



Activ News

June 5, 2023

Clearinghouses and Billing

Over the past few weeks ActivHealthCare has been working with three offices to rebill about 1000 claims. We deal with this type of situation frequently. What went wrong? In most cases the problem involves how the claims were submitted and what clearinghouse was used.

Clearinghouse issues – Office Ally is the only clearinghouse from which ActivHealthCare can receive claims properly. Office Ally has installed custom programming for us that will ensure the claims reach the payors in the format required by our group agreements. This programming is triggered by the AHC01 prefix we tell Providers to place in front of the payor's name on the first line of the claims address. Other companies, such as TriZetto, may claim they can submit claims for you but the claims they submit will not be processed properly. For the claim to have a chance of being processed properly the claims must flow from your office (biller) to Office Ally to the payor. If you do not use Office Ally, you must submit paper claims to ActivHealthCare with the name of the payor at the top of the 1500.

Enrollment with Office Ally and Linkage – There are two ways to enroll with [Office Ally](#). You can do it through their website or through [Activ's](#). Many Providers have accounts prior to joining ActivHealthCare. If your account is not linked to ActivHealthCare the claims will not be processed properly. If you are new to ActivHealthCare, new to Office Ally, or have an existing Office Ally account, please let us know so we can link your Office Ally account with ActivHealthCare.

Formatting claims addresses – The proper payor name and address format is very important. If the payor name is not formatted properly the claim will not be received or processed properly. This starts with your practice management software. The format for the payor name should include the AHC01 prefix. For example, AHC01 Peach State Health Plan, AHC01 Alliant Health Plan or AHC01 Clover Health. The AHC01 is what triggers the programming changes by Office Ally. Please see the ActivHealthCare How to File a Claim instructions which are available on our website. **Please make sure you have the payor address formatted properly in your system.**

Office Ally Rejection Reports – Uploading a claims file to Office Ally is just the beginning of the claim submission process. You must also check the rejection reports. These reports are available on your Office Ally account within a day or two after the claims are uploaded. They will let you know if any claims are rejected. You need to fix any problems and resubmit the claims. **If claims are rejected, the payor will not process/pay them.**

Insurance billing personnel training – If you have a change in office personnel or change billing services, it is very important that you make sure the new staff are properly trained. That includes being trained in how to submit claims through ActivHealthCare. We have had offices lose six months of revenue on Ambetter, CareSource, and Alliant because they did not have new employees spend 15 minutes going through [How to File Claims](#). ActivHealthCare offers [training presentations](#), written instructions, and live customer service to help you. Please take advantage of these.

Billing Services – Some offices use third party companies for billing services. There are two questions to ask if you use a billing service.

1. How much do they charge you?
2. How much are they costing you?

We have seen billing services cost providers six months in Ambetter revenue due to improper claims submissions. They did not charge much in fees, but they cost a lot in lost revenue. Please make sure your billing service is properly trained to work with ActivHealthCare.

[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