



Activ News June 9, 2025

Electronic Claims Submission

Timely Filing denials frequently involve improper claim submissions. Sometimes this will involve a Provider submitting claims electronically and encountering problems. Please be mindful of the following two points:

1. The only clearinghouse from which we can accept claims is Office Ally. This means Office Ally has to be the clearinghouse through which the claims are initially submitted. If anyone (billing service or software vendor) tells you they can submit any other way, they are incorrect. We are still receiving about 150 claims from other clearinghouses each month which never reach Ambetter or any other insurance payer.
2. Your Office Ally account must be linked to ActivHealthCare. This is done by ActivHealthCare after we receive the necessary Provider Agreement Addendum which allows for the sharing of information between Office Ally and ActivHealthCare. You can access it on the ActivHealthCare website under [Forms](#). The linkage is necessary because the AHC01 prefix triggers Office Ally to perform certain required edits on your claim before it is sent to the payer. If there is no linkage or if the address is not formatted properly, the edits will not occur, and the claim will not be paid.

If you use any clearinghouse other than Office Ally, you must mail paper claims to ActivHealthCare. Please see the [How to File Claims](#) instructions on the ActivHealthCare website.

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