



AmeriHealth Caritas
District of Columbia

To: AmeriHealth Caritas DC Providers

Date: June 23, 2025

Subject: New Functionality! NaviNet® Claims Investigation Attachments

AmeriHealth Caritas District of Columbia (DC) and NantHealth|NaviNet are excited to announce that we are bringing you a new feature: **Claims Investigation Attachments**!

You can now upload supporting documents with your electronic Claims 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 through Friday 8am-11pm EST or visit <https://helpcenter.nanthealth.com/s/>.

Sincerely,
AmeriHealth Caritas DC