

**TO: ATLANTIC IMAGING GROUP MEMBERS &  
CLAIMS PERSONNEL**

**FROM: WILLIAM J. DEGASPERIS**

**DATE: FRIDAY, JULY 28, 2000**

**RE: I-HCFA CLAIMS ACCURACY**

**As you know, Atlantic Imaging Group has begun the processing of claims on its new system I-HCFA.com. The controls in this system does not allow us to process claims with missing or inaccurate information. **Accurate complete claims that have been submitted to Atlantic Imaging Group after 7-1-00 have been processed in two days and are being returned to the carrier for reimbursement!****

I have been speaking with the claims managers of our facilities to discuss issues with a claim being rejected. *I would personally like to thank those individuals I have spoken with regarding their cooperation and support of this initiative.*

As previously written, here are the primary issues we are currently experiencing with claims from our facilities:

- 1. Invalid Place of Service (Box 24b should be 11 not 03)**
- 2. No Date of Accident (Box 14)**
- 3. Missing Insured's ID (Box 1a)**
- 4. Claims sent directly to the Carrier!!!**

*Incorrect submissions equate to delays in reimbursement.* We do not alter in any way the original claim form sent by a facility. Therefore, our only recourse is to return claims that are inaccurate or incomplete. This delays the entire claims process. An incorrect or inaccurate claim also delays the start of the 60-day clock.

**We will continue calling facilities in an effort to improve accuracy.** I appreciate you taking the time to speak with me and to correct in a timely manner the issues that have delayed the processing of your claims. My goal is to ultimately have a commitment from the carrier to pay a claim submitted through I-HCFA in 30 days or less. If you have any question do not hesitate to call me directly at 973-451-9540.

Sincerely,

**ATLANTIC IMAGING GROUP**