



Claims

The Partners 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 the success of the members and recipients 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 the link below.

Where do I send Timely Filing Override requests?

- Send override requests via email to claimsdepartment@partnersbhm.org. Make sure you include the claim details and an acceptable reason for the request. See the 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 Alpha+ 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.

What is the best tool for working denials?

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

What is the best source to use for Alpha+ information?

- Alpha+ University is a tool that should be used to help navigate Alpha+. Module information is available.

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

- The best source to use is the "Getting Paid" section in the Provider Operations Manual. See the 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-ReviewForm.xlsx>.
- *You can access Partners' Acceptable timely filing override request reasons by visiting* <https://providers.partnersbhm.org/claims-information/>.
- You can access the Providers Operations Manual by visiting <https://providers.partnersbhm.org/wp-content/uploads/2017/11/11152017Partners-ProviderOperations-Manual.pdf>.

Who should I contact in the Claims department?

Call 704-842-6486 or email claimsdepartment@partnerbhm.org.