

Integrated-ActivHealthCare Newsletter

Network News

March 2010

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If you did not receive a letter from us regarding WellPath, please click [here](#) to view it on our website.

Dear Providers,

We need your help! We have been notified by some of our clients that claims are being submitted incorrectly by several providers. These notifications have been sent by:

Coventry National (Mail Handlers Benefit Plan)
First Health
Beech Street

We need your help to correct the problems. Please share information regarding claims submission, network affiliates, and how the I-AHC network operates with your staff and billing service.

If you have not already done so, please enroll in our free electronic claims program through Office Ally. Enrollment forms and information are on our website.

Filing claims electronically will save you money!

Sincerely,
Mark Brickhouse
Executive Director

Working Together

In less than one hour, you can possibly save hundreds, even thousands, of dollars.



Simply request that every member of your staff and billing service that are involved in claims or coverage verification complete the training section on our website.

The categories are:

- [Provider Instructions](#)
- [Provider Orientation](#)
- [Review EDI Training](#)

Be sure that your staff and billing service follows the instructions regarding claims submission!

Submitting claims incorrectly is costly and time consuming for everyone involved. We can work together to submit the right way!

Please do not hesitate to contact Integrated-ActivHealthCare with any questions you may have or for training assistance.



Common Claims Errors

- Out-of-date insurance cards
- Incorrect claims filing address located at the top of the CMS1500 form
- Incorrect information in Box 11.C. on the CMS1500 form
 - See Provider/CA Manual for instructions
- Incorrect Employee Name or ID number (*must* match the ID card)
- Missing information - DOB, Date of Accident, other insurance, etc.
- Bypassing I-AHC (sending directly to carrier instead of I-AHC)

NCCA Conference and CA Training

**April 23-25, 2010
Grove Park Inn, Asheville, NC**

To register or for more information, click [HERE](#).

CA training is an investment in your practice. Please have your CA's attend "CA Excellence" while at the conference. Times for the session are as follows:

- 4/24 10:00am-12:00pm(continued), 2:00pm-6:00pm (continued)
- 4/25 8:00am-12:00pm

As always, you can also call I-AHC for training and answers to specific questions.



Electronic Claims Errors

Two main errors when providers/billing services submit electronically:

- Incorrect Payer ID number
 - An incorrect ID number on the CMS1500 form will not get the claim to the correct destination
 - Result: Claim will not be paid
- Using an electronic service other than Office Ally
 - I-AHC only accepts submissions from Office Ally



Easy fix! If you are not currently using Office Ally, simply log on to www.I-AHC.net and enroll. Refer to the Free Electronic Claims window.

Additionally, please download a current Payer ID list from www.OfficeAlly.com. Be sure to use the AHCØ2 prefix with Payer ID numbers.

Payer ID List Updates

Please be aware that payers have been added and removed from the Payer ID list on the Office Ally website. For example:

- ID number for Coventry National, Advantra Freedom, Mail Handlers, and First Health is now 25133

If you have any questions regarding electronic claims, please contact:

Tracy Fretwell

Claims Supervisor, ActivHealthCare
770-455-0040 ext 106
866-374-9558 ext 106

Claims for these networks should be sent directly to Integrated-ActivHealthCare.

Submit electronically through Office Ally using the prefix AHCØ2
or mail claims to:
PO Box 969
Lilburn, GA 30048

Click [HERE](#) for a complete listing



COVENTRY HEALTH CARE
NATIONAL NETWORK



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Send an email to news@i-ahc.net to join our mailing list!