



## Activ News

August 23, 2023

### Friday Health Plan Termination

In June, we informed GA and NC Providers that Friday Health Plans would be closing at the end of July. We have terminated all Providers from their network as of July 31, 2023.

You may receive a letter from Friday Health Plans. It is a notice of liquidation informing you of their termination as of August 1, 2023. The letter also states that all claims must be filed within 90 days of the date of service for the claims to be considered.

We encourage you to file any outstanding claims immediately. The patient is not responsible if claims are not paid due to not being filed timely or because they run out of money to pay claims.

### Clover Health

Clover Health offers Medicare Advantage plans to its participants. The benefits for chiropractic services are like other Medicare plans; they cover the adjustments. The allowed amounts for in-network and out-of-network providers are the same. However, there is a difference in the benefits paid because of different co-payment amounts.

In-network claims, those submitted through ActivHealthCare, will have a lower patient copayment than out-of-network claims. The lower copayment is important to the patient because it saves them out-of-pocket expenses.

If a claim is sent directly to Clover Health, it will be processed as out-of-network at a higher copayment. Clover **will not** reconsider the claim as in-network if you resubmit it through ActivHealthCare. Instead, Clover Health will deny the resubmission as a duplicate claim.

We encourage you to pay close attention when submitting all claims to be sure they are sent to the correct place in the correct format.

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