

AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers
Date: June 26, 2026
Subject: NaviNet® Disputes Letter Access Update

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

Effective July 9, 2026, providers can access disputes letters in NaviNet by:

- Navigating to **Plan Central > Workflows > Patient Documents**.
 - Using the updated location to view all disputes letters by enrollee name.
 - Discontinued: disputes letters will no longer be available under **Practice Documents**.

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

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

New to NaviNet?

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

Questions

If you have questions, please contact your Provider Network Account Executive or Provider Services at 202-408-2237.

Thank you for your continued partnership and for using the NaviNet Provider Portal to support efficient provider operations and care coordination.

Sincerely,
AmeriHealth Caritas DC