ActivHealthCare

Electronic Filing with Office Ally & ActivHealthCare

OFFICE ALLY

08/2018

1926 Northlake Pkwy, Suite 100 · Tucker, GA 30084 · 770-455-0040 · 888-635-0459 · www.ActivHealthCare.com

EDI Claims

Electronic Data Interchange (EDI) is a transfer of data between two companies using the Internet.

AHC offers this service for electronic claims processing to you, FREE, through a partnership with Office Ally (OA).

***ActivHealthCare <u>only</u> accepts EDI claims through Office Ally!**

EDI Claims - Benefits

Why consider Office Ally?

- *No monthly fees
- Faster Payments
- Quick and easy
- Online access to claim status, history and summary reports
- Online claims correction capability
- Reduced costs for postage, printer cartridges and claim forms
- Improved accuracy in claims processing
- **Only acceptable proof for timely filing**

***If 50% of your monthly electronic submittals are Medicare or Non-Par, Office Ally will charge $19.95 for that month.**

EDI Enrollment

Enrollment is easy!

- Download and complete the enrollment forms from www.ActivHealthCare.com:

- Mail the original and signed enrollment forms to **ActivHealthCare**:

ActivHealthCare
Attn: EDI
1926 Northlake Pkwy, suite 100
Tucker, GA 30084

Do not send forms to Office Ally!

EDI Enrollment (continued)

Allow up to 30 days for enrollment. Office Ally will contact your office for training, uploading and with your username and password.

- OA will provide technical support in addition to training on how to upload claims
- AHC will work with OA and your office during the start-up phase

Office Ally Online Tools

- Patient Look-Up
- View Claim History
- Inventory Reporting
- Code Search
- Claim Fix
- Eligibility Request

Claims Follow-Up

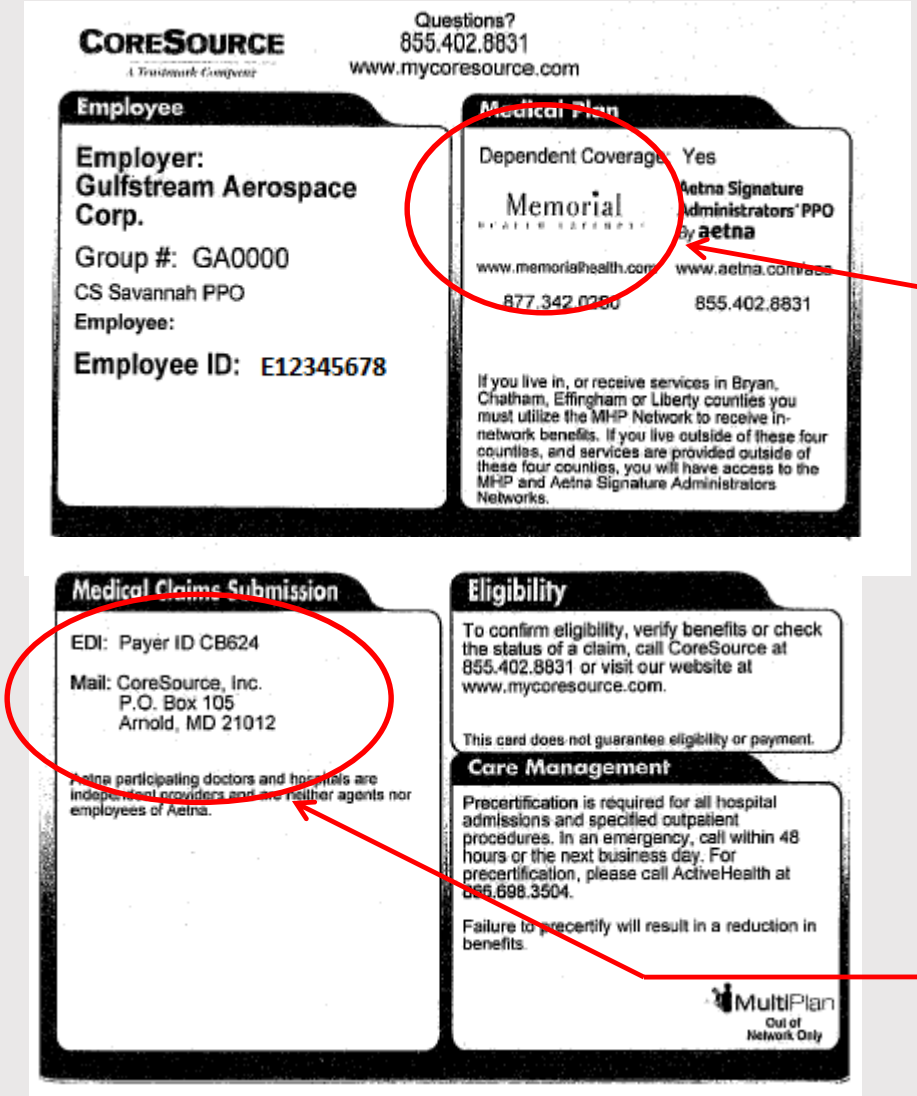
Critical Step – Checking Your Claim's Status!

Within 24 hours of upload, your file summary is ready. This report lists the status of all claims received by OA. This acts as your receipt that your claims have been entered into the OA system.

- Log into www.officeally.com and click **DOWNLOAD FILE SUMMARY**
- Click the appropriate day on the calendar
- Below the calendar, click **VIEW** and then click **OPEN**

Please note: ANSI 837 users may receive an ERR Report in place of their file summary. You should contact OA if you receive this report.

ID Card Example – MHP



Primary Network

AHC01 CoreSource
Payer ID# CB624
PO Box 105
Arnold, MD 21012

HCFA Box 11c: MHP

Payor or "Mail To" address

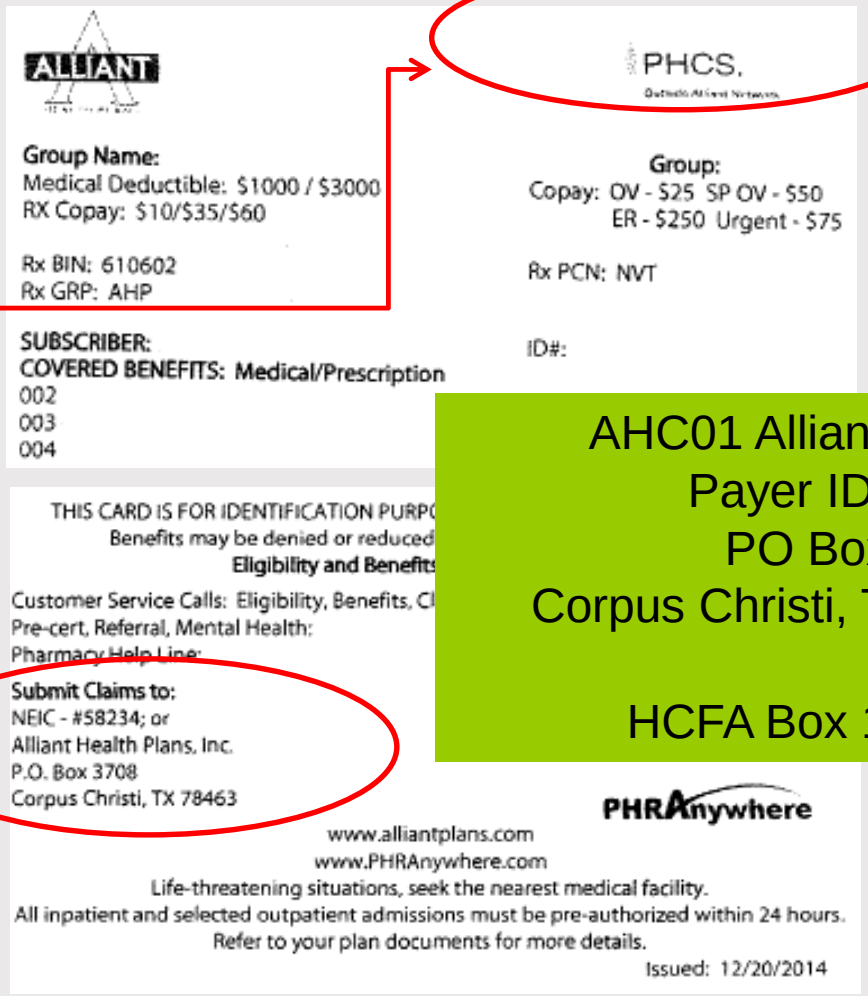
ID Card Example – Alliant Health Plan/PHCS

Network name?

Payor?

Send claim through?

ActivHealthCare



AHC01 Alliant Health Plan
Payer ID# 58234
PO Box 3708
Corpus Christi, TX 78463-3708

HCFA Box 11c: PHCS

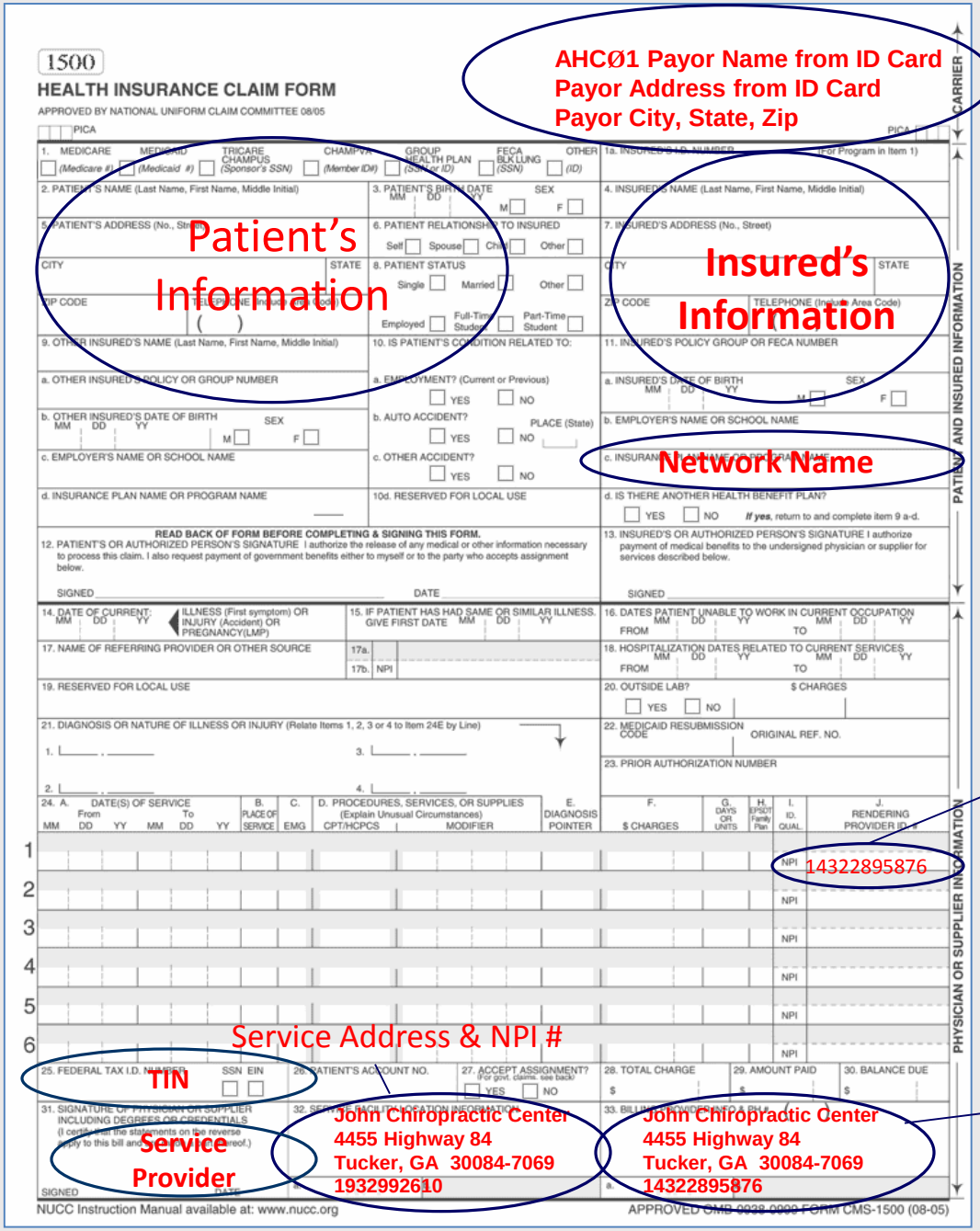
NPI Numbers - required

NPI numbers are not an option, they are required.

NPI numbers must be placed in the following locations of the CMS1500 form:

- Box 24.j (treating provider's NPI required)
- Box 32.a
- Box 33.a

Failure to properly place NPI numbers on claims may result on a denial, delay or return of the claim.


1500
HEALTH INSURANCE CLAIM FORM
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 08/05
PICA
AHCØ1 Payor Name from ID Card
Payor Address from ID Card
Payor City, State, Zip
Patient's Information
Insured's Information
Network Name
PATIENT AND INSURED INFORMATION
PHYSICIAN OR SUPPLIER INFORMATION
Doctor's NPI Number
14322895876
Service Address & NPI #
TIN
Service Provider
John Chiropractic Center
4455 Highway 84
Tucker, GA 30084-7069
1932992610
John Chiropractic Center
4455 Highway 84
Tucker, GA 30084-7069
14322895876
Address/NPI number for who checks are payable to
NUCC Instruction Manual available at: www.nucc.org
APPROVED OMB-0938-0999 FORM CMS-1500 (08-05)

If Mailing Paper Claims, Send Claims To:

Coventry Health Care of GA Claims	ActivHealthCare 1926 Northlake Pkwy, Suite 100 Tucker, GA 30084
All Claims for Networks (Alliant, Beech Street, First Health, etc)	ActivHealthCare 1926 Northlake Pkwy, Suite 100 Tucker, GA 30084

Note: See Network Affiliate sheet. This applies to the networks that are to be submitted through Activ.

If **Filing EDI** through Office Ally, Address Claims using this format:

Coventry Health Care of GA Claims	AHCØ1 Coventry 25133 P.O. Box 7711 London, KY 40742-7711
All Claims for Networks (Alliant, MHP, First Health, etc)	AHCØ1 *"Name of Payor"* *"Insurance co. payer ID"* *Address* *City, State, Zip*

Setting Up Payors

Some payors may necessitate that you set up the payor *twice* in your management software. For example, Aetna will pay claims for AHC and non-AHC employer groups.

1 AHCØ1 Payor Name

2 (no prefix) Payor Name

Pay close attention to the network and payor information. Failure to properly identify the payor information at the top of the CMS-1500 will most likely result in your claim being processed out-of-network, creating additional work for your office staff and patients.

Contact Information

ActivHealthCare
1926 Northlake Pkwy, suite 100
Tucker, GA 30084
Phone: 770-455-0040
General Fax: 770-455-6188

Like Us on Facebook

We are here to help you and your doctors with any questions or problems.

Questions