Grievance** team for follow-up.

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Submit Complaint

Provider Info

Group *

Provider *

Phone *

Tax ID *

Contact (if different than above)

Fax

NPI *

Address Line1

Address Line2

City Select State Zip

Email ID *

Mailing Address *

Member Info

Member name *

Member's ID (copy from member's Medicaid card) *

Member DOB *

Claim Info

Date of Service From

Payment Notification Date

Diagnosis Code

Claim ID

Other

State your rationale for the appeal and expected outcome. Please attach any supporting documents

AmeriHealth Caritas Louisiana acknowledges receipt of your correspondence on 11/11/2025. AmeriHealth Caritas Louisiana is researching your inquiry and will respond to you within 30 calendar days. If you have questions while you await a response, please contact your Account Executive or call the Provider Claims Service Department at 1-888-922-0007.

OK

Submit Clear Back

CHECK DISPUTE STATUS



DESCRIPTION

Check Dispute Status

This functionality will be used to check or view the status of a previously submitted dispute, appeal, complaint, or claim.

CHECK DISPUTE STATUS



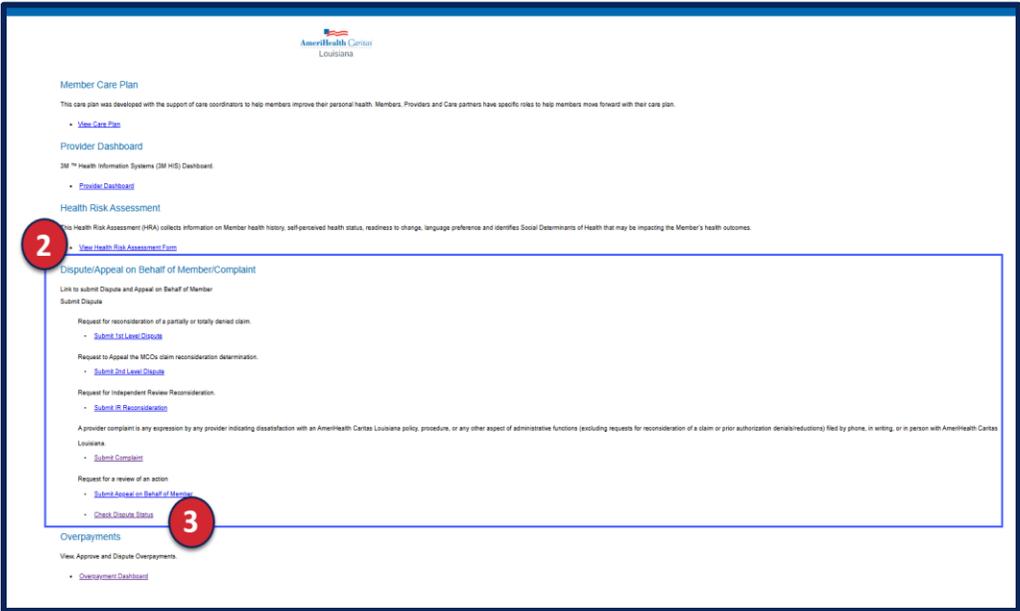
Guidelines to review the Check Dispute Status

1. Click Forms & Dashboard from the Workflows for this Plan.



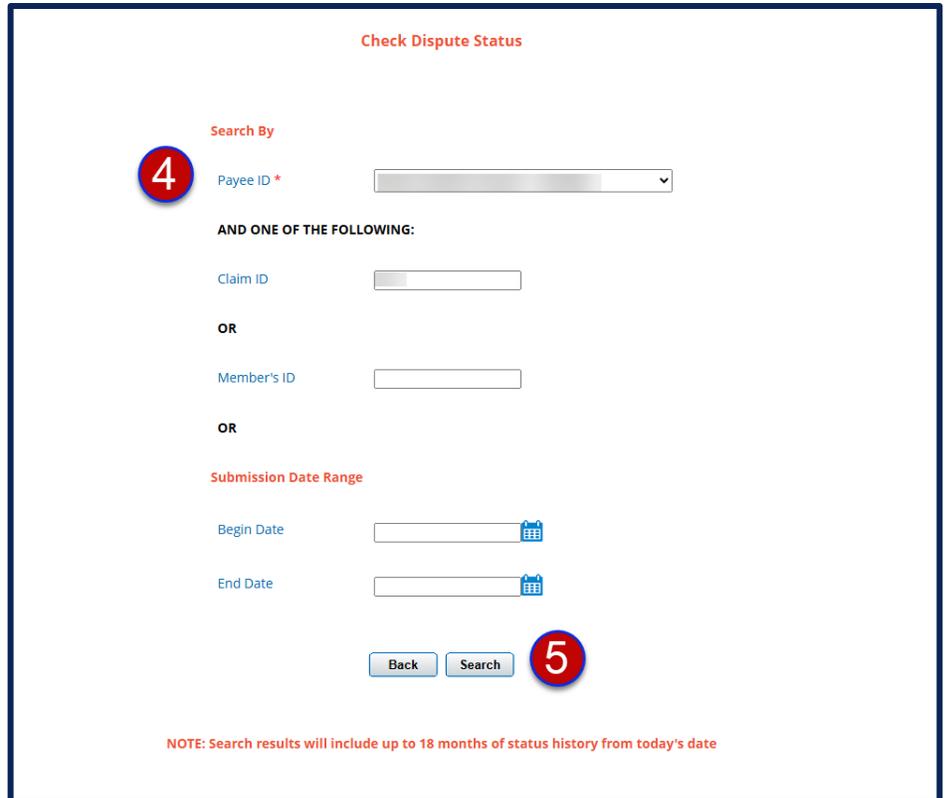
The ACLA Forms & Dashboard screen will display.

2. Navigate to the Dispute/Appeal on Behalf of Member/Complaint section
3. Click the Check Dispute Status link



The **Check Dispute Status** form will display. The search criteria will be based on the provider's NaviNet login information.

4. Perform a search by using the **Payee ID** and one of the following data elements:
 - Claim ID or
 - Member ID or
 - Submission Date Range – Begin Date and End Date
5. Click the Search button



Check Dispute Status

Search By

4 Payee ID *

AND ONE OF THE FOLLOWING:

Claim ID

OR

Member's ID

OR

Submission Date Range

Begin Date

End Date

Back Search 5

NOTE: Search results will include up to 18 months of status history from today's date

Note: Providers will be able to view 18 months of status history based on the date the claim dispute/appeal is received.

CHECK DISPUTE STATUS CONT.



The search results will display the following information:

- Member ID
- Member Name
- Claim ID
- Service Start Date
- Service End Date
- Dispute/Appeal Receive Date*
- Status*
- Completion Date*
- Decision Letter Upload Date*
- Voided Reason
- Voided Service Form Number

Check Dispute Status										
Member ID	Member Name	Claim ID	Service Start Date	Service End Date	Dispute/Appeal Receive Date	Status	Completion Date	Decision Letter Upload Date	Voided Reason	Voided Service Form Number
			2023-10-12	2023-10-13	2025-10-16	Upheld	2025-10-17	2025-10-17		
			2023-10-12	2023-10-13	2025-10-16	Overtuned	2025-11-05			
			2023-10-12	2023-10-13	2025-10-21	Upheld	2025-11-05	2025-11-05		
			2023-10-12	2023-10-13	2025-10-21	Voided	2025-11-05		SHOV Scanning Error*	
			2023-10-12	2023-10-13	2025-10-30	Upheld	2025-10-30	2025-10-31		
			2023-10-12	2023-10-13	2025-10-30	In Progress				
			2023-10-12	2023-10-13	2025-11-03	Voided	2025-11-05		Duplicate Request*	
			2023-10-12	2023-10-13	2025-11-03	In Progress				
			2023-10-12	2023-10-13	2025-11-03	In Progress				
			2023-10-12	2023-10-13	2025-10-10	In Progress				
			2023-10-12	2023-10-13	2025-10-10	In Progress				
			2023-10-12	2023-10-13	2025-10-13	In Progress				

(*) Columns indicate the decision of the dispute