

Feb. 23, 2022

Subject: How to Prevent Claim Denials in AuthentiCare

Dear Provider,

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to working with providers to ensure they understand how to manually enter claims for personal care services in our electronic visit verification system, AuthentiCare.

Usually, when claims are denied in AuthentiCare, it's due to insufficient information. To prevent claim denials when manually entering a claim in AuthentiCare, please be sure to include the following information:

- Include date spans with the date the issue began and when it was resolved.
- Include a list of descriptions of issues along with the ticket number if one was given.
- Provide detailed information on issues and how they were resolved.
- Add substitute caregivers to the system if they will be in place longer than two days.
- List the AuthentiCare ticket number with a description of the issue and the length of the issue.
- Reference the Mobility Exchange order number.
- Provide a consistent description if there are multiple entries for the same member and/or issue.
- Use the correct drop-down on entries.
- Do not use uncommon abbreviations.
- Spell out all acronyms on first use.
- Work with your relationship executive if there are issues getting a ticket number resolved.

Failure to provide the information above will lead to a claim denial. If a manual entry claim is denied, then **do not submit another claim**. Please send additional information to phpevvinquiry@phs.org and a relationship executive will assist you.

Thank you for your cooperation and prompt attention. If you have any questions or concerns, please contact your Provider Network Operations relationship executive. Their contact information can be found in the Presbyterian Provider Network Contact Guide available at www.phs.org/ContactGuide.

As always, thank you for partnering with us to improve the health of the patients, members and communities we serve.

Healthy regards,

Presbyterian Provider Network Operations

Provider Network Operations



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Phone: (505) 923-5757

Contact Guide: www.phs.org/ContactGuide



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