



AmeriHealth Caritas[™]

New Hampshire

To: AmeriHealth Caritas New Hampshire Medicaid Providers

Date: July 24, 2026

Subject: NaviNet[®] Complaints Letter Access Update

Summary: The location of Complaints letters in the NaviNet provider portal has changed

Effective July 30, 2026, providers can access **Complaints** letters in NaviNet by:

- Navigating to **Plan Central > Workflows > Patient Documents**.
 - Using the updated location to view all dispute letters by member name.
 - Discontinued: complaints 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 about this communication, please contact your Provider Account Executive or the Provider Services department at **1-888-599-1479**.
