



*August 5, 2016*

## **Fortified Provider Network Update**

As of July 19, 2016, ActivHealthCare terminated its network agreement with Fortified Provider Network. The decision was made following an improper discount taken on a provider's claim by a third party network with which Fortified had contracted. ActivHealthCare was not supposed to be a part of that agreement, but our provider's claim was discounted. We contacted Fortified about the discount. They did not resolve the issue to our satisfaction. We evaluated the claims history over the past year and realized that we did not have any significant history of claims from our network providers. As a result of a lack of business and unsatisfactory customer service, Activ decided to terminate the agreement for ActivHealthCare and Integrated-ActivHealthCare. We have posted updated [Network Affiliate](#) sheets on our website.

We have been notified recently that Fortified is contacting providers and inviting you to credential directly with them. That is your decision. If you have any specific questions about any network overlap, you are welcome to contact Mark Brickhouse at 770-455-0040 x 108 or e-mail [mbrickhouse@ActivHealthCare.com](mailto:mbrickhouse@ActivHealthCare.com) to discuss.

## We Welcome Your Feedback

Please let us know how we are doing. Please complete a brief survey to help us better serve you.

[Take Our Survey](#)

## CA Training for 2016 Available

All provider offices should complete the ActivHealthCare Training annually. It only takes about 30 minutes using a live Webinar presentation. The Webinar addresses using EDI, proper completion of claims, and answers questions. When claims are not completed correctly, your reimbursements are delayed or even denied. This 30-minute Webinar is well worth the time. [Sign up for the training today.](#)



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