The Claim Inquiry function, also referred to in this guide as a Claim Investigation, allows ancillary, facility and professional providers the ability to submit a claim inquiry on claims that were previously finalized. For each submitted transaction, users will receive an electronic response indicating if the claim was adjusted or an explanation why it was not adjusted. This new feature is for individual claims, if users have a large claim project please continue to contact your Provider Account Executive.

This guide was designed to help you:

- Submit a Claim Inquiry
- Review/Search the Investigation List
- Enable Notifications
- Start a new Claim Investigation
Claim Status Inquiry Workflow

Starting a Claim Investigation (Inquiry)
Sign in to navigate to the NaviNet Open Home screen.


On the Plan Central screen: Select Claim Status on the Workflows for this Plan menu.

The Claim Status Search screen appears: Enter claim search criteria and click Search.

Note: Fields not marked optional are required.
In the action bar, on the top-right of the screen, click Investigate.

An Investigation window opens
• In the blue panel on the left of the investigation screen is a Start Investigation icon. Click this to create a new message.

• Select the reason for the investigation by selecting one of the options in the dropdown.

• Enter inquiry details. Please be as specific as possible when entering your inquiry.

• Enter in your contact information.

• Click Send.

Email address is required but notifications will not be sent via email.
The inquiry will now appear in your Investigation List

Investigation List

LACI SMITH
55555555

Date of Service: 09/23/2017 to 09/23/2017
Claim ID: 200000000000
Billed Amount: $275.00

Claim Overpaid
Raised on: Today
Reference: --

Status Details Start New Investigation View/Print
Claim Status Inquiry Workflow

Continuing Claim Investigations (Inquiry)
Investigation List

• In the blue panel on the left of the investigation screen is an Investigation List icon. Click this to see the list of existing investigations.

NEW

• In the Investigation List view, if responses from the health plan are unread, a red NEW icon appears next to the message.

Status Details

• On the upper-left of the window is a blue Status Details link. Click this to be redirected to the claim details page.

Start New Investigation

• On the upper-right of the Investigation screen is a Start New Investigation link. Click this to create a new message for the health plan.

View/Print

• View/Print Claim Investigation

Claim Status

• On the upper-right of the Investigation screen, the status of the claim is displayed.
Communication between You & The Health Plan

User

Jennifer Jones
Hello, the member’s eligibility has been updated, please review for claim adjustment.

Health Plan

NEW Thank you for your response, we will respond to your request within 10 business days.
The reference field will not be populated.

**Claim Overpaid**

- **Raised on:** 11/15/2017
- **Reference:** --

**Patient Details**

- **Patient Name:** LACI SMITH
- **Member ID:** 5555555
- **Date of Birth:** 01/01/2000

**Claim Details**

- **Claim ID:** 200000000000
- **Date of Service:** 09/23/2017 to 09/23/2017
- **Claim Value:** $275.00
- **Status:** Finalized

Jennifer Jones: Hello, the member's eligibility has been updated, please review for claim adjustment.

Thank you for your response, we will respond to your request within 10 business days.
Claim Investigations

Enabling Notifications
Enabling Claim Investigation Notifications

How will I be notified once AmeriHealth Caritas Louisiana responds to my inquiry?

Settings Tab
Enabling Notifications

Sign in to navigate to the NaviNet Open Home screen.

Click Activity located on the top right of your NaviNet toolbar.

Select the Settings tab.

Check the Response updates for Claim Investigation box.

Select the frequency in which you would like to receive your notifications.
Once you have enabled the Claims Investigations Notifications you will begin receiving updates for existing claim inquiries you sent to AmeriHealth Caritas Louisiana.

NOTE: Responses will be available to view for 7 days from the date of notification.
Sign in to navigate to the NaviNet Open Home screen

Click Activity located on the top right of your NaviNet toolbar

Select the Notifications tab

Hover over the bottom section of each notification to View Response

Click on Open Investigations to view Claim Investigations sent to the Health Plan
On the upper-right of the Investigation screen is a **Start New Investigation** link. Click this to create a new message for AmeriHealth Caritas Louisiana.
On the upper-left of the window is a blue Status Details link. Click this to be redirected to the claim details page.