

Provider Orientation Instructions

Welcome to the ActivHealthCare (AHC) network. We want you to get the most out of your membership. With that in mind, we have put together this instruction page to ensure that you and your office staff are aware of what we offer and how to take full advantage of it.

Responsibilities:

AHC is responsible for:

- Marketing AHC to other networks so you can get more patient access;
- Maintaining a website that will provide network information for you;
- Providing responsive customer service to help you with network issues or questions; and
- Providing efficient claims service, when applicable, to meet member and client needs.

You are responsible for:

- Notifying your CA and staff about your relationship with AHC;
- Having your staff participate in the free Webinars annually;
- Accessing information on the AHC website and sharing it with your CA;
- Downloading and reviewing the term summary sheets, frequently asked questions and other information that will help you take full advantage of the network; and
- Contacting AHC, either by phone or e-mail, when you have questions, suggestions or comments.

Webinar:

We provide free bi-weekly Webinars to familiarize you and your staff with proper claims processing. These Webinars are required annually. To register, click on the link on the website home page.

Customer Service Center:

Now is the time for you to visit our website and access the Customer Service Center. It is accessible to members only. The Customer Service Center allows you to access a great deal of information, including:

- Network Resources, including Term Summary Sheets – these are actually part of your provider agreement and Fee Schedules
- Coventry HealthCare of Georgia options
- Claims Status
- Admittance Advice
- Other useful claims information

Network Resources:

- Network Affiliates List – this also has instructions on where to file claims
- EDI information and forms
- Direct Deposit information and enrollment forms
- Training materials

We suggest that you print the materials and place them in a binder for easy access by your CA. Please be sure to provide your CA with the Network Affiliates list.

Newsletters, e-mails and mailings:

AHC will publish newsletters, send e-mail and mail information to its members. Please be sure to share this information, when applicable with your office staff. Our preference is to use e-mail to send you information. It is much faster, easier and less expensive. Please be sure to share the e-mails with your staff so they can stay informed. Newsletters will also be posted on the website for future reference.