

MCG message

To: All Blue Cross Complete providers
Date: June 24, 2025
Subject: NaviNet® Claims Investigation Attachments: new functionality

Blue Cross Complete is excited to announce that we are bringing providers a new feature: Claim Investigation Attachments.

Starting June 26, 2025, providers can upload supporting documents with electronic claims investigation requests within the NaviNet provider portal. This new enhancement is designed to streamline the 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. If you do not have access to the NaviNet provider portal, please visit: <https://register.navinet.net/>* to sign up. If you have questions or need further assistance, please contact the NaviNet [Customer Support](#)* team at 1-888-482-8057, Monday – Friday 8am-11pm EST.

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

*Our website is mibluecrosscomplete.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.