

NaviNet® Disputes Letter Access Update

The location of **dispute** letters in the NaviNet Provider portal has changed. Providers must now access **dispute** letters in NaviNet by:

- Navigating to **Plan Central > Workflows > Patient Documents**.
 - **Update:** Dispute letters will be listed by member name in this new location.
 - **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

If you have questions, please contact your Provider Network Account Executive or Provider Services at:

Delaware	Florida	Louisiana	Michigan	North Carolina	Pennsylvania
1-833-433-2177	1-833-350-3477	1-833-852-4767	1-844-964-4767	1-833-562-4767	1-800-521-6007

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

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