



Activ News May 15, 2024

Update on Directory, Claim and Electronic Claims Issues

Ambetter – Network Directory issues - Many Providers had claims denied because of being erroneously removed from the Ambetter Provider directory at the end of February. We have worked with multiple levels of management at Peach State Health Plan and Centene to have all ActivHealthCare Providers reinstated into the Online Provider Directory. During this process, we have also had them correct any errors that were discovered in the directory.

Ambetter - Out of Network Denials –Ambetter reprocessed some, but not all, of the claims that were denied. We have reviewed claims data and recently sent over approximately 442 claims that Ambetter still needs to correct. We will continue to monitor this situation until they have reprocessed all improperly denied claims. We will review this in a few weeks to see where they are in the corrections.

Alliant Health Plans – Claim submission issues - As a result of the Change cyberattack, Alliant Health Plans has not been able to receive claims electronically from the date of the cyberattack in February to this past week. Last week we were notified they can receive claims electronically again. We have tested it, and it works. We have resubmitted hundreds of claims to them for processing. The claims processing will still take a little while to catch up, but if you have any Alliant Health Plans claims that you delayed sending, please send them now.

Clover Health – Claim submission issues - Clover is another company that was affected by the Change cyberattack. Unlike Alliant, Clover sought out a new path to receive claims promptly. However, we have noticed that Clover seems to have an issue with dropping some claims from their records or failing to download electronic claims properly. We have resubmitted many claims to Clover over the past year because they claim to have never received the claims. If you have an open claim with Clover that is more than 45 days past the date you submitted it, please check on the Clover online Provider Portal to determine if they have it on file. If they do not, please resubmit the claim. They have a 90-day timely filing limit.

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