



Electronic Filing with Office Ally & ActivHealthCare



08/2016

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 only 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

CORESOURCE
A Trademark Company

Questions?
855.402.8831
www.mycourcesource.com

Employee Employer: Gulfstream Aerospace Corp. Group #: GA0000 CS Savannah PPO Employee: Employee ID: E12345678	Medical Plan Dependent Coverage: Yes Memorial Aetna Signature Administrators' PPO By aetna www.memorialhealth.com www.aetna.com/acc 877.342.0280 855.402.8831 If you live in, or receive services in Bryan, Chatham, Effingham or Liberty counties you must utilize the MHP Network to receive in-network benefits. If you live outside of these four counties, and services are provided outside of these four counties, you will have access to the MHP and Aetna Signature Administrators Networks.
Medical Claims Submission EDI: Payer ID CB624 Mail: CoreSource, Inc. P.O. Box 105 Arnold, MD 21012 Aetna participating doctors and hospitals are independent providers and are neither agents nor employees of Aetna.	Eligibility To confirm eligibility, verify benefits or check the status of a claim, call CoreSource at 855.402.8831 or visit our website at www.mycourcesource.com. This card does not guarantee eligibility or payment. Care Management Precertification is required for all hospital admissions and specified outpatient procedures. In an emergency, call within 48 hours or the next business day. For precertification, please call ActiveHealth at 855.698.3504. Failure to precertify will result in a reduction in benefits. MultiPlan Out of Network Only

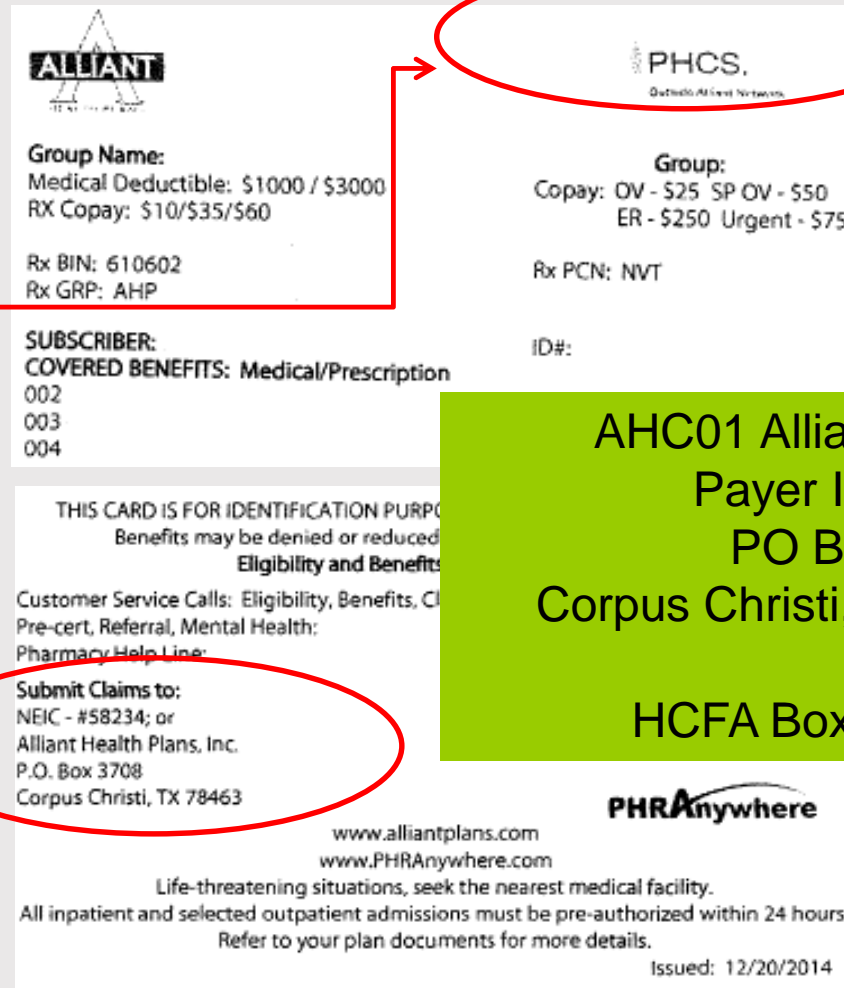
Primary Network

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

AHC01 Payor Name from ID Card
Payor Address from ID Card
Payor City, State, Zip

Patient's
Information

Insured's
Information

Network Name

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

If Mailing, Send Claims To:

Coventry Health
Care of GA Claims



ActivHealthCare
P.O. Box 1368
Lilburn, GA 30048

All Claims for
Networks

(Alliant, Beech Street, First
Health, etc)



ActivHealthCare
P.O. Box 1368
Lilburn, GA 30048

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



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

Questions
