

Network Affiliates

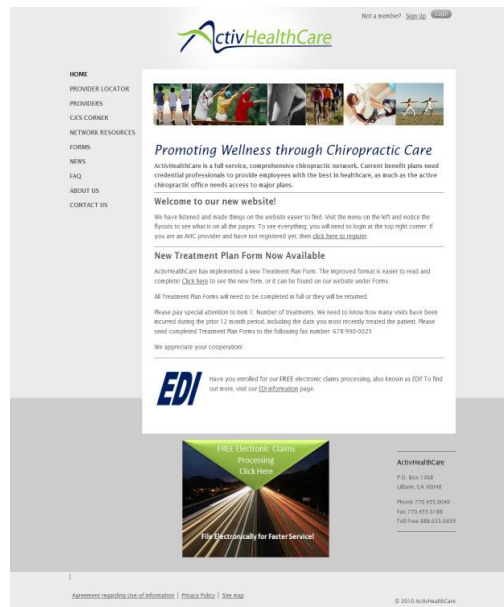


ActivHealthCare Launches New Website

You may have noticed that ActivHealthCare's website has a new look! We hope that this site will be more user-friendly. To view everything the website has to offer, you will need to be logged in. To register for a password, or if you have forgotten yours, you may click [HERE](#) to have one sent to you.

On our website you will find:

- Provider/CA Manual
- New Provider Orientation
- Training Information
- EDI Enrollment Forms
- Network Affiliate List
- Treatment Plan Form
- Fee Schedules



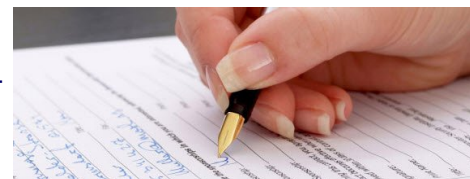
Should you have any questions regarding the website, please contact us at 770-455-0040 or marketing@activhealthcare.com

New Treatment Plan Forms

ActivHealthCare has implemented a new Treatment Plan Form. The improved format is easier to read and complete! The [new form](#) can be found on our website under *Forms*.

All Treatment Plan Forms will need to be completed in full or they will be returned.

Please pay special attention to the Prior Diagnosis section. We need to know how many visits have been incurred during the prior 12 month period, including the date you most recently treated the patient.



Please send completed Treatment Plan Forms to the following **fax number: 678-990-0025**.

We appreciate your cooperation!

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Protect Your Office Against Fraud

The number of insurance fraud cases investigated by the insurance industry more than doubled in 2009 and has already seen a fresh surge in the first quarter of this year.—*Merry & Associates*



Protect your office information as you would protect your personal information:

- Do not give any billing information (i.e., Tax ID number, patient information) to anyone that calls the office
- Ask them to fax you a request or give you a call back number
- Verify the caller is legitimate, then call or fax them the requested information
- Train your CA's to be suspicious!

Online CA/EDI Training

ActivHealthCare will be offering online training beginning in July. Each session will last approximately 30 minutes and will take place on Tuesday (1:30pm) and Thursday (12:30pm) afternoons. To register for a session, visit our website, www.ActivHealthCare.com.

Provider Network Participation

We have recently received a few complaints from patients regarding provider network participation. Specifically, patients have made appointments with in-network providers, only to get to the office and be seen by an out of network associate.

Please be sure that every doctor in your practice is in the ActivHealthCare network. This allows patients to choose from more providers, should theirs be out of the office. If you have added a provider to your practice since joining our network they will need to be credentialed with AHC as well.

Additionally, if you practice at more than one location, we must have all location addresses on file. You may verify the address we have for you by using the Provider Locator on our website.

Please note: The doctor's name that is providing the chiropractic service needs to be in Box 31 of the CMS-1500 form. Box 24J is for the service provider's NPI number. If you complete the form any other way, you may be creating a fraudulent claim.

Please contact our office if you have any questions or to speak to a credentialing representative. Our office phone is 770-455-0040 or you may visit our website: www.ActivHealthCare.com.