

To: AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast Providers

Date: January 31, 2018

Subject: New NaviNet Electronic Claim Inquiry Enhancement

Summary: AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast's (referred to collectively hereafter as "The Plan") ancillary, facility, and professional providers now have the ability to submit an electronic **Claim Inquiry** request directly through NaviNet for claims that have been finalized.

The Plan is pleased to announce a new function in NaviNet that can help reduce the need to send written correspondence and minimize time spent calling the Provider Services department with claim inquiries. The new Claim Inquiry feature allows you to request an adjustment and track responses on claims that were previously finalized. For each submitted transaction, you will receive an electronic response to the claim inquiry. The response will indicate if the claim was adjusted or details are provided explaining why the claim was not considered for an adjustment. We encourage you to utilize the Claim Inquiry function; however, if you do not have NaviNet access, you may still contact Provider Services.

A few **important** things to note before you submit your Claim Inquiry:

- The Claim Inquiry submission feature is only for finalized claims.
- Claim Inquiries are for individual claims.
- To receive notification of the status of your submitted inquiry, **Notifications** in NaviNet must be enabled. Enabling notifications allows you the option to select how often and when you want to be notified.

After you complete and submit your Claim Inquiry, you will receive a message in NaviNet that the transaction was received, indicating it was successfully submitted. Once the claim review has been completed, you will be notified through NaviNet that a claim response is available. Responses can be expected within 10 business days. If for any reason you do not receive a response, please contact AmeriHealth Caritas Pennsylvania Provider Services at **1-800-521-6007** or AmeriHealth Caritas Northeast Provider Services at **1-888-208-7370**.

For step-by-step instructions see the Claim Inquiry User Guide available on our websites at www.amerhealthcaritaspa.com or www.amerhealthcaritasnortheast.com → Providers → Resources → NaviNet and also on our Plan Central page in NaviNet. If your practice is not registered with NaviNet contact your Provider Account Executive or please visit: <https://navinet.navimedix.com>.

Questions: If you have questions about this communication, please contact the Provider Services department at one of the phone numbers above.

Fraud, Waste, and Abuse Tip Hotline: 1-866-833-9718, 24 hours a day, seven days a week. Secure and confidential. You may remain anonymous. Mandatory provider training available on-line at <http://www.amerhealthcaritaspa.com/provider/resources/fraud.aspx> (AmeriHealth Caritas Pennsylvania) and <http://www.amerhealthcaritasnortheast.com/provider/resources/fraud.aspx> (AmeriHealth Caritas Northeast).