

## Sponsor of Chiropractic Day at the Capital 2014



### **WEBSITE CHANGES**

#### **Fee Schedules and Term Summary Sheets have moved**

The Fee Schedules and Term Summary Sheets are now available in the Customer Service Center (CSC). The CSC is accessible by going to the [ActivHealthCare](#) website and clicking on the Customer Service Center link on the left menu.

This should make it easier for you to have everything you need on a regular basis all in one place. You will only need your login to the Customer Service Center. You will no longer need the separate website login that was previously used to access the Term Summary Sheets and Fee Schedules on the ActivHealthCare website.

If you need help logging in to the CSC, please call (770) 455-0040, and the ActivHealthCare staff will be happy to assist you.

## NETWORK UPDATES

Be sure to get updated insurance ID cards on all patients. With many insurance changes, the ID card is your first point of verification. If you have any questions about any of the network changes below, please contact our office at 888-635-0459.



**Gulf Stream 2013 claims - Simplifi closed** - A few weeks ago we were informed by Memorial Health Partners that Simplifi has closed its doors. They will no longer be processing the Gulf Stream runoff claims from 2013 and 2012. We have recently confirmed that CoreSource will handle the runoff for Gulf Stream. If you have any remaining open claims for Gulf Stream that are prior to 12/31/2013, they will need to be resubmitted through ActivHealthCare with CoreSource as the payer.



**MultiPlan/PHCS/Beech Street Fee Schedule increase** - The 2014 fee schedule is available at the Customer Service Center. The fee schedule posted only applies to providers who use ActivHealthCare as their sole source to MultiPlan/PHCS/Beech Street. If you have another contract with MultiPlan, either direct or through another third party, you may be reimbursed at a much lower fee schedule.



**Coventry Fee Schedule increase** - This increase was effective 4-16-2014 and will only apply to claims processed by ActivHealthCare. The new fee schedule has been posted to the Customer Service Center. In addition to this increase, there will be an increase to the allowable amounts per visit. These increased allowable amounts can be found in the Term Summary Sheet available at the Customer Service Center.

**Coventry Health Care of GA changes** - 2014 has brought about several changes to the Coventry Health Care of GA product line. Some long standing clients have left Coventry and some new clients have been added. The extensive changes have required a few months for Coventry to communicate everything to us. Simply put, some of the co-payments and number of visits are more complicated. Co-payments range from \$10 to \$75, depending on the group. Also, the number of visits could be 6, 7, 12, 13, 15, 20, 24 or 25. Be sure to verify coverage carefully and print off the Term Summary Sheet as a reference. If you have any questions, please give us a call.

### **CoreSource & Traction Tables (97012)**

#### **Activ and others working for everyone**

One of the many challenges we have faced this year has been the denial of traction (97012) on Gulf Stream employees by CoreSource. At first CoreSource asked for a description of a table. Once we supplied the description, claims were denied as experimental in nature. Activ solicited the help from several sources to convince CoreSource to change their position and agree to cover claims for 97012 from chiropractors. By now the previously denied claims for 97012 should have been reprocessed by CoreSource and paid. If not, please let us know.

Special thanks to all of those who worked to get CoreSource to change their position and agree to cover 97012. The parties Activ worked with include:

- **Dr. Preston Peacock** and **Chris Peacock** for furnishing information on their

equipment and appealing the denial of the claims.

- **Brandon Dilbeck** of Spectrum Medical, Inc. for tracking down the FDA letter that won the argument and supplying technical information on the traction tables.
- **Melinda Walker** at Memorial Health Partners for being our advocate and supporting us in this matter with Gulf Stream.
- **Dr. Thomas Copelli** for supplying references and advice on the appeal.

This was truly a team effort. If you get payment for a 97012 from CoreSource this year, these are the people to thank.

## **GEORGIA RE-CREDENTIALING**

We have to re-credential providers every three years. 2014 is the big year for Georgia. The credentialing process has changed since 2011. Now we have an online Credentialing Center to allow you to quickly complete your application and avoid redundancy. The Credentialing Center requires the credentialing provider set up a password and complete the process. We do this to protect your personal information.

You will receive a letter advising you when you need to re-credential. Please start the process as soon as you get the letter to avoid any breaks in network participation.

## **RESOURCES AVAILABLE TO IMPROVE YOUR CASH FLOW** **Renew Your Training for 2014 and Enroll in EFT**

It is time to schedule your 2014 training for your CAs. The training only takes 20-30 minutes and updates your CA on proper claim processing and changes in the network throughout the year. These few minutes can make a big difference in your cash flow and claims errors. The training needs to be completed annually. [You can register here.](#)

Take advantage of the Direct Deposit (Electronic Funds Transfer EFT) capabilities to receive your claims payments faster, save postage, and reduce overhead. [Sign up now!](#) If you have any questions regarding this new service, please call (770) 455-0040, Ext. 110.

Electronic Claims Processing (EDI) drastically improves the processing time of your claims. If you are not currently taking advantage of this opportunity, visit our [website](#) or call the office for more information.

## **WINDOWS XP NOT HIPAA COMPLIANT** **Windows XP not supported after April 14, 2014**

If you are operating your office on Windows XP after April 14, 2014 you are no longer HIPAA compliant as Microsoft ended its support of Windows XP.

After 12 years, support for Windows XP ended on April 8, 2014. There will be no more security updates or technical support for the Windows XP operating system. Support for Office 2003 also ended on April 8, 2014.

After April 8, 2014, Microsoft no longer provides security updates or technical support for Windows XP. Security updates patch vulnerabilities that help keep users and their data

safer may be exploited by malware. PCs running Windows XP after April 8, 2014, should not be considered to be protected, and it is important that you migrate to a current supported operating system so you can receive regular security updates to protect your computer from malicious attacks. Anti-virus software will also not be able to fully protect you once Windows XP itself is unsupported.

Businesses that are governed by regulatory obligations such as HIPAA may find that they are no longer able to satisfy compliance requirements.

## **THE ANSWER IS \$359,000**

**The question is...What is the benefit of being a GCA member?**

Over the past two years, ActivHealthCare has rebated GCA members over \$350,000. This is in addition to the extra reimbursements paid under the Premium Provider Program and the GCA conference rebates for CA training.



P.O. Box 1368 \* Lilburn, GA 30048  
1926 Northlake Pkwy, #100, Tucker, GA 30084-7069  
Ph. 770.455.0040 \* 888.635.0459 \* Fax 770.455.6188

