PerformCARE®
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Provider Notice

To:	**All Network Providers**
From:	**Jessica Yasher, MBA, MSN, RN, Director of Operations**
Date:	**Revised September 21, 2026 (originally issued March 31, 2026)**
Subject:	**AD 26 110: NaviNet® Enhancements (Revision)**

9/15/2026 Revision: Electronic letters are now available under Patient Documents instead of Practice Documents. The guidance below has been updated to reflect this change.

PerformCare and NantHealth|NaviNet are excited to announce that we have added new functionality which allows for providers to:

1. Check the status of Administrative Appeals submitted via the NaviNet provider portal
2. Submit a Retro TPL Dispute electronically
3. Receive letters on both processes electronically

To check Administrative Appeal Status
Providers can view this information by accessing *Forms and Dashboards* and select the **Check Appeal Status** link. Please refer to page 46 of the NaviNet User Guide for more details on how to submit the Administrative Appeals in NaviNet.

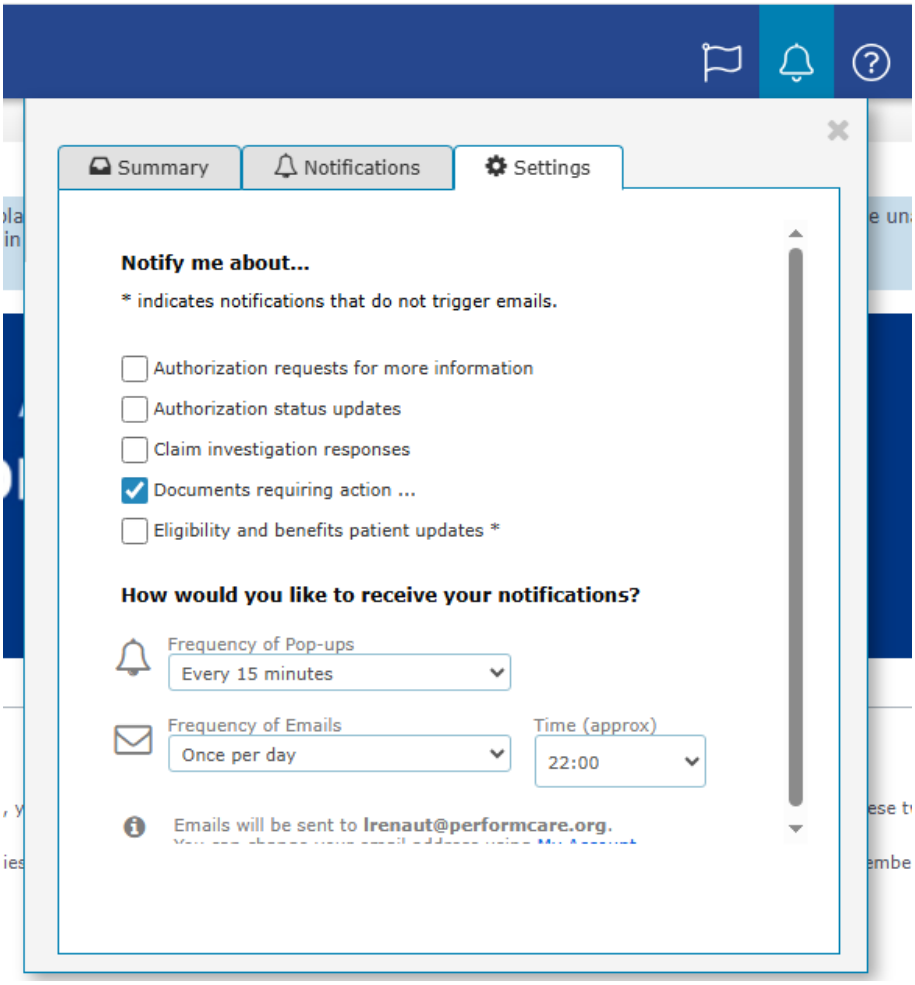
To Submit a Retro TPL Dispute Electronically
Providers receive letters from PerformCare when PerformCare is alerted that a member has a primary insurance after a claim has been paid. The letters outline the process for a provider to dispute this information or if nothing is done by the provider, PerformCare recoups the payment 60 days after the letter has been mailed. Previously, providers had to mail in a dispute. Effective with this notice, providers are now able to electronically view the Overpayment letters as well as respond to the letters via NaviNet.

Providers can dispute an overpayment by accessing *Forms and Dashboards* and select the **Overpayment Dashboard** link. Please refer to page 52 of the NaviNet User Guide for more details on how to submit a Claims Overpayment (Retro TPL) Dispute.

To view letters electronically
Providers can access these letters via the Patient Documents workflow menu in NaviNet or via the Patient Documents link on the left side Navigation menu on the Plan Central page. Please see page 59 of the NaviNet User Guide for more details on how to access Patient Documents.

Please note that Retro TPL letters are still being mailed to providers and providers still have the option of mailing a dispute.

For providers to get notifications of new letters, providers will need to enable notifications via the settings feature within NaviNet.



New to NaviNet?
If you do not have access to the NaviNet provider portal, please visit: https://register.navinet.net/ to sign up. User guides specific to PerformCare capabilities can be found on the PerformCare website here, https://pa.performcare.org/providers/self-service-tools/navinet.

If you have questions or need further assistance, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare
Amanda Treadwell, Capital Area Behavioral Health Collaborative

Genevieve Harper, Tuscarora Managed Care Alliance
PerformCare Account Executives