

Provider Notice

To: All Blue Cross Complete providers

Date: July 13, 2026

Subject: Implementation date for NaviNet® dispute letter access updated

The location of disputes letters in the NaviNet Provider portal has changed. Effective July 30, 2026, providers can access disputes letters in NaviNet by:

- Navigating to **Plan Central > Workflows > Patient Documents**.
 - Using the updated location to view all dispute letters by member name.
 - 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/>.*

If you have any questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at **1-888-312-5713**.

*Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.