



www.ActivHealthCare.com

Network News

March 2010

Network Affiliates



CORVEL



Dear Activ Providers,

ActivHealthCare needs your help! We have been notified by some of our clients that claims are being submitted incorrectly by several providers. These notifications have been sent by:

- Coventry National (Mail Handlers Benefit Plan)
- First Health
- Beech Street
- Health One Alliance (Alliant Health Plans)
- Memorial Health Partners

We need your help to correct the problems. Please share information regarding claims submission, network affiliates and how the Activ network operates with your staff and billing service.

If you have not already done so, please enroll in our free electronic claims program through Office Ally. Enrollment forms and information are on our website.

Filing claims electronically will save you money!

Sincerely,
Mark Brickhouse
Executive Director

Working Together

In less than one hour you can possibly save hundreds, even thousands, of dollars.

Simply request that every member of your staff and billing service that are involved in claims or coverage verification complete the Training section on our website. The categories are:

- Provider Instructions
- Provider Orientation
- EDI Training

Be sure that your staff and billing service follows the instructions regarding claims submission!

Submitting claims incorrectly is costly and time consuming for everyone involved. We can work together to submit the right way!

Please do not hesitate to contact ActivHealthCare with any questions you may have or for training assistance.

Network Affiliates



Common Claims Errors

- * Out-of-date insurance cards
- * Incorrect claims filing address located at the top of the CMS1500 form
- * Incorrect information in Box 11.C. on the CMS1500 form
 - See Provider/CA Manual for instructions
- * Incorrect Employee Name or ID number (*must* match the ID card)
- * Missing information - DOB, Date of Accident, other insurance, etc.

Please assist us in eliminating these errors to ensure prompt and complete submission.

CA Luncheons

CA training is an investment in your practice. Therefore, Activ will be sponsoring CA luncheons at the GCA conferences this spring. Scheduled luncheons:

Saturday, May 22, 2010
St. Simons Island, GA

Saturday, June 5, 2010
Callaway Gardens, GA

CA Luncheons will include Activ network information and training.

As always, you can also call Activ for training and answers to specific questions.

Electronic Claims Errors

Two main errors with providers/billing services submitting electronically:

- Incorrect Payer ID number
 - An incorrect ID number on the CMS1500 form will not get the claim to the correct destination
 - Result: Claim will not be paid
- Using an electronic service other than Office Ally
 - ActivHealthCare only accepts submissions through Office Ally

Easy fix! If you are not currently using Office Ally simply log on to www.ActivHealthCare.com and enroll. Refer to the *Free Electronic Claims* window.

Additionally, please download a current Payer ID list from www.OfficeAlly.com. Be sure to use the AHC01 prefix with Payer ID numbers.

Payer ID List Updates

Please be aware that payers have been added and removed from the Payer ID list on the Office Ally website. Some recent changes:

- **Changed:** ID number for Coventry National, Advantra Freedom, MailHandlers, and First Health is now 25133
- **Changed:** ID number for SuperMed (1st MN, Consumer Life Insurance, Med Mutual of OH) is now BC004

If you have any questions regarding electronic claims, please contact:

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770-455-0040 ext 106
888-635-0459 ext 106