

PROVIDER ALERT



To: AmeriHealth Caritas Louisiana Providers

Date: July 2, 2025

Subject: NaviNet® Dispute Letter Access Update

Summary: The location of dispute letters in the NaviNet Provider portal has changed.

Effective **July 9, 2026**, providers can access dispute letters in [NaviNet](#) by:

- Navigate to **Plan Central > Workflows > Patient Documents**.
 - Use the updated location to view all dispute letters by member name.
 - Discontinued: dispute letters will no longer be available under **Practice Documents**.

This update improves efficiency and reduces time spent searching for member-specific letters by:

- Displaying each letter clearly by member name.
- Eliminating the need to open multiple files to identify the correct member.

New to NaviNet?

If you do not have access to the NaviNet provider portal, please register at: <https://register.navinet.net/>.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert? You can find a complete list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.