



Activ News April 16, 2024

Money is in the Details – Avoid Costly Errors

In reviewing the claims data from the week ending on April 5, 2024, we noticed over 170 claims were denied for one of three reasons:

1. INVALID MODIFIER. PLEASE SUBMIT A CORRECTED CLAIM.
2. DIAGNOSIS CODE INCORRECTLY CODED PER ICD10 MANUAL
3. UNABLE TO IDENTIFY PATIENT. VERIFY THE NAME, ID# AND DOB IS CORRECT, mostly because of either Member ID # or Date of Birth

Any claim with a denial for any of these reasons should be resubmitted as a Corrected Claim. Instructions on how to submit a Corrected Claim can be found in our How to File Claims instructions on our website at <https://www.activhealthcare.com/network-resources/training>.

Also, we have discussed the modifiers and the diagnosis codes in previous newsletters:

- November 19, 2021, Activ News – In summary, use the GP modifier on all Physical Medicine CPT codes.
- August 2, 2023, ICD-10-CM Code Denials – This is a little complicated. Please read the article and code appropriately or the payor will deny your claim.

Ambetter Provider Directory and Out of Network Denials

Peach State Health Plan (“Ambetter”) notified us that they have reinstated all Providers who were incorrectly terminated from their network. ActivHealthCare has been reviewing the data and identified several errors and oversights We have been in contact with Ambetter. They have agreed to do the following:

1. Correct the errors we pointed out with Provider phone numbers and missing Providers.
2. Audit their Provider Directory for additional errors.
3. Send ActivHealthCare data which will allow us to do a more comprehensive audit of their Provider directory.

Some Providers are still receiving denials on Ambetter claims stating they are Out of Network We have had most of these claims reprocessed and paid, but there are still a significant number to correct. ActivHealthCare will continue to work on this problem until every claim incorrectly denied has been processed as in-network. There is no action necessary on your part to get these claims corrected.

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