

Regular check-ins with your clearinghouse could affect timely filing

Published: Jun 1, 2021 - **Administrative**

Nationally, 7 percent of all claims are denied because they weren't filed within the timely filing limits. At Anthem Blue Cross and Blue Shield (Anthem), we want your claims to be received on time, so they get paid on time. One way to ensure your claim isn't denied because it wasn't received within timely filing limits is to follow-up with your clearinghouse on a regular basis.

When you send claims electronically through a clearinghouse, if errors are identified on the claims, they won't get submitted for payment. Checking in regularly with your clearinghouse is key to identifying claims errors. This gives you the opportunity to correct claims quickly, avoiding delays in filing and running the risk of a claim denial because it wasn't filed within the timely filing limit.

Have you confirmed the patient is an Anthem member?

Another reason claims are delayed is because the claim was filed with Anthem, but it should have been filed with another insurance company first. To make sure your claim is received on time, double check the member's insurance information with each visit to your office confirming their primary insurance. To check the member's eligibility or to get a digital copy of the member's ID card, log onto [availity.com](https://www.availity.com). From the Patient Registration tab use the Eligibility and Benefits Inquiry tool for a quick and easy search.

Checking your claims status.

It is easy to check your claim online to confirm we've received it. Log onto [availity.com](https://www.availity.com) and use the Claims & Payment tab for the Claims Status tool. You may also be able to check the claim to verify no adjustments are needed through the Claims Status Listing application located on the Payer Spaces home page.

The sooner you file the faster your claim is paid.

Filing your claim within the timely filing limits can eliminate claim denials. If your claim denies because it was filed late, Anthem will deny the claim as outlined in your contract with us. It is important to note that the member cannot be billed for denied claims that were not filed timely.

Use these helpful tips when filing your claims because Anthem understands that timely payments are as important as timely filing.

1182-0621-PN-CNT

URL: <https://providernews.anthem.com/ohio/article/regular-check-ins-with-your-clearinghouse-could-affect-timely-filing-1>

Featured In:

June 2021 Anthem Provider News - Indiana, June 2021 Anthem Provider News - Kentucky, June 2021 Anthem Provider News - Missouri, June 2021 Anthem Provider News - Ohio, June 2021 Anthem Provider News - Wisconsin

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare or WCIC; CompCare Health Services Insurance Corporation (CompCare) underwrites or administers the HMO policies and Wisconsin Collaborative Insurance Company (WCIC) underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Use of the Anthem websites constitutes your agreement with our Terms of Use.
