



## Activ News January 8, 2024

### Happy New Year!!!

With the beginning of 2024, please review the following list of considerations for your practice:

1. Many patients will have changes in their insurance benefits with the start of the new year. Be sure to obtain a new insurance ID card and verify benefits to determine if there are any changes.
2. If you have outstanding claims from 2023 you need to be sure they are resolved promptly. Two points to consider:
  - a. If you have open claims submitted over 30 days ago for Alliant, Ambetter, CareSource or Clover Health, please do not refile the claims without first contacting ActivHealthCare. These companies generally pay quickly. We need to determine why the payor did not process the claim.
  - b. Claims for First Health, Memorial Health Partners or PHCS may take a little longer to process. I would give these groups about 45 days to process the claims before you investigate claims payments. If you contact Activ, we will tell you the average number of days it takes for a payor to send payment.
3. Please pay attention to the timely filing rules for each payor. They will vary from payor to payor. Below is information obtained from the Ambetter Provider and Billing Manuals for the states in which Activ Providers practice. If the patient is from another state, you will need to refer to that state's Ambetter website for the timely filing rules. Remember, it must be a Clean Claim, which means everything on the claim must be correct.

State	Initial Claims	Reconsideration or Claim Dispute/appeals	Coordination of Benefits
GA	180 Calendar Days from date of service	180 Calendar Days from date of service	180 Calendar days from the primary payers EOP date to the date received.
NC	180 Calendar Days from date of service	180 Calendar Days from date of service	180 Calendar days from the primary payers EOP date to the date received.
SC	120 business days from date of service	60 calendar days from the primary payers' EOP date to the date received	120 business days from the primary payers' EOP date to the date received
TN	90 Calendar Days from date of service	180 Calendar Days	90 Calendar days from the primary payers' EOP date to the date received

- **Initial Claims** - Days are calculated from the Date of Service (DOS) to the date received by Ambetter.
- **Claims Dispute/Appeals** - Days are calculated from the date of the Explanation of Payment (EOP) issued by Ambetter to the date the date the request for reconsideration is received by Ambetter.

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