



Activ News March 17, 2025

Clover Health Contract Termination

ActivHealthCare has terminated its contract with Clover Health due to a lack of customer service offered by Clover Health and the excessive number of claim denials.

This is a Medicare Advantage Plan currently operating in GA and SC. Any provider wishing to continue accepting Clover Health may credential directly with them at <https://www.cloverhealth.com/providers/why-clover>. The termination will be effective within the next two months but no later than May 31, 2025.

98943 ICD-10 Coding, Diagnostic Pointers and SOAP Notes

We have noticed a few problems with claims submissions regarding the 98943 CPT code. We have reviewed several denials and identified three separate issues:

1. In some cases, there is not an ICD-10 code listed to justify the 98943 adjustment. When you are billing for a 98943 (or any other code) please be sure to include an ICD-10 code to justify the service.
2. Diagnostic Pointers are every bit as important as the ICD-10 coding. Most claims list six to ten ICD-10 codes, but the Diagnostic Pointers in box 24.E of the Form 1500 are ABCD for every line of the claim. If the ICD-10 code for 98943 is in the E, F or G position of box 21, 98943 will be denied. Avoid including more ICD-10 codes than necessary and be sure the Diagnostic Pointers for each line are properly listed.
3. If the ICD-10 codes are correct and the Diagnostic Pointers are correct, you can dispute or appeal the denial by submitting a PROVIDER REQUEST FOR RECONSIDERATION AND CLAIM DISPUTE FORM. The form and instructions can be found at <https://www.activhealthcare.com/forms>.

If issues 1 or 2 apply to your claim, you can file a Corrected Claim to fix the problem
NOTE: a Corrected Claim is a specific process. It is more than just correcting the claim form. Information on how to file a Corrected Claim can be found on our website under Staff Training at <https://www.activhealthcare.com/training>.

We appreciate your patience and understanding as we work through this issue.

2024 1099-MISC forms are available.

1099-MISC Forms for 2024 are available on the Provider Portal under Reporting.

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