

# ProviderAlert

**To:** Select Health Providers

**Date:** April 17, 2026

**Subject:** NaviNet Claim Appeals and Disputes Status Check Update

**Summary:** At the end of 2025, **Select Health of South Carolina** and NantHealth|NaviNet expanded the functionality for the submission of disputes regarding claim issues and supporting documentation to include the capability of viewing the status of the dispute and a copy of the determination letter. This notice is to advise providers of a change in the search fields under the Check Status functionality.

The process for viewing the status of a previously submitted dispute has not changed. Providers will continue to access **Forms and Dashboards** and select the **Check Dispute Status** link.

The change is the addition of **Payee ID** to the search data elements. Providers will now be required to search by entering the Payee ID – the provider or group the claim is being paid to, in box 33 of the CMS-1500 claim form, AND one of following data elements:

- Claim ID OR
- Member ID OR
- Submission Date Range

The addition of the Payee ID allows our system to better filter the claim status results to help ensure the most accurate response to your search.

## Questions:

If you have questions about this communication, please contact your [Provider Account Executive](#) or the Provider Services department at **1-800-741-6605**.