



Activ News December 19, 2024

Ambetter - 2024 Covered Lives

Centene (“Ambetter”) recently provided an update on the number of lives covered by Ambetter products in the four states in which ActivHealthCare currently operates. The numbers are:

- 529,494 – Peach State Health Plan (GA)
- 282,588 – Ambetter of TN
- 131,623 – Ambetter of NC
- 249,245 – Absolute Total Care (SC)

We hope to see those numbers grow in 2025.

Chiropractic benefits and timely filing rules vary from state to state, but overall, Ambetter provides patients with very good benefits.

Ambetter - Fee Schedule Overpayments

Unfortunately, Ambetter has made a series of overpayments that began in November 2024. They were in the process of implementing our fee schedule increase and someone at Centene made a mistake. This did not affect all Providers, but it will affect a significant number of you.

Activ noticed the Ambetter claims were being paid well above fee schedule. Basically, Ambetter was paying whatever the Provider was charging for a couple of weeks. We notified Ambetter as soon as we discovered the error and they did fix it, but the overpayment issue remains.

As of this week, Activ has not received any timeline for the overpayments to be recouped. Some of the payments were made to Providers in November, but most are being made this week and next week. The overpayments are quite substantial as many claims are paid at 2 – 3 times the fee schedule.

NOTE: The overpayments will be taken back. This is normally done through a recoupment process by backing out the claims and having the negative come out of a more current claim. If there are no new claims from which to recoup the overpayment, a letter will be sent requesting a refund.

We appreciate your patience and understanding as we work through this issue.

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