



August 4, 2025

## New Functionality! NaviNet® Claims Investigation Attachments

First Choice Next and NantHealth|NaviNet are excited to announce that we are bringing you a new feature: Claim Investigation Attachments!

You can now upload supporting documents with your electronic Claim Investigation request within the NaviNet provider portal!

This enhancement is designed to streamline your workflow by eliminating the need to:

- Complete forms
- Fax or mail supporting documentation

Each supporting document will need to be 32 MB or smaller and in one of the following formats:

- Docx
- .pdf
- .png
- .gif

## New to Claim Investigations in NaviNet?

Once logged into the portal, view the Claims investigation training video for a walk-through of the process.

## New to NaviNet?

If you do not have access to the NaviNet provider portal, please visit: <a href="https://register.navinet.net/">https://register.navinet.net/</a> to sign up.

If you have questions or need further assistance, please contact the NaviNet <u>Customer</u> <u>Support</u> team at **1-888-482-8057**, Monday – Friday 8am-11pm EST.

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