



Claims

The Partners Behavioral Health Management Claims Department is committed to assisting providers with accurate and timely claims processing and payment. We are dedicated to partnering with our provider network to ensure their success and, ultimately, the success of the consumers that we serve.

Frequently Asked Questions and Answers

How do I contact the Claims Department?

- *Claim inquiries can be made via phone call or email.*
Call 704-842-6486 or email claimsdepartment@partnersbhm.org
If you have more than one claim inquiry, complete the Claims Denial/Review Form. See link below.

Where do I send Timely Filing Override requests?

- Send override requests via email to claimsdepartment@partnersbhm.org
Make sure you include claim detail and an acceptable reason for request. See link below.

Who do I contact if I need additional claims training?

- Email rcolvard@partnersbhm.org
Alpha Access needs to be obtained prior to training.
To obtain an AlphaMCS Login, call the Partners' Information Technology Service Desk at 704-842-6431.

How do I obtain the status of a claim?

- Providers should be utilizing the Download Q, Remittance Advice or 835 files. See link below for Download Q instructions.

What is the best tool for working denials?

- The Denials Guide is the best place to start when working claim denials. See link below.

What is the best source to use for AlphaMCS information?

- AlphaMCS University is a tool that should be used to help navigate AlphaMCS. Module information is available. See link below.

What is the best source to use if I need an overview of claim processes and requirements?

- The best source is to refer to the "Getting Paid" section in the Provider Operations Manual. See link below.

Important Links

- You can access Partners' Claims Denial/review form by visiting <https://providers.partnersbhm.org/wp-content/uploads/2016/12/Claims-Denial-Review-Form.xlsx>
- You can access Partners' Acceptable timely filing override request reasons by visiting <https://providers.partnersbhm.org/claims-information/>
- You can access Partners' Claims Download Q instructions by visiting <https://providers.partnersbhm.org/wp-content/uploads/2018/02/DOWNLOAD-Q-Instructions.pdf>
- You can access the Denials Guide by visiting <https://providers.partnersbhm.org/wp-content/uploads/2018/02/AlphaMCS Version 2 Denials Guide.pdf>
- You can access AlphaMCS University by visiting <http://www.alphacm.net/mcsuniversity/>
- You can access the Providers Operations Manual by visiting <https://providers.partnersbhm.org/wp-content/uploads/2017/11/11152017Partners-Provider-Operations-Manual.pdf>

Who to Contact in Claims Department

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