



AmeriHealth Caritas[®]
New Hampshire

To: AmeriHealth Caritas New Hampshire Providers

Date: February 17, 2026

Subject: **NaviNet Claim Appeals Status Check Update**

Summary: At the end of 2025, AmeriHealth Caritas New Hampshire and NantHealth|NaviNet expanded the functionality for the submission of appeals regarding claim issues and supporting documentation to include the capability of viewing the status of the appeal and a copy of the determination letter. This notice is to advise providers of a change in the search fields under the “Check Status” functionality.

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

The update is the addition of **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, 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:

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at 1-888-599-1479.