

February 23, 2026

Vendor Letters added to the Claims Overpayment Response Process in NaviNet

Summary: AmeriHealth Caritas Next/First Choice Next claims overpayment response process via NaviNet will now include letters from vendors: HMS Gainwell and Apixio.

In August 2025, AmeriHealth Caritas Next/First Choice Next introduced improvements to the claims overpayment response process. The enhanced process provides a more efficient way to respond to overpayment letters. It helps reduce the need to mail written correspondence and minimize response times.

With the initial implementation of this new functionality, providers were able to approve or dispute claims overpayments and submit supporting documentation electronically in real-time through NaviNet for requests generated by AmeriHealth Caritas Next/First Choice Next ONLY. Beginning 4/1/2026 and 5/1/2026, the electronic response process will also include requests generated by vendors: **HMS Gainwell effective 4/1/2026 and Apixio effective 5/1/2026.**

PLEASE NOTE: Providers will continue to receive notification of overpayments by mail for ALL overpayments. However, with the new functionality, providers will have the option to respond to these letters via NaviNet. If an overpayment letter is received from a vendor not specifically mentioned in this document, please follow the response instructions noted in the letter.

What are you able to do with this new functionality?

- Easily access the Overpayment – Approve/Dispute Submission Form.
- Review the overpayments summary page and approve and/or dispute claims with overpayments down to the claim line level in real-time.
- Attach and submit supporting documentation (Explanation of Benefits [EOB], Eligibility/third-party liability [TPL] verification documentation, and so on) directly in NaviNet.
- Check for resolution on disputed overpayments.
- Pull reports of claim overpayments.

AmeriHealth Caritas Next and First Choice Next are individual and family health plans offered both on and off the Health Insurance Marketplace® by certain companies within the AmeriHealth Caritas Family of Companies. AmeriHealth Caritas Next is offered by AmeriHealth Caritas VIP Next, Inc. in Delaware; AmeriHealth Caritas Florida, Inc. in Florida; AmeriHealth Caritas Louisiana, Inc. in Louisiana; AmeriHealth Caritas North Carolina, Inc. in North Carolina; and First Choice Next by Select Health of South Carolina, Inc. in South Carolina.

**How do you access the overpayments in NaviNet?***

- Log-in to NaviNet. (Note: You must be registered for NaviNet to access the overpayment letters. Register at www.navinet.net)
- Access Forms and Dashboard from your NaviNet Plan Central page.
- Scroll down and open the Overpayments Dashboard.
- Enter Payee # or Tax ID to search for open requests.
- Approve or Dispute overpayment requests. (If disputed, you may attach supporting documentation.)

**More detailed instructions are included in the User Guide.*

Please visit our website at www.amerihealthcaritasnext.com to access the User Guide found on the Claims and Billing webpage for your state.

Questions:

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Network Account Executive or the Provider Services department for your state.

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