



Claim Investigation

AmeriHealth Caritas North Carolina (ACNC) providers can now attach supporting documents to claim investigations submitted via the NaviNet Provider portal. Each document must be 32MB or smaller and in the following file types: .docx, .gif, .pdf, and .png.

[Watch: Investigate a claim in NaviNet \[helpcenter.nanthealth.com\]](https://helpcenter.nanthealth.com)

***Note:** If someone at your office already started an investigation for the same reason, add a comment to the existing investigation. Do not start a new investigation for the same reason.*

You can investigate finalized or adjudicated claims only.

To start a new investigation, follow these steps:

1. On the Claim Status Details screen, click **Investigate**. The Start Investigation pane opens unless investigations already exist on the claim.

***Note:** If the Start Investigation pane does not open, click **Start Investigation** on the left panel, or **Start New Investigation** on the upper-right of the Investigation list pane. To start new investigations or reply to existing ones, your security officer must give you access.*

2. In the Start Investigation pane, do the following:
 - a. Choose a reason from the **Reason** drop-down list.
 - b. Type your question or issue in the **Enter Investigation Details** box.
 - c. Attach one or more documents to the investigation. Click **Add Document** to choose a document or click and drag a document to the Drop Documents Here to Attach section.

Start Investigation

Renee Jackson
RJ0008000

Date of Service 11/30/2016	Claim ID CR0008000	Billed Amount \$264.87	Finalized
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Reason:

Enter investigation details ...

2000 characters left

+ Add Document

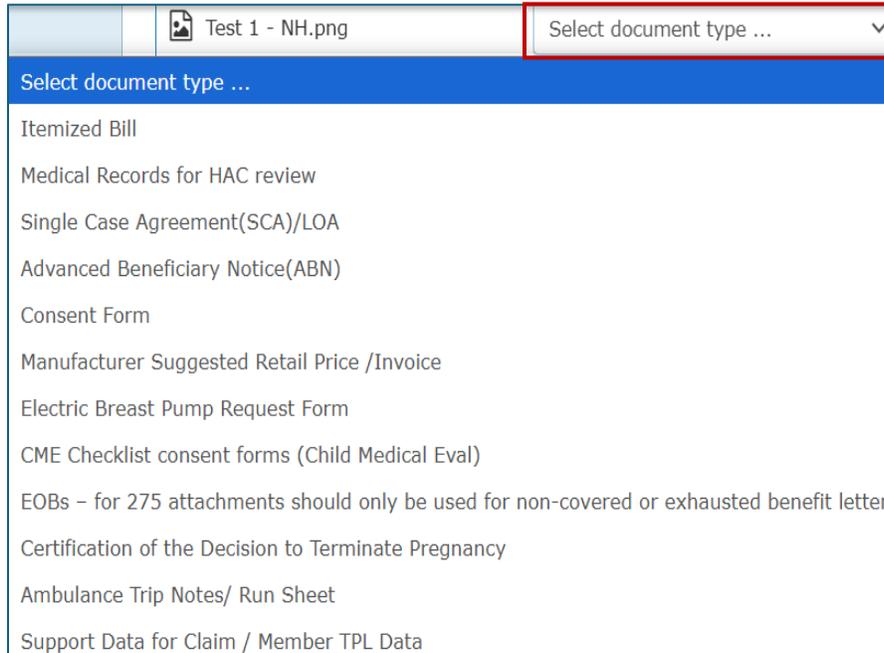
Drop Documents here to Attach

     ...

▶ Contact Information

Cancel **Send**

d. Select a document type from the dropdown



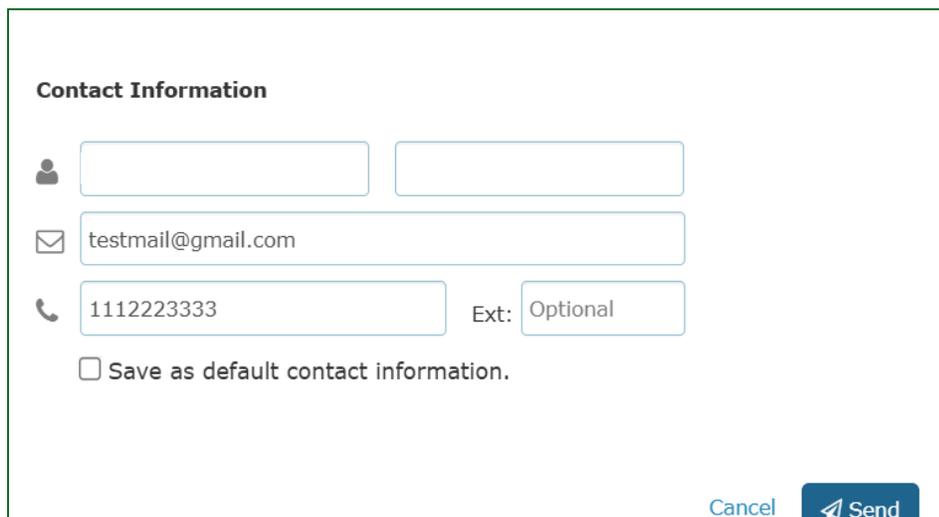
Test 1 - NH.png

Select document type ...

Select document type ...

- Itemized Bill
- Medical Records for HAC review
- Single Case Agreement(SCA)/LOA
- Advanced Beneficiary Notice(ABN)
- Consent Form
- Manufacturer Suggested Retail Price /Invoice
- Electric Breast Pump Request Form
- CME Checklist consent forms (Child Medical Eval)
- EOBs – for 275 attachments should only be used for non-covered or exhausted benefit letter
- Certification of the Decision to Terminate Pregnancy
- Ambulance Trip Notes/ Run Sheet
- Support Data for Claim / Member TPL Data

- e. Click **Contact Information** to display the boxes for your contact information, and then type your contact information. Select the **Save as default contact information** check box to use the same contact information the next time you start a claim investigation.



Contact Information

testmail@gmail.com

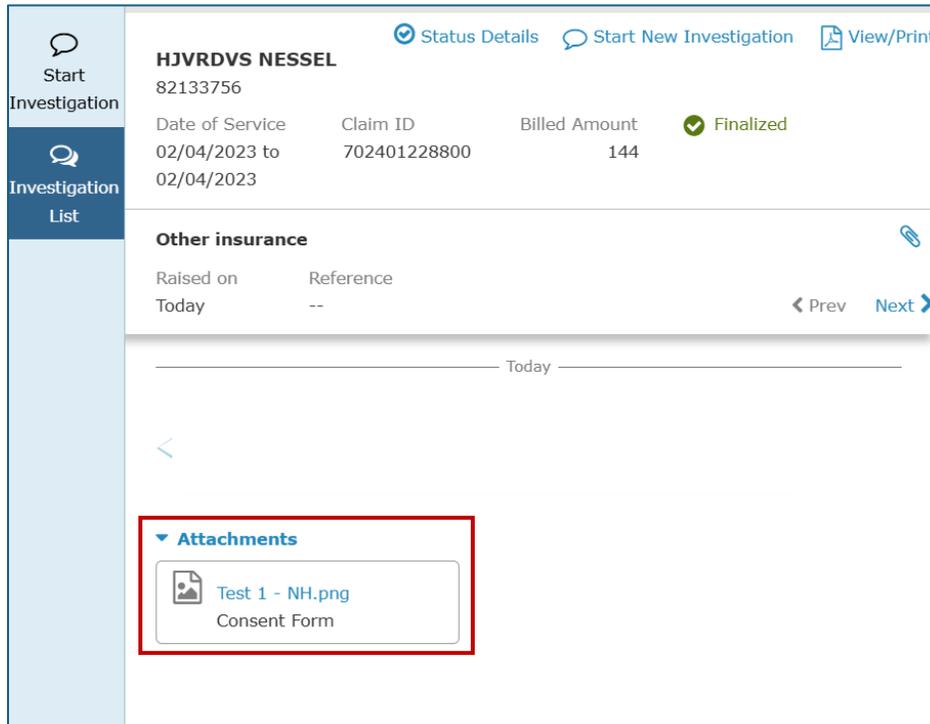
1112223333 Ext: Optional

Save as default contact information.

Cancel

3. After you enter all of the information, click **Send**.

The system sends the investigation message to ACNC, and your message appears in the Investigation List pane.



The screenshot displays the investigation details for claim HJVRDVS NESSEL (82133756). The status is 'Finalized'. The date of service is 02/04/2023 to 02/04/2023, and the billed amount is 144. A table for 'Other insurance' shows 'Raised on' as 'Today' and 'Reference' as '--'. An 'Attachments' section is visible, containing a file named 'Test 1 - NH.png' with the description 'Consent Form'.

When ACNC responds to your investigation, a red badge appears on the **Investigate** link on the Claim Status Details screen. You can also [subscribe to pop-up or email notifications](#).

If you can't start an investigation on the claim, contact ACNC directly to inquire about the claim.

- [Follow up on an existing investigation](#)
View the investigation response from ACNC or add comments to an existing investigation.
- [Turn on claim investigation notifications](#)
Click the **Activity** icon, click the **Settings** tab, and then select the **Claim investigation responses** check box.