



ActivHealthCare Newsletter

Network News

October 2011

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Dear Activ Providers,

The GCA Fall Conference is October 21 - 23, 2011. ActivHealthCare representatives will be at the conference and would like to meet you. Please stop by our booth at the conference to say hello. Bring any questions you may have with you.

If we cannot answer your questions at the conference, we will set up an appointment time for later in the business week to go over your questions. If you would like to send us your questions prior to the GCA Fall Conference, or if you just have questions for us to answer now, please e-mail us at Info@ActivHealthCare.com or call at 770-455-0040.

The number one reason for failure to get claims reimbursed properly or timely is a lack of understanding of the process or a lack of training. The GCA and ActivHealthCare want to help you with that problem. The GCA is offering CA courses at the Fall Conference. Activ is offering rebates on GCA courses and a free Lunch and Learn. More details are in the Two Great Offers For GCA Fall Conference article below.

Remember, stop by our booth to say hello, bring us your questions AND send your CA to conference. We hope to see you there.

Mark Brickhouse
Executive Director

Two Great Offers For GCA Fall Conference

Rebates:

Activ providers are eligible for up to \$300 in rebates if they bring their CAs to GCA's 99th Annual Fall Conference! Activ will rebate \$100 per CA for in-network providers who attend the conference with their CAs, up to \$300 maximum per office. CAs must attend the free ActivHealthCare luncheon at the conference to qualify for the rebate, which will be sent out after the conference.

Luncheon:

ActivHealthCare will be hosting a CA luncheon and training session at the Marriott Century

Center, located at 2000 Century Boulevard NE in Atlanta, on October 22. The luncheon is free for all CAs of Activ in-network providers.

Topics for this lunch and learn session will include common issues involving Activ claims. We will have a gift for all attendees and many door prizes.

If you are registered for the GCA Conference, you will be automatically registered for the Activ luncheon. If you are not attending the GCA Conference, you may still attend the luncheon by calling the Activ office or [registering on our website](#). Please call the office at 770-455-0040, if you have any questions.

Activ Unveils Online Re-Credentialing Application

Activ has made the credentialing process easier for you by creating an online credentialing/re-credentialing application. The response to the new application has been overwhelmingly positive.

Every three years during your anniversary month, you must complete a re-credentialing application. Activ will notify you when it is time to re-credential. Now, with the new online application, your previous information will populate the online re-credentialing application. You will only need to update the information and add any new information. This new application is designed to keep your information secure and comply with HIPAA requirements. While the application is online, you will still be responsible for submitting the supporting documentation (W-9, payment, malpractice insurance, release authorization, and agreements) to complete the application. To start your application, [click here](#).

The logins for www.ActivHealthCare.com and the [credentialing application](#) are different. You may create the same user ID and password for both or they may be different, but you will always have to log in to each site independently. While a website password is not required to access the online credentialing application, you are encouraged to register with the Activ website so you can review the most recent term summary sheets, fee schedules, and employer lists. To register with the Activ website, [click here](#).

Coming Soon...

Many of you have been asking for this capability, but we have not had it, until now. Within the next few months you will have the capability to check the status of your claims online. Keep checking the website for updates on when this great service will be available.

Claims Filing Tips To Avoid Delays/Denials

For over a year, we have been receiving calls from SuperMed and other affiliates requesting that providers submit claims correctly. When claims for SuperMed, Alliant, First Health, Beech Street, Health One Alliance, and MultiPlan are sent directly to the affiliate, your payments will be delayed or possibly denied. Claims for these six networks MUST be mailed to ActivHealthCare and NOT directly to the network for prompt processing. In addition to submitting claims to the correct location, it is critical on all claims to include the billing NPI number in Box 33a. The rendering provider's NPI number should also be included in Box 24j if it is different than the NPI number in Box 33a.

SuperMed has specifically identified the following problem areas on claims from Activ providers.

- Copies of claims are not accepted.

- Print should be dark and legible. Do not use dot matrix printers.
- Information should fit inside the borders of the appropriate field on the CMS-1500.
- Do not use red ink.
- The same print size should be used throughout the entire claim.
- Do not indent data, but enter information flushed left in the box.



For additional claims filing information for SuperMed, check the claims section of the provider manual on their website, Provider.MedMutual.com.

All NRECA claims should be submitted directly to ActivHealthCare for processing.

The network logo on the card will be First Health. The payor on the card is CBA.



We still have a couple of providers who are erroneously sending the claims directly to CBA. To avoid lengthy delays, and possibly no payment at all, please be sure to submit these claims through Activ. If you are utilizing Office Ally, be sure to use the AHC01 prefix as instructed in the training presentation on our website.

Coventry and NovaNet Responses Required ASAP

If you have not yet replied to our earlier correspondence requesting confirmation that you "Opt Out" or "Opt In" on Coventry Auto-Solutions and NovaNet Auto Network, please do so promptly. We appreciate all of the providers who have responded, but we still have not heard from about 150 providers.

How to Contact Us

You may always reach us by visiting the Contact Us section of our [website](#). This section includes checking on claims status, credentialing, general information, EDI, website issues, etc. This is a quick and easy way for you to contact the staff in the office.

Claims for these networks should be sent directly to ActivHealthCare.
Submit electronically through Office Ally using the prefix AHC01 or mail claims to:

PO Box 1368, Lilburn, GA 30048

Please click [HERE](#) for a complete listing of the network affiliates.

