



## Activ News March 14, 2024

### **Ambetter – Network Directory Issue**

On the first of March ActivHealthCare was contacted by two Providers because they were no longer listed in the online Ambetter Provider Directory. We researched the issue and realized a substantial number of Providers were no longer listed in the directory. Activ immediately reached out to Peach State Health Plan to determine the reason for the Ambetter directory issues.

It took a few days longer than we expected, but we were finally told a new associate working on the Ambetter Provider credentialing team for Peach State Health Plan inadvertently terminated multiple Providers. PSHP has escalated the issue to the Centene Corporate team to reload the Providers as quickly as possible. (Centene is the parent company of Peach State Health Plan, Absolute Total Care, Ambetter of TN, and Ambetter of NC. Ambetter is a Centene product)

#### **What does this mean for you?**

1. If you were one of the Providers who was “inadvertently” terminated, Ambetter may deny claims that were incurred during the period of termination. We will process the denials and you will receive notice on our Remittance Advice. This will allow us to run reports and work with Ambetter to reprocess the claims. You do not need to appeal the claims. We will take care of that for you. If you have not received payments within 30 days after the denial, please let us know.
2. Verification of Eligibility – This may interfere with verification of eligibility if you are calling to verify. We have not had a problem with online verification of eligibility. We suggest that everyone verify eligibility online through the Ambetter website for three reasons: a) it is quicker than calling; b) you can verify the premium is current; and c) you can download the Summary of Benefits for your records.

We regret and understand the inconvenience and headaches this issue is causing. It is creating extra work for everyone. We will continue to monitor this situation and work to correct any wrongfully denied claims until they are all corrected.

[Website](#)

[About Us](#)

[Provider  
Portal](#)

[Credentialing](#)

[News](#)

[Contact Us](#)

#### **ActivHealthCare**

1926 Northlake Parkway, Suite 100

Tucker, GA 30084

Phone 770.455.0040 Fax 770.455.6188