

## Ambetter Balanced Care vs Ambetter Select (GA Only)

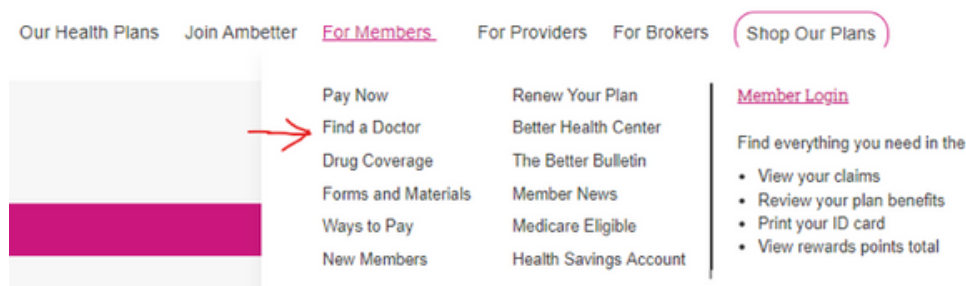
Ambetter Balanced Care is the product Peach State Health Plan has been selling for the past several years. This is the network in which we have enrolled all willing Providers.

Effective January 1, 2022, a new Ambetter product became effective. It is called Ambetter Select. There are two Select products; one is built around the WellStar Hospital system and the other is built around the Piedmont Hospital system. The Ambetter Select products use only part of the network. They did not accept all Providers.

The advantage to the people who purchase a Select product is a lower premium. The disadvantages are a very small network and no out-of-network coverage.

**How do you know if you are in network with the Select products?** There are two ways:

1. <https://ambetter.pshpgeorgia.com/provider-resources.html#/> is the website I use. I select the Member option at the top and the Find a Doctor option. Complete the required fields and search for "chiropractor" or "chiropractic" in the appropriate zip code.



2. You can call Ambetter and ask the Provider Relations person. This may take longer.

**What to do if you are not in the Select networks?** There is nothing you can do at this point. The network is closed. Ambetter does have some gaps and has asked us to recommend a few (10 total) Providers for Cobb, Paulding, and Douglas counties. We will send our recommendations based on several factors they suggested. They will select from the list we send them.

**What to do about billing if your claim is denied as out-of-network on Select products?** You should bill the patient. It is the patient's responsibility to use an in-network Provider. If they go out-of-network, there is no coverage. Ambetter may expand the network in some counties, but they **will not** do retro-active additions to the network.

**Where to direct questions?** If you have any questions regarding the claim denials or your network status, please contact ActivHealthCare. We suggest using the Contact Us option at [www.ActivHealthCare.com](http://www.ActivHealthCare.com). Please list the name of the Provider, not the clinic, when asking questions.

If you have questions regarding eligibility or coverage, please contact Ambetter directly. We suggest using the Peach State Health Plan Provider Portal to verify eligibility.

## CareSource & ICD10 Code

We are currently having issues with CareSource. They have started using Cotiviti editing software to determine whether a claim is eligible or not eligible. The editing they are doing is resulting in many claims being denied.

In researching this issue, we have noticed that many Providers are billing with six (6) or more ICD10 codes in section 21 of the claim form. However, the Diagnosis Pointer in section 24.E almost always contains ABCD. The carrier is not considering any ICD10 code beyond D because section 24.E is not pointing to them. Please be sure your Diagnosis Pointers match up to your CPT code.

We are seeking clarification regarding claims being denied because the CPT code provided is inconsistent with the diagnosis given. If you receive any of these denials, we suggest you appeal them with medical records or, if your claim needs to be corrected, file a Corrected Claim.

If we are unable to resolve the issue, and the problem is more than just incorrect billing, we will let you know our next course of action. We hope to have this resolved within a couple of weeks.

## Alliant Health Plans - SoloCare

Alliant has added chiropractic benefit back into some, but not all, of its SoloCare products. Also, Alliant Health Plans has greatly expanded and is now selling SoloCare in most Georgia counties. You can view the SoloCare brochure to see the SoloCare marketing areas. The link is [https://alliantplans.com/2022/SoloCare\\_Brochure2022.pdf](https://alliantplans.com/2022/SoloCare_Brochure2022.pdf).

Please note, not all SoloCare policies cover chiropractic. You will need to verify the benefits with Alliant to determine the individual patient benefits. We are glad they have reintroduced the benefit and hopefully they will expand it to all policies in the future.

## First Health & Coventry (Aetna)

ActivHealthCare has worked with Aetna to secure a new contract directly with the First Health Network. This new agreement is in effect as of August 1, 2021. (Yes, that was a while back, but First Health Network did not give us a copy of the executed contract and answer questions until many months later.)

The new contract will be for First Health Network only. It will not include Auto or WC. The new fee schedule is about 10% higher than we had previously. It is 120% of the current year's CMS fee schedule based on the place of service. We have posted a new Term Summary Sheet and Fee Schedule on the ActivHealthCare Provider Portal.

As a result of the new First Health Network Agreement, we have terminated our old Coventry agreement. The old Coventry contract will officially end on June 1, 2022.