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Why is Ambetter Questioning your NPI number or Taxonomy Code?

If you receive a letter from Ambetter, Peach State Health Plan or Absolute Total Care questioning your NPI or Taxonomy Code, you should contact ActivHealthCare IMMEDIATELY. The problem with the claim has nothing to do with your NPI or Taxonomy Code. It has to do with the claim not being submitted properly as required by our Group Provider Agreement. There are a few reasons this may happen.

1. If you send paper claims, you may have accidentally submitted the claim directly to Ambetter. If you do this, they will either deny it as Out of Network provider or send you a letter about your NPI or Taxonomy Code being invalid. All paper claims must be mailed directly to ActivHealthCare.

2. If you submit electronically, you must use Office Ally. If you do not use Office Ally your claims will not be processed properly. If you use Office Ally and you still get a denial as Out of Network or invalid NPI or Taxonomy Code, one of two things have happened.

a. Your Office Ally account may not be linked to ActivHealthCare. Please let us know if you receive a denial and we can check on this for you.

b. You may have formatted the Payor address incorrectly.

Be sure to review the How to File a Claim instructions. They can be found on our website at <https://www.activhealthcare.com/network-resources/training>.

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