



Activ News May 12, 2025

Ambetter CPT Code 97010 rejections

A few weeks ago, we noticed claims containing CPT code 97010 were being rejected by Ambetter's (Centene's) clearinghouse and returned back to Office Ally. We have requested assistance from Ambetter but have not yet received a reason for the rejections or if Availity (Ambetter's clearinghouse) will stop rejecting the claims.

When the claim is resubmitted, it may be accepted by Ambetter, but ActivHealthCare may not have received a copy of the resubmitted claim. When Ambetter does receive the resubmitted claim with a 97010 CPT code, the 97010 CPT code is denied as part of the primary service (adjustment).

Here is what you need to do regarding claims and the 97010 CPT code:

- 1. Stop billing for the 97010 CPT code on Ambetter claims.**
- 2. Regularly review your Office Ally rejection reports and address any rejected claim issues.**
- 3. If necessary, fix your claims by removing the 97010 CPT code and resubmitting the claim immediately.**
- 4. If you have any unpaid Ambetter claims submitted more than 30 days ago, please review your open claims on the ActivHealthCare Provider Portal. If the claim is not there, please resubmit it correctly.**

You can verify ActivHealthCare has your claims on file through the [ActivHealthCare Provider Portal](#). The average turnaround time for Ambetter claims is less than 30 business days. If a claim is not resolved within 30 business days, please bring it to our attention.

MultiPlan Name Change

MultiPlan has announced a name change and updated their website. The new name is Claritev. This is simply a rebranding. Nothing else has changed. The ActivHealthCare website and documents are being updated to reflect the new name.



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