

Payment recovery process simplified for National Accounts membership

Published: Dec 1, 2019 - **Administrative**

In our ongoing efforts to streamline and simplify our payment recovery process, we will be consolidating our National Accounts membership to a central system. This consolidation will align the payment recovery processes to be the same as the majority of our other lines of business.

Our recovery process for National Accounts membership is reflected on the electronic remittance advice (835) in the PLB segment. The requested recovered amount on the electronic remittance advice (835) is displayed at the time of the recovery.

As National Accounts membership transitions and claims are adjusted for recovery on the central system, the requested recovered amount will be held for 49 days. This will allow ample time for you to review the requests, dispute the requests and/or send in a check payment. During this time, the negative balances due are reflected on paper remits only within the “Deferred Negative Balance” section.

After 49 days, the requested recovered amount is reflected on the electronic remittance advice (835) in the PLB segment.

If you have any questions or concerns, please contact the E-Solutions Service Desk toll free at 800-470-9630.

URL: <https://providernews.anthem.com/new-hampshire/article/payment-recovery-process-simplified-for-national-accounts-membership-2>

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December 2019 Anthem Connecticut Provider News, December 2019 Anthem Maine Provider News, December 2019 Anthem New Hampshire Provider News

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