

## Integrated-ActivHealthCare Newsletter

Network News

October 2010

### Quick Links

[www.I-AHC.net](http://www.I-AHC.net)

[Electronic Claims Enrollment](#)

[Network Affiliations](#)

[Forms](#)

## Visit Our Website For The Latest Information

If you have not already registered with the I-AHC website, then you are missing out on the numerous resources available to you as an I-AHC provider.

The website includes a listing of network affiliates, term summary sheets, fee schedules, training and instructional materials, electronic claims enrollment documents, and much more. You can also include your website in the provider locator information.

Visit the website now!

## NPI Must Be On All Claims

Activ has recently received claims back from one of the insurance payers. The claims did not have an NPI number in box **24.J**. of the CMS-1500 form as required. The number was listed in box **33.A**, as required, but that is not sufficient. The treating provider's NPI number must be listed in box **24.J**.

If you fail to include the treating provider's NPI number in box **24.J**, the insurance carrier may deny your claim. Also, since the claim was not completed properly, the timely filing deadline may expire before you are able to resubmit a corrected claim.

In summary:

1. Put the treating provider's NPI number on each line of the claim in box 24.J
2. Put the appropriate NPI numbers in boxes 32.A and 33.A
3. Put the treating provider's name or have him/her sign box 31.

## Does Your Office Have Multiple Providers?

In offices having multiple providers, the doctor who actually performs the service should be listed in box **31** of the CMS-1500 form **and** the treating provider's NPI number should be listed in box **24.J** of the CMS-1500 form.

In some offices with multiple providers, not every provider is a member of ActivHealthCare. This can lead to problems when we receive a request for coverage verification or a claim from a provider who is out of network. The two most common problems are:

1. Coverage verification - if a network affiliate does not have any out of network benefits. If the treating provider is out of network, the patient is responsible for the bill. If you do not disclose that to the patient before treatment or before making the appointment, you may end up with an upset patient.
2. Billing issues - If a patient is treated by an out of network provider and the claim is billed properly, the benefits may be reduced or denied. We have noticed that some offices bill every claim under the name of the doctor who is in network, regardless of who treats the patient. This is a major problem and is possibly fraud. It can lead to very serious consequences. As mentioned in the opening paragraph, the bill must reflect the treating providers name and NPI.

To prevent the problems altogether and avoid having to contact patients to determine the name of the treating provider, we are requesting that all providers within the practice become Integrated-ActivHealthCare members. By doing so, the patients will be able to be treated with confidence and the provider will remove all questions in regards to billing.

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

Submit electronically through Office Ally using the prefix AHC02 or mail claims to:

PO Box 969  
Lilburn, GA 30048

*The network affiliates have been recently updated.  
Please click [HERE](#) for a complete listing.*

