



New Provider Orientation

ActivHealthCare
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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
- 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



Customer Service Center

Log in

User ID:

Password:

[Forgot User ID/Password?](#)

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

The screenshot shows the ActivHealthCare website interface. At the top left is the logo for ActivHealthCare. A navigation bar contains links for Home, Network Resources, Upload File or Document, Coventry HC of GA, Claim Center, Reporting, and Contact Us. A blue header indicates 'Provider Logged in'. Below this, a 'Welcome' message is followed by a 'LogOut' button. A green 'Customer Service Help Center' link is present, with sub-links for 'Change Password' and 'Change Email Address'. A large banner on the right features a warning icon and the text 'Be sure to set your browser to allow pop-ups from this website.' Below the warning is a large box with the text 'Welcome to our Customer Service Center' and a photograph of several staff members at their workstations.

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 remittance 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:	SAMPLE
Payor:	Various Payors and TPA's
Term of Agreement:	February 1, 2003- Annual Renewal Thereafter
Withhold Percentage, if Applicable:	_____% To Network (Based upon allowed charges)
Eligibility Verification:	Call Number Listed on Beneficiaries' ID Card
PCP Referral:	Generally Not Required. Follow Instructions on Beneficiaries' ID Card
Utilization Management:	Varies By Plan-Follow Instructions on Beneficiaries' ID Card
Co-Payment Collection:	Collect Co-Payment or Deductible (As Indicated) on ID Card at Time of Service
Reimbursement Terms:	Group Health: _____% of Medicare RBRVS (Does Not Include Network Withhold) Workers Comp: _____% off the applicable state's current Worker's Comp fee schedule; or _____% off the Provider's usual billed charges, or the Health Benefits rate, whichever is less
Claims Filing:	File Claim Along With A Copy Of The Patient's Insurance Card To: ActivHealthCare, Inc. P.O. Box 1368 Lilburn, GA 30048

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

Claims for the following networks should be:

- sent electronically with AHCØ1 prefix if you are enrolled with Office Ally through ActivHealthCare, **OR**
- mailed to P.O. Box 1368, Lilburn, GA 30048



Alliant Health Plans



MultiPlan



American PPO



NovaNet



Beech Street
(Owned by MultiPlan)



Patient 1st Network
(Core Administrators)



CorVel Corporation



PHCS



Coventry Health Care of GA
(Network closed to new members)



Piedmont WellStar Health Plans
(Network closed to new members)



Coventry National Network



Evolutions Healthcare Systems, Inc.



Procura Management

Network Affiliates - continued

Claims for the following networks should be:

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- mailed to P.O. Box 1368, Lilburn, GA 30048



First Health Network



Focus



Fortified Provider Networks



Galaxy Health Network



Health One Alliance



Memorial Health Partners



South Georgia Purchasing Alliance, Inc.
(TLC Benefits Network)



SuperMed
(aka Medical Mutual of Ohio)



The Covenant Companies



The Initial Group



TLC Advantage

Claims for these networks should be sent to the payer listed on the insurance card without the AHCØ1 prefix:



Companion Workplace Health



IBG – Industry Buying Group



Employers Choice Network



Prime Health Services

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 for *FREE*. 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.



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

www.ActivHealthCare.com