

**To:** Select Health of South Carolina Providers

**Date:** March 9, 2018

**Subject:** New NaviNet Electronic Claim Investigation Enhancement

**Summary:** Select Health of SC ancillary, facility, and professional providers now have the ability to submit an electronic **Claim Investigation** request directly through NaviNet for claims that have been finalized.

Select Health is pleased to announce a new function in NaviNet that can help reduce the need to send written correspondence and minimize time spent calling the Provider Claim Services Unit (PCSU) with claim inquiries. The new **Claim Investigation** feature lets you request an adjustment and track responses on claims that were previously finalized. For each submitted transaction, you will receive an electronic response to the claim inquiry. The response will indicate if the claim was adjusted or details are provided explaining why the claim was not considered for an adjustment.

A few **important** notes before you submit your **Claim Investigation**:

- The **Claim Investigation** submission feature is only for finalized claims.
- Claim investigation inquiries are for individual claims.
- To receive notification of the status of your submitted inquiry, NaviNet **Notifications** must be enabled. Enabling notifications allows you the option to select how often and when you want to be notified.

After you complete and submit your claim investigation, you will receive a message in NaviNet that the transaction was successfully submitted. Once the claim review has been completed, you will be notified through NaviNet that a claim response is available. Responses can be expected within 10 business days. If for any reason you do not receive a response, please contact the PCSU at **1-800-575-0418**.

For step-by-step instructions see the [Claim Investigation User Guide](#) available on the Select Health website. If your practice is not registered with NaviNet, we highly recommend registering by visiting the NaviNet web site, [Navinet.navimedix.com](http://Navinet.navimedix.com) or contact your Provider Account Executive for more information. Select Health encourages you to utilize the **Claim Investigation** function. However, if you do not have NaviNet access, you can still contact the PCSU for claim inquiries.

**Questions:** If you have questions about this communication, please contact the PCSU at **1-800-575-0418**.