



May 21, 2015

Dear Activ Providers and CAs,

ActivHealthCare has been very busy in 2015. In addition to our normal daily functions, Activ has had to resolve some internal issues and spend a ton of time working through some Coventry issues. (See the article below for more details on that.)

Sometimes when it rains, it pours. Activ has had a long stretch without any significant IT issues. However, over the past month, we have experienced two hard drive failures in our server, which were quickly repaired, and a failure in the phone company equipment which knocked out phones for a day. We apologize if you experienced any delays in service during this time, but we are up and running with some new equipment.

The final capitation adjustment for 2014 was made on Coventry at the end of March. Activ paid out approximately \$217,000 to network providers in capitation adjustments for 2014. This is over and above what was previously allowed on claims and significantly increased the reimbursements on Coventry claims.

Our biggest challenge of 2015 has been the confusion with the Coventry policies. This was the result of some incorrect information provided to Activ which led to problems with the eligibility system and claims being processed incorrectly. It also led to confusion over Treatment Plan Forms (TPF). Activ has corrected most of the issues and we decided to take the following steps in regards to TPFs and claim errors:

1. For claims incurred between 1/1/15 and 4/1/15 that were denied for a lack of TPF, Activ has reprocessed them and allowed them. If you feel you still have a claim that was not reprocessed, please contact our office.
2. Any over-payments made by Activ resulting from eligibility errors will be forgiven. Many claims were paid by Activ which should have been applied to the patient's deductible. We have forwarded those claims to Coventry for proper application of benefits.
3. Activ has reprocessed claims which were processed incorrectly by Coventry, but should have been processed by Activ, if you think you still have one for your office that was not corrected, please contact Activ's office.

Providers should instruct CAs to re-verify benefits on Coventry patients through the Activ Customer Service Center. There was some incorrect information in place in Jan, Feb and March, but it has been corrected and updated.

Sometimes issues do not get resolved as quickly as we would like. The insurance world has become even more bureaucratic than before. ActivHealthCare is working to navigate through the various challenges. We appreciate each of you and look forward to a smoother rest of the year.

Regards,

Mark Brickhouse
Executive Director

Do You Use a Billing Service? If so, they need to be trained.

We have noticed that most of the problem claim submissions are coming from billing services. If you are using a billing service, please be sure the service is properly trained in working with ActivHealthCare. Any person involved in billing should go through an [Activ training webinar](#).

The number one problem we see from billing companies is that claims are not properly submitted. This results in the claims either being processed as out of network or not being processed at all. We recently received a call from a provider because claims were outstanding since last July. The problem was the billing service submitted the claims improperly and they never reached the insurance payer.

Activ does not currently have a list of billing services to recommend. However, we suggest thoroughly checking out references and defining your business needs. We have learned over the past 13 years that some billing services are much better than others.

EDI and Clearinghouses

There are many different clearinghouses on the market. Some common names are Office Ally, Emdeon, and Gateway. They all have very similar features, but there are two significant differences between Office Ally and most of the others:

1. Office Ally is free for providers to use.
2. Office Ally is the only clearinghouse from which ActivHealthCare accepts claims.

Why does ActivHealthCare use Office Ally? Because it meets our needs and is far less expensive than the other clearinghouses. Office Ally began working with Activ almost 10 years ago to allow our providers a fast and economical option for submitting claims electronically. They submit claims to almost all of our payers.

Some practice management software will try to force a provider to utilize a particular clearinghouse. If Office Ally is not an option for you due to your software limitation, contact your software vendor and ask them to add it. Providers who use Office Ally often save about \$100 per month. Your practice management vendor should allow you the best option for billing, which we believe is Office Ally.

Website Changes

You may have noticed changes in the website. A few months ago, ActivHealthCare merged the providers from Integrated-ActivHealthCare (I-AHC), a wholly-owned subsidiary of ActivHealthCare, into the ActivHealthCare website. In the past, there was a website for each company. Activ operates in Georgia and I-AHC operates in NC, SC & TN. As we went through the process of upgrading the website, we decided there was no longer the need to maintain both sites so we combined them.

NETWORK UPDATE - Coventry Health Care of GA

(Per visit benefits increased by ActivHealthCare)

[List of Network Affiliates](#)

Coventry Health Care has merged into Aetna Health, Inc. This will not affect submitting your claims to ActivHealthCare. It is business as usual and you should continue to submit your Coventry and First Health claims to Activ for processing.

The merger has not been without a few growing pains. As everyone knows, when you open or acquire a business, there will be many challenges ranging from personnel to policies, IT, etc. Imagine merging a very large company like Coventry into an even larger company like Aetna. Now complicate that with the major health care reform of the Affordable Care Act and a redesign of almost every insurance product offered by both companies.

ActivHealthCare has been working through a few issues over the past several months. Our network members and staff have had to work through eligibility issues, fee schedule issues, claim adjudication issues and a couple of other glitches. Although it has been a little slow, we are making progress. Here are some details on a few of the issues most providers have experienced and some changes made by Activ:

1. Activ online eligibility verification - It took three attempts, but Coventry and Activ finally worked out the eligibility issues. The online verification is up and working. If you find any discrepancies, please notify Activ immediately.
2. Coventry fee schedule - Last week, Coventry gave some insight on the reason the fee schedule was lowered. As Coventry is being merged into Aetna, the Aetna commercial fee schedule was implemented. However, Coventry notified Activ on 5/15/2015 that the previous Coventry fee schedule used, which is slightly higher, will be put back in place as of 6/1/2015 and added to the Activ contract. Coventry will not be reprocessing claims which were processed under the Aetna commercial fee schedule.
3. Incidental edits - There are many claims processed by Coventry which have certain procedures denied as "incidental procedure". This has to do with some programming they have for physical therapy and global fee contracts. It was not meant to be applied to DCs, but their editing system was set to trigger from the CPT code, not the provider type. Coventry notified me on 5/15/2015 that they will send this to their "deviation team" to get the edit adjusted. Once this is done, Activ will request that Coventry adjust claims previously denied for this reason in error. This will be a lengthy process, but we will follow-up on it with Coventry.
4. Term Summary Sheet and Fee Schedule - A new term summary sheet has been uploaded to the Customer Service Center for Coventry Health Care of GA. You will find a couple of new plans added, including one with a 10% coinsurance. This one gets a little tricky, but steps are being taken to simplify it, such as:
 - a. Activ will move to the same fee schedule as Coventry. This will reduce confusion when the patient receives an explanation of benefits from Coventry that conflicts with what Activ sends you.
 - b. Activ will send patients an EOB on every claim processed, not just those with a balance beyond the co-payment. We are changing the design some to explain who we are and why they are receiving an EOB from us.
 - c. Also, Activ has increased the maximum allowable as of May 1, 2015. The increase on initial visits is about 30% and on subsequent visits it is just under 10%.***

ActivHealthCare sincerely appreciates the patience and understanding providers have shown as we have been working through these issues.

ActivHealthCare Online Training

ActivHealthCare offers bi-weekly training Webinars to help you and your CAs learn the proper way to submit in-network claims. Annual training is required of all in-network providers and their staff. For more information and to register, visit the [ActivHealthCare website](#).

In an effort to better inform providers and CAs, Activ is reworking its training presentations. We will have the topic oriented presentations posted on the website by June 15th.



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