



Activ News May 19, 2025

Clover Health (GA & SC)

ActivHealthCare will not be terminating the Clover Health Group Provider Agreement as we previously stated in our 03/17/2025 newsletter.

We have recently met with Clover Health management and have resolved several issues. Clover Health has agreed to provide a dedicated provider relations contact to address any future claim issues ActivHealthCare brings to them and to increase the fee schedule by 5%.

Clover Health also provided an explanation on missing claims that were previously accepted by their clearinghouse. Clover Health said their clearinghouse may initially accept a claim and then Clover Health may reject it a few days later when they are reviewing said claim. As a result, the claim will not be processed or be on file at Clover Health. To avoid the issue of claims not being processed timely, they recommend Providers submit claims quickly and pay close attention to Office Ally rejection reports.

We currently have a 10-business day turnaround time for the Clean Claims paid by Clover Health. If you have open claims more than 30 days beyond the submittal date, contact us at [ActivHealthCare Claims Status](#).

As a result of their commitment, we will not be terminating the current Group Provider Agreement. If you wish to participate in Clover Health and have either Opted Out or did not Opt-In, please update your [Network Option Form](#).

A few tips...

- **Ambetter claims** - a GP modifier should be used on all Physical Medicine codes, which includes any CPT code starting with a 97, such as 97012, 97035, 97110, 97140, etc.

- **Ambetter covers laser therapy** under CPT code 0552T. CPT code 97039 will not be covered since it is for unlisted physical medicine modalities.
- **Ambetter pays slightly more for the 97014 CPT code** than they do for the G0283 CPT code. This may change in the future.
- **98943** – This code is often denied because of a missing ICD10 code or incorrect Diagnosis Pointer on the Form 1500. Please make sure those are correct.
- **CareSource (GA) claims** – an AT modifier must be used with adjustment codes.
- **CareSource (GA) requires prior authorization for modalities** but will do retrospective reviews. You can submit for prior authorization through their Provider Portal. You will need to set up the portal under your NPI and the ActivHealthCare Tax ID Number. You will also need your CareSource Provider ID. This unique ID can be found on your CareSource acceptance letter. If you do not have it, please contact ActivHealthCare.
- **Provider Updates** - Please do not contact the insurance payers/networks to update any of your Provider or Office information. All updates should be done through ActivHealthCare. You are part of Activ's Group Provider Agreements. The payers will have your individual NPI and practice location, but they will have the Activ Group NPI, Activ billing address and Activ Tax ID Number. ActivHealthCare should be contacted for all updates.

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