



March 3, 2018

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### **Peach State Health Plan Update (Ambetter & Allwell Products)**

Status on Peach State Health Plan ("PSHP") loading Providers - Initially, PSHP said Providers would be loaded into their system in about two weeks. After two weeks had passed, PSHP said it normally takes 30 days. Now that 30 days has passed, we have been told by the Manager of Provider Data Management that they will complete the task by the end of next week (March 9). We have assisted them as much as possible, but they said the delay is due to an internal problem and we can only wait.

In the meantime, we strongly suggest that you do not submit any claims until we can verify the Provider updates have been completed. ActivHealthCare will send out an announcement to the network once we are able to verify the initial list of Providers has been loaded by PSHP.

9 Things to Know About the Peach State Health Plan Contract:

1. The contract is effective as of 2/1/2018. Providers who returned the enrollment form (Schedule C) to ActivHealthCare prior to 1/24/18 will be effective 2/1/18. Providers who returned the form between 1/24/18 and 2/20/18 will be effective 3/1/18. It normally should take about 30 days for PSHP to load the Providers into their database.
2. Do not submit claims to PSHP until after verifying that you have been added to the network. Claims submitted prior to you being added to the network will be denied as non-par claims. They will have to be resubmitted for reconsideration. ActivHealthCare is holding the paper claims sent to us until we know PSHP has updated their provider directory.
3. Claims submitted without the Taxonomy Code will be denied. See the [Taxonomy Code](#) article below.
4. All claims for Ambetter and Allwell must be submitted through ActivHealthCare. The Office Ally billing format is below under [How to Submit Claims](#).
5. There is a 180 day timely filing limit on claim submission.
6. PSHP has posted a Provider Manual and UM Guidelines on their websites for Allwell and Ambetter. ActivHealthCare will maintain a link to the Provider section of Ambetter on its website (in Network Affiliations). It is the individual Provider responsibility to monitor the websites for changes. [Allwell website](#) [Ambetter website](#)
7. When you need to verify eligibility, give the PSHP representative the ActivHealthCare Tax Id # of 58-2068734 or your individual NPI #. Let them know that you will be in network once the updates are

complete. Most customer service representatives, but not all, will give you the benefits.

8. Submitting claims through Office Ally will expedite the processing of claims. If you do not use Office Ally, claims must be submitted on paper through ActivHealthCare. See the [How to Submit Claims](#) article below.
9. It is not too late to join Peach State Health Plan through ActivHealthCare. Ambetter currently allows up to 40 visits a year, covers modalities and does not require prior authorization on claims. To join, the Provider must sign the one page enrollment form. [Enrollment Form](#)

Additional Information on Ambetter - please visit their website, <https://ambetter.pshpgeorgia.com/provider-resources.html>

**IMPORTANT BILLING INFORMATION** - Taxonomy Code - Claims must be submitted with the Provider Taxonomy Code in box 24J. Please make sure it is loaded in your software. The code for Chiropractor is 111N00000X Claims will be rejected if the Taxonomy Code is not included.

Please click on the link to view the Taxonomy Guide for CMS1500 claims:

[Ambetter Taxonomy Guide](#)

**How to Submit Claims** - All claims must be submitted through ActivHealthCare. This can either be done electronically through Office Ally or on paper. Paper claims and other clearinghouses will take longer to process, so we strongly encourage providers use Office Ally as a clearinghouse.

- If you use Office Ally, the format for submitting Peach State Health Plan Ambetter and Allwell claims is as follows:

AHCØ1 Peach State Health Plan (Ambetter)  
EDI Payer ID 68069  
P.O. Box 5010  
Farmington, MO 63640-5010

- If you use a clearinghouse other than Office Ally for your ActivHealthCare claims, you will need to submit paper claims to ActivHealthCare. Otherwise, the claims may be processed as out of network and denied. The website training, under Network Resources at [www.ActivHealthCare.com](http://www.ActivHealthCare.com), thoroughly covers how to format the address. If you have questions, call 770-455-0040.
- If you submit claims on paper, be sure to review the training presentations to avoid unnecessary delays.
- If you use a billing service, be sure they are properly trained. Most of the claim problems we see originate with billing services not knowing how to work with ActivHealthCare.

## **Memorial Hospital - Savannah Update**

As of February 1, 2018, Memorial Hospital is now part of HCA (Hospital Corporation of America). The change in ownership has resulted in a change in claims payers, but not a change in networks. They will continue to use Memorial Health Partners as their network. The new insurance administrator will be Aetna.

Be sure to get a copy of the new insurance ID card from your patients. They will probably have a new ID number.

Claims should be submitted as follows:

If you use Office Ally as a clearinghouse, the address format will be:

AHCØ1 Aetna  
Payor ID # 60054  
PO Box 14079  
Lexington, Kentucky 40512-4079

If you do not use Office Ally, CMS1500 claim forms will have to be submitted on paper to ActivHealthCare. Be sure to put the above address format in the upper right of the CMS1500 form and put Memorial Health Partners or MHP in box 11c of the form.

## Priority Health

Priority Health is a payer to whom some of our Providers submit claims. We received a notice from them regarding the billing format. They have recently adopted (3/1/2018) the 2004 CMS requirement of requiring the AT modifier for Active Treatment on CPT codes 98940, 98941 and 98942. Claims not having the AT modifier will be denied for non-coverage per their policy.

## Why does ActivHealthCare use and recommend Office Ally for Electronic Billing?

There are many options for submitting claims electronically. ActivHealthCare researched several clearinghouses before deciding to use Office Ally. We decided on Office Ally for four reasons:

1. Recommendation from a trusted source;
2. Low cost for our network Providers and us;
3. Technical knowledge and ability to meet our needs; and,
4. Providers can use Office Ally for almost all claims.

Office Ally did custom programming for ActivHealthCare, which allows claims to reach the insurance payer the same day it reaches us. Over the past several years, Office Ally has modified that programming to account for NPI verification which reduces claim rejections by payers. Last month, Office Ally programmed the Taxonomy Code to meet the Peach State Health Plan requirements.

If you are using any clearinghouse other than Office Ally, we are unable to accept your claims electronically. Other clearinghouses will not be able to run your claim through the special programming done by Office Ally and required by ActivHealthCare. They must be submitted on paper to us, which is much slower.