



Activ News January 30, 2024

Updating Personnel Information

In most cases, ActivHealthCare has more contact with the office managers and insurance billing personnel that we do with the actual Providers. We encourage you to keep us up to date with any personnel changes that may affect insurance billing or network communications.

New personnel need to be familiar with ActivHealthCare claim submission processes. At a minimum, they should go through our website training, which can be found at <https://www.activhealthcare.com/network-resources/training>.

Be sure staff members review how to access the Provider Portal, review How to File Claims and become familiar with our Network Affiliates. The Provider Staff Training provides a quick overview of each of these topics.

Also, please provide us with any new email addresses so we can keep everyone informed through newsletters. We can send newsletters to up to three email addresses per Provider.

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