



Activ News November 16, 2023

CIOX or Change Healthcare Medical Records Request

It is that time of year again for Centene to gather data to comply with the Affordable Care Act.

Ambetter is a Centene product with is offered by Peach State Health Plan in GA, Absolute Total Care in SC, Ambetter of TN and Ambetter of NC. Many of the people covered under Ambetter insurance are receiving Federal subsidies to cover part of their insurance premiums. For this reason, Centene must collect data (medical records) to verify the services were rendered. The request may come from CIOX or Change Healthcare. They should send you documentation showing their right to request the information.

We have been told the record requests are random. However, it appears that they are randomly selecting Providers, not patients. We do know that not every Provider is asked for records, but they typically ask for records on all of a Provider's Ambetter patients.

We have not seen any of the requests, but we have been told they are asking for the records to be submitted within a very short time frame. If it is a hardship, please call the telephone number on the request and let them know. You may ask for an extension on time, an abbreviated list of names or reasonable reimbursement for the cost of copies and postage. But please do not ignore the record request.

We appreciate your cooperation as Centene is simply trying to comply with the Affordable Care Act requirements.

Ambetter Virtual Health Policy Change

On a positive note, Ambetter has made a change in the PCP Referral Requirement associated with the Ambetter Virtual Health insurance plans.

We received a memo that the PCP referrals will no longer be required for specialists, which includes chiropractors. The change went into effect as of August 1, 2023. This is one less administrative hurdle for Providers.

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