

Claims Frequently Asked Questions and Answers

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.

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.

Where can I access further details about claims submissions?

- Details regarding claims submission are available at: <https://Providers.PartnersBHM.org/orientation-packet-provider-operations-manual/>.

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. You can access Partners' acceptable timely filing override request reasons by visiting <https://Providers.PartnersBHM.org/claims-information/>.

Who do I contact if I need additional claims training?

- Email ClaimsDepartment@PartnersBHM.org with detailed information on the type of training needed.

How do I submit claims?

- **Physical Health Claims Submission** – Payor ID 68069
 - Physical Health providers who have been submitting their PH claims to NC Medicaid Direct will submit to Carolina Complete Health (CCH)/Availity.
 - ProviderConnect: <https://ID.PartnersBHM.org/>
 - Choose Physical Health Claims to submit Physical Health Claims; this brings you to Availity.
- **Behavioral Health Claims Submission** – Payor ID 13141
 - Behavioral Health providers should continue to submit claims to Partners/Alpha+.
 - ProviderConnect: <https://ID.PartnersBHM.org/>
 - Choose Behavioral Health Claims to submit Behavioral Health Claims; this brings you to Alpha+.

What if I am dissatisfied with a claims outcome?

- You can access Partners Reconsideration form by visiting <https://Providers.PartnersBHM.org/claims-information/>.

What is the Electronic Funds Transfer (EFT) Process/Sign-up?

- You can find the process by visiting <https://Providers.PartnersBHM.org/finance-documents-forms/>.