



October 8, 2018

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Gwinnett Hospital Coventry Claims

Many providers in metro Atlanta have experienced great delays in the processing of claims for Gwinnett Hospital System employees. Coventry processed the claims and issued an EOB to the patients showing a payment was issued on the claim. However, Coventry did not issue any payment. If you called Coventry directly, the customer service representatives were saying the claims were paid. However, Coventry did not issue any payment.

Coventry had an error in their system. They set up the group incorrectly in their computer system. They listed it as part of the Coventry HMO, but it is not and never has been.

It has taken considerable effort, multiple e-mails, phone calls and text messages, but they are finally fixing the problem. We were sent a list of about \$69,000 in claims which Coventry has said will be reprocessed within the next two weeks.

Peach State Health Plan (Ambetter and Allwell) Expansion in GA

PSHP has announced that it will be expanding the marketing area for its Ambetter product for 2019. Patients will be able to purchase the Ambetter products through the marketplace at www.healthcare.gov during the upcoming open enrollment.

The 49 counties being added for GA include:

Appling	Catoosa	Irwin	Murray	Toombs
Bacon	Coffee	Jeff Davis	Newton	Treutlen
Ben Hill	Dade	Jones	Peach	Troup
Bibb	Dodge	Liberty	Pierce	Twiggs
Bleckley	Dooly	Long	Pulaski	Walker
Brantley	Effingham	McIntosh	Putnam	Wayne
Bryan	Evans	Meriwether	Rockdale	Wheeler
Bullock	Glynn	Miller	Screven	Whitfield
Camden	Gordon	Monroe	Tattnall	Wilcox
Candler	Houston	Montgomery	Telfair	

This will bring the number of covered counties in GA to almost 100. It will cover most of the state.

If you have not yet enrolled in Ambetter through ActivHealthCare, we strongly encourage you to do so. Many providers have told us Ambetter is their best paying insurance.

THIS **IS NOT** MEDICAID.

To enroll with PSHP through Activ, you must be credentialed with ActivHealthCare and you must complete the one page Participating Provider Attestation (aka, Provider Enrollment Form). You can access the form by clicking [HERE](#) or on the homepage at www.ActivHealthCare.com.

Peach State Health Plan (Ambetter and Allwell) Announces Expansion into TN for 2019

PSHP has announced that it will be expanding the marketing area for its Ambetter product for 2019. Patients will be able to purchase the Ambetter products through the marketplace at www.healthcare.gov during the upcoming open enrollment.

PSHP has offered the Ambetter (individual insurance policies) and Allwell (Medicare Advantage insurance) in GA for the past couple of years. In 2018, PSHP began with 256,000 covered lives. ActivHealthCare began providing Georgia chiropractors to PSHP for these products on 2/1/2018 and we have been very impressed with the reimbursements.

As of 1/1/2019, PSHP will be in the following counties in TN:

Bledsoe	Haywood	Polk
Bradley	Lauderdale	Rhea
Fayette	Marion	Sequatchie
Franklin	McMinn	Shelby
Grundy	Meigs	Tipton
Hamilton		

If you are a TN provider, we invite you to participate in this contract with ActivHealthCare. Since this is an ActivHealthCare contract and not a part of Integrated-ActivHealthCare, we are restructuring to bring our TN providers into ActivHealthCare. This will require a couple of signatures on your part to update your credentialing file We will need for our TN providers to:

1. Complete an ActivHealthCare Provider Agreement ([Click Here](#)); and
2. Complete the Participating Provider Attestation for Peach State Health Plan ([Click Here](#)).

Once completed, the signature pages should be faxed to (470) 514-3697.

Office Ally and Trizetto Claim Submissions

ActivHealthCare is able to accept claims submitted electronically through Office Ally and Trizetto. There are three benefits to submitting the claims electronically:

1. The turnaround time is greatly reduced
2. The chances for an error on the claim are reduced
3. The clearinghouse will give you a report which will serve as proof for timely filing

However, in order for these three things to work, three other things must happen:

1. If using Office Ally, you must be linked to ActivHealthCare by Office Ally. To do this, you must enroll through Activ. If you already enrolled directly with Office Ally, you must contact Activ and complete one form for us and let us know you are already enrolled directly.
2. If using Trizetto, you must make sure they enroll you with Office Ally and have you linked to ActivHealthCare. We will need some paperwork also, so you should contact Activ to complete the necessary form.
3. Last, and most important, the address format on the claims must be EXACTLY correct. It cannot be close, it must be exact. It is like a phone number. If we try to call you and dial a number close to your number, but not your exact number, we will never reach you.

We are stressing the address format in point 3 above because we are seeing an increase in claim issues. If you are a provider, please share this with your insurance biller. We strongly encourage you to have your staff do a refresher on the Activ Provider Staff Training Presentation which is located at <https://www.activhealthcare.com/network-resources/training>.

Submitting the claim with the incorrect payer address format and incorrect patient information is like dialing the wrong phone number. You will have to try again and you may never get paid.

The correct address format for the three largest payers we currently have is listed below:

Peach State Health Plan (Ambetter) address format:

AHC01 Peach State Health Plan (Ambetter)
EDI Payer ID 68069
P.O. Box 5010
Farmington, MO 63640-5010

Alliant Health Plan address format:

AHC01 Alliant Health Plan
EDI Payer ID 58234
P.O. Box 2667
Dalton, GA 30722

CoreSource address format:

AHC01 CoreSource, Inc.
EDI Payer ID CB624
P.O. Box 105
Arnold, MD 21012

Please notice that the Payer ID is different for each payer. AHC01 is not the payer ID. It is a prefix which is required if the claim is to be processed properly with ActivHealthCare. This prefix triggers programming on the part of Office Ally. It makes sure that both Activ and the Payer receive the claim. It also makes sure that the claim is processed as in-network.

The prefix is AHC01. That is a zero. It is not the letter O. If you use the letter O, you are dialing the wrong phone number.

Please review this process and help us reduce the number of claim corrections which have increased over the past few months.

Office Ally Fee Increase Effective October 1, 2018

ActivHealthCare has been using Office Ally for over ten (10) years. We selected them because of their affordability and expertise. They have been a great business partner and continue to be one of the most affordable clearinghouses around.

By now, those providers who use Office Ally should have received the notice of the rate increase. Effective October 1, 2018, they will be increasing the monthly Non-Par Claim Fee from \$19.95 to \$35 per month. This is still a great value. You can use Office Ally for all of your clearinghouse needs, not just ActivHealthCare.

The fee increase is necessary due to industry changes. Ten (10) years ago, most insurance companies were paying clearinghouses to send claims electronically. Today, very few pay the clearinghouses. Office Ally was free when their competitors were charging \$50 - \$100 or more per month. We understand the need for the rate increase and appreciate the service they provide.

Contract Terminations

ActivHealthCare has completed the review of its group contracts. We have decided to terminate a few contracts which have not generated any patients for providers or revenue for ActivHealthCare in the past few years. The contracts being terminated over the next couple of months will be:

- Evolutions Healthcare System
- Galaxy
- The Covenant Companies
- The Initial Group
- TLC Advantage

The termination letters have been sent. Within the next 90 days, ActivHealthCare and Integrated-ActivHealthCare providers will be terminated from their networks. We will update the Network Affiliate sheet and website by the end of October to reflect these terminations.

CMS Fraud Waste and Abuse Training

ActivHealthCare has been contacted by several providers regarding the annual training requirements on CMS FWA and related topics. By now you have probably received notices from Peach State Health Plan, Aetna, ASH and others. Please be sure to complete the training with at least one vendor. It is a CMS requirement. Once completed, be sure to print and save the page that shows you completed it. If there is not one, print the first page, date it and retain it as documentation of completing it. It is useful in case of an audit.

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