



**To:** All providers and administrative staff

**Date:** September 17, 2025

**Subject:** **New Functionality! NaviNet® Claims Investigation Attachments**

AmeriHealth Caritas New Hampshire 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 8am-11pm EST.