



ActivHealthCare Newsletter

Network News

February 2013

In This Issue

Important CSC Update

Gilsbar

Electronic Funds Transfers

Remittance Advice

Coventry Auto Solutions

Treatment Plan Forms

Balance Billing Patients

Explore CSC

Premium Provider Program

Quick Links

www.ActivHealthCare.com

[Customer Service Center](#)

[CA Training Registration](#)

[Contact Us](#)

Dear Providers,

We had great participation for our CA Appreciation Luncheon at the GCA Fall Conference. We sent out \$4,100 in GCA Fall Conference rebates to Activ providers who chose to participate in the rebate program by sending their CAs for training. This amount was in addition to the \$1,300 in rebates that Activ sent out for participation in the GCA Spring Conference.

We want you to get the most out of the network. Providing your CAs with training is one way to maximize the benefit you receive from your membership with ActivHealthCare. We offer free Webinar training sessions every Wednesday at 1:30 p.m. for you and your staff on EDI and understanding claims processing.

Network training is required by several of our clients. The goal is to teach offices the network processes so claim problems are avoided. Recently, there have been issues filing claims for NRECA/CBA/First Health. This CA training will help to prevent those claims issues.

If you would like to go ahead and get your training scheduled, visit our website to [sign up now](#).

Mark Brickhouse

Important Update on the Customer Service Center!

Activ is adding the capability to automatically retrieve a forgotten password to the Customer Service Center (CSC). However, in order to do this, we must first capture the e-mail addresses of everyone accessing the CSC. To accomplish this:

- **All** existing account passwords for the CSC will be reset to the Federal Tax ID number on **February 9th**.
- When you log in after the reset, you will use your TIN like you did initially.
- You will then be required to enter the email address and create a new password, which can be the same as your previous password.

Gilsbar Third Party Administrator

Gilsbar has recently announced that they will only issue payments to providers once per month. They are doing this as a cost saving measure. We strongly advise providers to take every step possible to submit claims promptly, such as filing electronically. If you are not enrolled with Office Ally through ActivHealthCare, this would be a good reason to do so.

Electronic Funds Transfer

There are two components to speeding up cash flow on claims:

1. Submitting claims as quickly as possible. For this reason, ActivHealthCare brought you Office Ally as a free alternative to paper claims.
2. ACH deposits or electronic funds transfers (EFT) directly in your bank account. ActivHealthCare is in the process of completing this final step to help you (and Activ) become more efficient.

Activ will be reaching out to your office soon to offer enrollment in the EFT program.

Remittance Advice (EOBs) at Customer Service Center

By now everyone has noticed that Activ is no longer mailing the remittance advice with the claims check. We started this process on December 31, 2012. It was not a planned change, but it was a necessary one. We will save thousands of dollars in postage and man hours by not printing and mailing the extra pages. Also, it is more efficient for you. The remittance advice is available immediately following our Wednesday check run. If you ever need a reprint, you can find it at the Customer Service Center.

To retrieve your remittances, please follow the listed instructions below.

- Step 1 Go to www.ActivHealthCare.com
- Step 2 On the Home page you will find menu options listed on the left hand side. Click on Customer Service Center.
- Step 3 Login if your office has not yet established a password, login as follows:
User ID = Office Tax ID # (TIN)
Password = Office TIN
- Step 4 The website will prompt you to change password from your office TIN to a unique password. Enter your office TIN as old password and then enter a new one where prompted.
- Step 5 Scroll your mouse over 'Reporting', click on 'Remittance Advice'.
- Step 6 Select the month that correlates with the check received, and then click on the appropriate check # to view the remittance.
- Step 7 If a new window did not pop-up, you will need to set your browser to allow pop-ups from this website.

If you have any problems, give us a call at (770) 455-0040 and we will help.

Auto News

Two quick points...

1. MultiPlan and Coventry have just announced that Allstate Insurance Company will begin using the Coventry auto network in Georgia. Most providers opted out so this does not apply to you. ActivHealthCare does not participate in Auto with MultiPlan. If you are discounted through MultiPlan or Integrated Health Plan, it is the result of your individual relationship, not ActivHealthCare.
2. We recently found an error in the Focus provider list for their auto network. Coventry did not properly terminate some providers a few years ago when they purchased Focus and some claims were discounted in error. Coventry is correcting the problem. If this happens to you, please let us know.

Treatment Plan Forms - Streamline the Process

Many of our providers have taken the opportunity to experience the Customer Service Center on our website. It is convenient and easy to use. One of the many capabilities of the Customer Service Center is submitting Treatment Plan Forms (TPF) electronically for your Coventry HMO/POS patients. It is a faster and more efficient process than faxing them to us.

Moving forward, all electronically submitted TPFs will be responded with an electronic reply. Starting immediately, if a TPF is submitted electronically, you will need to go online to retrieve the authorization letter. If SOAP notes are needed, you will see a response that medical records are needed and the request will be faxed to you. If we have everything we need to respond, you will be able to obtain your response within 48 hours.

In order to obtain the authorization letter, simply click on 'Treatment Plan Form Inquiry' under 'Coventry HC of GA' and type the patient's last name. We have been testing this process for the past few months and it seems to be working well. However, if you have any problems retrieving your response, please call us at (770) 455-0040.

Balance Billing Patients

This question is often asked, especially when talking about Coventry Healthcare of GA. This is a little difficult to explain, but we will give some examples and a general answer. If you have a specific case not covered below, please contact ActivHealthCare and we will respond.

There are several reasons claims are not covered. In some cases you can balance bill, but in some cases you cannot.

Examples of when you can balance bill:

1. Patient is not covered.
2. Service provided is not covered by Plan/Policy. An example would be massage or other non-covered CPT code.
3. Claim received beyond timely filing limits (only if this is patient's fault, they did not provide you with insurance information in a timely fashion).
4. Claim is determined to be not medically necessary or maintenance care.
5. Charges in excess of a Plan limit imposed by an ERISA Benefit Plan. Activ agrees to fee schedules, not Plan limitations imposed arbitrarily. This would not apply to Coventry Health Care of GA policies/plans. (See item 1 below.)

Examples of when you cannot balance bill:

1. Service exceeds daily maximum allowable if it is a Coventry Healthcare of GA claim. This is the Initial Visit and Subsequent Visit limit on the Term Summary Sheet.
2. Charge exceeds fee schedule or PPO discount. If you are balance billing for one of the reasons stated in the preceding list, you cannot balance bill for more than the fee schedule amount.
3. Timely filing denial if it is the fault of your office. Examples would be not filing, sending to the wrong place, submitting with wrong patient ID number due to a typo, etc.
4. Claims denied because pre-authorization was not obtained.

Have You Visited the Customer Service Center Yet?

The Customer Service Center (CSC) has additional added value. CSC provides access to:

- 1) Coventry Health Care of GA.
 - a. Submit Treatment Plan Forms
 - b. Treatment Plan Form Inquiry
 - c. Coventry Eligibility Inquiry
- 2) Claim Center
 - a. Open Claims
 - b. Claims Display
- 3) Reporting
 - a. Remittance Advice
 - b. Form 1099
- 4) Contact Us

Log into the CSC now and explore the many services available. CSC instructions are available [here](#). If you have other questions, please call the Activ office staff at (770) 455-0040.

Premium Provider Program (A great reason to join the GCA)

The 2012 Premium Provider Program was a huge success. Those who participated were rewarded with enhanced reimbursements on certain claims. In some cases, benefits were 50% higher than the standard reimbursements. On December 31st, we ended the year with a distribution of our surplus to our Premium Providers and GCA members. The surplus paid exceeded \$100,000.

We are continuing the Premium Provider Program into 2013. Participation into this program is open to everyone who meets the following criteria:

1. Your office insurance person or biller must go through a training session. This needs to be done annually, so it is time to do it for 2013.
2. You must submit claims electronically through Office Ally. You need to enroll through our office.
3. You must follow network rules. If you submit incorrectly, you will be suspended from the program for at least 60 days. Additional training will be required to be reinstated.
4. You must be current in your GCA membership dues. If you have not paid for 2013, it is time to do so.

We hope each member will take advantage of this program.

[Click here](#) to join our mailing list!

