



# PROVIDER Bulletin



October 1, 2024

This Provider Bulletin applies to the lines of business and provider types checked below:

- PHP (Medicare)  
  Primary Care Physicians  
  Specialists  
 PHC (Medicaid)  
  Hospitals  
  Ancillary  
  AHF Grants

## New Electronic Claims Clearinghouse – OFFICE ALLY

As of October 1, 2024, AIDS Healthcare Foundation (AHF) and its managed care lines of business, PHP (Medicare), PHC California (Medi-Cal), and Ryan White Grants have established an **additional** electronic claim submission pathway with, **Office Ally** and can now accept electronic claim submissions. Providers who were previously submitting electronic claims through **Optum iEDI** can continue to do so.

### Clearing House Payer IDs

- 95411 – PHP Claims
- 95422 – PHC California Claims
- 95433 – Ryan White Grant Claims
- 95411 – Ryan White Grant Claims Dental

### Clearing House Partners

- Optum Intelligent Electronic Data Interchange (Optum iEDI)
- Office Ally

### Unable to Submit through a clearing house?

**Office Ally** provides a portal to submit “**paper**” claims if you do not have a clearing house. When submitting to AHF there is no cost to you! Use the link below and click the “Start Now” to sign up and begin submitting claims.

<https://cms.officeally.com/>

<https://cms.officeally.com/payerlist/>

Check our website for additional information and resources:

<https://positivehealthcare.net/>

Contracted providers are required to submit claims pursuant to the timeliness provision set forth in the service agreement between the provider and the plan. AHF notified contracted providers of this change in the December 2020 Provider Bulletin.

If you are having trouble submitting your claim electronically, please contact your organization’s electronic submission clearinghouse to troubleshoot.

If you have any questions regarding this policy, please contact the Provider Relations Department for further assistance. Please email Provider Relations Department at [CAPR@aidshhealth.org](mailto:CAPR@aidshhealth.org).

We strongly encourage all providers to submit their claims electronically to expediate your claims payment.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP, or PHC California. If you have any questions, contact the Provider Relations Department via email at

[CAPR@aidshhealth.org](mailto:CAPR@aidshhealth.org)



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Please ensure that Protected Health Information (PHI) is sent to the Plans via secured/encrypted submissions.

Claims payment disputes, appeals, and supporting documentation such as copies of medical records, authorization forms, or other documents can be submitted via fax at **(888) 235-9274**.

Contracted providers are required to submit claims in accordance with the timeliness provisions set forth in the provider’s contract and/or by applicable State Law.

Claim Topic	PHI must be securely sent to the Plan	
Claims Status Portal	<a href="https://www.ahfwebapplication.org/MemberEligibility/Account/Login">https://www.ahfwebapplication.org/MemberEligibility/Account/Login</a>	
Claim Disputes (Submit/Inquiry)	<a href="mailto:Claims@positivehealthcare.org">Claims@positivehealthcare.org</a> <b>DO NOT SEND PHI</b>	<b>Call: (888) 662-0626</b> <b>Fax (888) 235-9274</b>
Claims Inquiry	<a href="mailto:Claims@positivehealthcare.org">Claims@positivehealthcare.org</a> <b>DO NOT SEND PHI</b>	<b>Call: (888) 662-0626</b> <b>Fax (888) 235-9274</b>

Monday through Friday, 8:30 a.m. – 5:30 p.m. PST. Closed weekends and holidays.

Thank you for being a participating provider of PHP/PHC California.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP, or PHC California. If you have any questions, contact the Provider Relations Department via email at [CAPR@aidshealth.org](mailto:CAPR@aidshealth.org)