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Provider Notice

To: All Blue Cross Complete providers

Date: Sept. 4, 2025

Subject: New Functionality! NaviNet® claims dispute submission

Providers can now submit disputes regarding claims issues and supporting documentation via the NaviNet provider portal by accessing *Forms and Dashboards* and completing the applicable form. Once the form has been submitted, a document ID number will be provided. This document ID number will need to be included in any follow-up inquiries.

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

- Call the health plan to submit a claims dispute
- Mail hardcopy requests
- Fax or mail supporting documentation

There is no limit on the number of supporting documents that can be uploaded when submitting a request. However, each supporting document must be 32 MB or smaller and in one of the following file formats:

- .docx, .doc
- .pdf
- .png
- .jpg
- .xls, .xlsx

If you do not have access to the NaviNet provider portal, please visit:

<https://register.navinet.net/> to sign up. 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.*