

Provider Notice

To: All Network Providers
From: Jessica Yasher, Director of Operations
Date: April 13, 2026
Subject: AD 26 104: NaviNet® Claims Investigation Attachments

Providers were notified in July of 2025 of a new NaviNet feature that allowed providers to attach documents to Claims Investigations.

Providers can upload supporting documents with your electronic Claim Investigation request within the NaviNet provider portal, however the type of documents that providers should be attaching to the investigation must be an appropriate document. The types of documents that can be attached include:

- Single Case Agreement for an Out-of-Network
- Non-covered or exhausted benefit letter
- TPL documentation showing that primary insurance has been terminated
- Documentation showing that the claim was received within timely filing limits

Any other documents that would be required to be submitted with the claim or as a claim, such as EOBs that were not originally attached to the submitted claim, corrected claims, etc., are not permitted to be submitted as a claim investigation attachment. Please note providers cannot use the NaviNet Claims Investigation feature to dispute a timely denial due to provider related issues that caused the delay. These disputes must come through the administrative appeal process.

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.

cc: Scott Suhring, Capital Area Behavioral Health Collaborative
Genevieve Harper, Tuscarora Managed Care Alliance
Lisa Hanzel, PerformCare Executive Director
PerformCare Account Executives