



## Activ News February 28, 2024

### **Ambetter – Claim Adjustments**

ActivHealthCare normally disburses payments to Providers on a weekly basis. We did not issue any payments this past week. The reason for the delay is a massive number of claim adjustments made by Ambetter.

Ambetter has recently concluded an audit of claim payments issued in 2022 and 2023. There were several months during this period that Ambetter overpaid on many claims. They also made underpayments on a few claims. To resolve the issue, Ambetter has reprocessed all the claims they needed to correct.

These adjustments were made without prior notice to ActivHealthCare. We have received a few thousand pages of EOBs which are very tedious to work through.

ActivHealthCare will be issuing remittances to Providers this week. Some Providers will have adjusted claims on their remittances. We are processing the Ambetter EOBs as we receive them. It will include a line-by-line breakdown which will be very similar to what your patients will receive. Since these are fee schedule adjustments you will not need to balance bill a patient for any reduction in payment that may occur.

If you have any questions when you receive your remittance advice, please email Mark Brickhouse at [mbrickhouse@activhealthcare.com](mailto:mbrickhouse@activhealthcare.com).

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