



New Provider Orientation

ActivHealthCare
1926 Northlake Pkwy, Suite 100
Tucker, GA 30084

Info@ActivHealthCare.com
Phone 770-455-0040
Toll free 888-635-0459

Website Basics

The ActivHealthCare (AHC) website, www.ActivHealthCare.com, is your source for the most current information. On the website you will find:

- Current information and news
- Provider Locator
- Customer Service Center
- Network resources
- Forms
- Newsletters
- EDI information
- Contacts
- Frequently asked questions, links, and much more

The menus provide links to other pages throughout the website. The Provider and CA's Corner menus allow the member to obtain additional information relevant to their practice.

Home page and Menus

Credentialing Providers:

- Corporate Vision
- FAQ
- Marketing

CA's Corner:

- Check Claim Status
- How to File a Claim
- Completing the HCFA1500

Customer Service Center:

- Network Resources
- Term Summary Sheets
- Fee Schedules
- Upload File or Document
- Coventry HC of GA
- Claim Center
- Reporting

Network Resources:

- Network Affiliations
- Electronic Claims
- Direct Deposit
- Training



ActivHealthCare

- HOME
- CREDENTIALING PROVIDERS
- PROVIDER LOCATOR
- CA'S CORNER
- CUSTOMER SERVICE CENTER
- NETWORK RESOURCES
- FORMS
- NEWS
- FAQ
- ABOUT US
- CONTACT US

Promoting Wellness Through C

ActivHealthCare is a full service, comprehensive chiropractic r
credentialed professionals to provide employees with the bes
chiropractic office needs access to major plans.

Customer Service Center

Log in

User ID:

Password:

[Forgot User ID/Password?](#)

For more information on the Customer Service Center, [click here](#).



[Home](#) [Network Resources](#) [Upload File or Document](#) [Coventry HC of GA](#) [Claim Center](#) [Reporting](#) [Contact Us](#)


Provider Logged in

Welcome

Customer Service Help Center

[Change Password](#) [Change Email Address](#)



 Be sure to set your browser to allow pop-ups from this website.

Welcome to our
Customer Service Center



Network Resources

Network Resources

NOTE: We have two websites.

- www.ActivHealthCare.com provides information about our services and network resources critical to your practice.
- ghs.intcomprod.com hosts our Customer Service Center, which allows you to create an online credentialing application, and allows you to check the status of a claim online.

To start a credentialing application, [click here](#).

[Click here](#) to visit our Customer Service Center where you can view Term Summary Sheets, Fee Schedules, check Coventry HealthCare of Georgia patient eligibility, check claim status, view remittances advices, and more.

Welcome to the ActivHealthCare provider resources.

- [Network Affiliations](#)
- [Electronic Claims](#)
- [Direct Deposit](#)
- [Training Resources](#)

If you have any questions, please [contact us](#).

Sample Term Summary Sheet

ActivHealthCare Term Summary Sheet

Network:	Peach State Health Plan
Product:	PPO, Group, Individual & Family Plans
Product Names:	Ambetter – Health Insurance Marketplace product Allwell – Medicare Advantage plan
Payor:	Peach State Health Plan
Effective date:	February 1, 2018
Provider Administrative Fee:	10% of Allowed Amount Plus \$1 fee per claim when paper check issued
PCP Referral:	Determined by Policy/Plan. Ask when verifying eligibility
Utilization Management:	Determined by Policy/Plan. Ask when verifying eligibility
Eligibility Verification:	Call Number Listed on Beneficiaries' ID card
Co-Payment Collection:	Collect Co-Payment or Deductible (As Indicated) on ID card at time of service
Reimbursement Terms:	Ambetter - 110% of Payor's Medicare fee schedule Allwell – 100% of Payor's Medicare fee schedule
Claims Filing (see website training):	If submitting claims electronically through Office Ally, and the claims payer is listed on the Office Ally payer list, be sure to use the AHCØ1 prefix in front of the payer name when submitting the claim. If you submit paper claims or do not use Office Ally as clearinghouse, be sure to mail your claim along with a copy of the patient's insurance card to: ActivHealthCare, Inc. 1926 Northlake Parkway, Suite 100 Tucker, GA 30084

PLEASE ATTACH TO YOUR ACTIVHEALTHCARE CONTRACT

This document is a summary only of certain aspects of the Payor Contract in question. A copy of the Payor Contract can be made available upon written request to ActivHealthCare by Provider. Pursuant to Sections 2F and/or 2I of the Provider Agreement, Provider agrees to be bound by the terms and conditions of the Payor Contract in question.

Sample Fee Schedule



















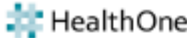



CPT Code	Network Affiliate A	Network Affiliate B	Network Affiliate C	Network Affiliate D
72040	60.00	49.00	42.00	75.00
72050	110.00	72.00	60.81	120.00
72070	75.00	50.00	43.72	82.50
72100	75.00	52.00	45.03	82.50
72110	130.00	72.00	61.67	112.50
97010	20.00	15.00	13.52	13.00
97012	20.00	25.00	23.19	29.25
97014	20.00	20.00	19.08	22.75
97022	20.00	18.00	24.62	29.25
97024	20.00	15.00	13.52	19.50
97032	22.00	20.00	22.76	29.25
97035	22.00	16.00	17.05	26.00
97110	20.00	30.00	29.94	
97112	20.00	28.00	32.92	
97140	20.00	31.00	34.13	
98940	31.00	37.00	32.89	52.00
98941	38.00	47.00	44.34	59.80
98942	48.00	57.00	57.14	67.60
98943	29.00	30.00	34.00	
99203	80.00	81.00	107.33	91.00

- Network Affiliate E = 85% of Billed Charges
- Network Affiliate F = 120% of Medicare (based on state of Georgia)
- Network Affiliate G = 125 % of Medicare (based on state where services rendered)
- Network Affiliate H = 110 % of Medicare (based on state where service rendered)
- Network Affiliate I = 80% of Billed Charges
- Network Affiliate J = 90% of Billed Charges

Note: This is a partial list of actual Fee Schedules for some of the Network Affiliates. Schedules do not take admin fees into consideration.

Network Affiliates

ActivHealthCare is contracted with many different networks. Below is a list of most of them

	Alliant Health Plans		MultiPlan
	Beech Street (Owned by MultiPlan)		 
	Coventry Health Care of GA		Patient 1 st Network (Core Administrators)
	Coventry National Network		PHCS
	Evolutions Healthcare Systems, Inc		SimpleCare (Alliant Health)
	First Health Network		SoloCare (Alliant Health)
	Focus		South Georgia Purchasing Alliance, Inc. (TLC Benefits Network)
	Galaxy Health Network		The Covenant Companies
	Health One Alliance		The Initial Group
	Memorial Health Partners		TLC Advantage

Claims Processing

Correct completion of the CMS-1500 is critical for accurate and prompt claims processing.

There are two methods of submitting your AHC claims:

- Enroll in EDI processing to electronically submit your claims at a very low cost. More information is available at www.ActivHealthCare.com, *Network Resources, Electronic Claims, EDI Enrollment*.
- Mailed as a paper claim: Information on how to complete these claims is available at www.ActivHealthCare.com, *CA's Corner, How to File a Claim*.

Direct Deposit

- All contracted ActivHealthCare in-network providers are eligible to enroll in our Electronic Funds Transfer (EFT) program.
- EFT will allow you to have your claims disbursements automatically deposited to your checking or savings account.
- For more information, view our [Frequently Asked Questions](#).
- Complete the [enrollment form](#) and either fax, mail, or scan and email it to the address/fax number on the enrollment form.

Print AHC Documents

We recommend that you print the **Term Summary Sheets** and **Network Affiliates** list to have available for reference. You will find these documents on our secure Customer Service Center.



Check the website regularly,
it is your **most up-to-date**
source of information!

www.ActivHealthCare.com

