

February 9, 2026

NaviNet Claim Disputes Status Check Update

Summary: At the end of 2025, AmeriHealth Caritas Next/First Choice Next and NantHealth | NaviNet expanded the functionality for the submission of disputes regarding claim issues and supporting documentation to include the capability of viewing the status of the dispute and a copy of the determination letter. This notice is to advise providers of a change in the search fields under the Check Dispute Status functionality.

The process for viewing the status of a previously submitted dispute has not changed. Providers will continue to access *Forms and Dashboards* and select the **Check Dispute Status** link.

The update is the addition of a **Payee ID** dropdown to the search data elements. **Effective February 19, 2026**, providers will be required to search by selecting the Payee ID (the plan specific provider or group ID the claim is being paid to, in box 33 of the CMS-1500 claim form), from the Payee ID dropdown AND one of following data elements:

- Claim ID OR
- Member ID OR
- Submission Date Range

The addition of the Payee ID allows our system to better filter the claim status results to help ensure the most accurate response to your search.

Questions:

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Network Account Executive.

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