



## ActivHealthCare Newsletter

Network News

May 2012

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Dear Providers,

You now have the ability to view your claims and check claims' status online. You can search for open and completed claims, view the remittance advice, and view your 1099. In addition to viewing your claims, you can now also complete a treatment plan form online and verify Coventry eligibility.

To start viewing your claims or submit a treatment plan form, click here. Use your Fed ID number for both the User ID and password in the Login section. You will be prompted to change your password the first time you log in. To view the remittance advice, you will need to disable your pop-up blocker.

Now that this capability is available to you, we would like you to provide feedback and suggestions for improvement. Please send your comments about the new online Customer Service Center to [info@activhealthcare.com](mailto:info@activhealthcare.com) with "CSC Feedback" in the subject line.

*Mark Brickhouse*

## The GCA's Spring Conferences and Trade Shows Are Coming Up Soon...Don't Miss Out!

Two upcoming dates and locations:

- May 18-20 - Sea Palms Golf & Tennis Resort, St. Simons Island (book by April 27 by calling 800-841-6268)
- June 8-10 - Callaway Gardens Resort & Spa, Pine Mountain(book by May 15 by calling 706-489-3300)

To register, go to [www.gachiro.org](http://www.gachiro.org). While at the conference, remember to stop by the Activ booth with your questions or just come by to meet our staff.

[Two Great Offers For GCA Spring Conferences](#)

**Rebates:**

Activ providers are eligible for up to \$300 in rebates if they bring their CAs to one of the GCA's Spring Conferences! Activ will rebate \$100 per CA for in-network providers who attend the conference with their CAs, up to \$300 maximum per office. CAs must attend the free ActivHealthCare luncheon at the conference to qualify for the rebate, which will be sent out after the conference. Activ has reimbursed providers almost \$8000 in rebates for having their CAs trained at GCA conferences.

**Luncheon:**

ActivHealthCare will be hosting a CA luncheon and training session at both GCA Spring Conferences. The luncheon is free for all CAs of Activ in-network providers.

Topics for this lunch and learn session will include common issues involving Activ claims. We will have a gift for all attendees and many door prizes.

If you are registered for the GCA Conference, you will be automatically registered for the Activ luncheon. If you are not attending the GCA Conference, you may still attend the luncheon by calling the Activ office. Please call the office at 770-455-0040, if you have any questions.

## Are You an ActivHealthCare Premium Provider?

If not, you are missing out. Activ has recently started a Premium Provider program. Many providers are already benefiting from the higher HMO reimbursements. Here are the details:

How do you become an Activ Premium Provider? To become a Premium Provider you need to do four simple things:

1. Submit claims electronically to Activ through Office Ally. Submitting electronically through Office Ally saves Activ money and speeds up claims processing. Office Ally may also save you money. It is a FREE clearinghouse for providers. In rare circumstances, there will be a charge, but for most providers it is free. You must enroll through Activ to be linked to Activ.
2. You must have your CA, insurance biller and insurance verifier trained by ActivHealthCare at least once every 18 months. If you hire a new employee, they need to be trained. The training is simple and can be done over the phone. If your office staff or insurance biller is properly trained, Activ will spend less time (and money) correcting claim problems.
3. You must submit claims as instructed by ActivHealthCare in the training. The instructions on the Network Affiliate Sheet must be followed. The Premium Provider program will reward the provider whose office staff is attentive and submits claims properly.
4. You must be a member of the GCA and current in your dues payments. The GCA owns ActivHealthCare. Our Premium Provider program can help offset the dues payments for the Activ providers who are members of the GCA. If you are not in the GCA, the higher reimbursement may be a pretty good reason to join the GCA. We are not reducing any benefits on Activ providers who do not choose to join the GCA, but providers who join and follow the rules above are eligible for an increase in reimbursement.

What are the benefits of being an Activ Premium Provider? The most obvious benefit will be the increase in reimbursements for certain claims administered by ActivHealthCare. Benefits for eligible claims may increase by 25% for initial visits and 15% for subsequent visits. Other benefits include the clearinghouse savings through Office Ally (\$1200 a year for some providers), the benefit of a better trained insurance biller and all the benefits that the GCA offers you.

If you have any questions about this program, please e-mail Mark Brickhouse at [mbrickhouse@activhealthcare.com](mailto:mbrickhouse@activhealthcare.com).

## South Georgia Purchasing Alliance (SGPA) Contracts with Activ



Activ is pleased to announce that it has completed a network agreement with SGPA. The contract is effective 3/15/2012. Yes, that was about six weeks ago, but Activ just recently received notification that the contract was complete.

This contract involves only one claims payer, TLC Benefits. This payer is owned by The Langdale Company and is out of Valdosta, GA. TLC Benefits only processes claims for their parent company. TLC Benefits previously used the First Health Network. We are not sure why they decided to leave First Health, but they contacted us so the Langdale employees could continue to have access to Activ chiropractors.

Be sure to update your system and obtain new insurance ID cards as you see the patients. The claims for all TLC Benefit covered patients should be sent directly to ActivHealthCare. At this time we are not sure if TLC Benefits can accept claims electronically or not, but we are putting them in touch with Office Ally to assist them with receiving our claims electronically in the near future.

A fee schedule and Term Summary Sheet will be posted on the Activ website for SGPA shortly.

### Filing Electronic Claims

Following are proper EDI formats for some of the most common payors. We have included the Office Ally payor ID# on the second line of the address, which makes it easier on the clearinghouse and decreases any chance of submission error. Remember to keep the AHCØ1 in the first line in front of the payor.

AHCØ1 Aetna  
60054  
P.O. Box 14079  
Lexington, KY 40512-4079

AHCØ1 CBA  
52132  
P.O. Box 6249  
Lincoln, NE 68506-6249

AHCØ1 CBCA/Simplifi  
41170  
P.O. Box 1370  
Minneapolis, MN 55440-1370

AHCØ1 First Health  
73159  
P.O. Box 5190  
Tampa, FL 33675-5190

AHCØ1 Rural Carrier Benefit Plan  
25133  
P.O. Box 7404  
London, KY 40472-7404

AHCØ1 Coventry National  
25133  
P.O. Box 7711  
London, KY 40472-7711

AHCØ1 Consumer Life  
29076  
P.O. Box 94875  
Cleveland, OH 44101-4875

AHCØ1 Mailhandlers  
25133  
P.O. Box 8402  
London, KY 40472-8402

AHCØ1 SuperMed  
29076  
P.O. Box 94875  
Cleveland, OH 44101-4875

## Claims Filing Tips

Activ is working for you. We negotiate favorable contracts with affiliates, process claims, and work hard to help you with your business. We advise you on the best way to process your claims and improve your cash flow. As part of this, when we find an issue, we let you know so you can make changes to improve the turn-around time on your claims payments.

When filing claims, be sure to use the correct patient and subscriber names as they appear on the insurance card. Using nicknames may cause significant delays in claims' processing and payment.

Claims for these networks should be sent directly to ActivHealthCare.

Submit electronically through Office Ally using the prefix AHCØ1 or mail claims to:

PO Box 1368

Lilburn, GA 30048

*The network affiliates have been recently updated.*

*Please click [HERE](#) for a complete listing.*



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