



### Send claims to:

Alta Med PO Box 7280 Los Angeles CA 90022-7280  
 Office Ally (866) 575-4120 Payer ID # ALTAM  
 Change Healthcare (866) 371-9066 Payer ID # 95712

## CLAIMS FAQ

**For questions or concerns:**  
**855-848-5252 Option 1-1**

### Timely Filing Requirement

LOB	Contracted	Non-Contracted
Medicare / CalMediconnect	90 calendar days (Depend on Contract)	365 Days
Commercial	90 calendar days(Depend on Contract)	180 calendar days
Medi-Cal	90 calendar days(Depend on Contract)	Apply reduction after 7 months
PDR (CO & MCL Only)	Written dispute must be received within 365 days from last action date	Written dispute must be received within 365 days from last action

### Claims Acknowledgment TAT

LOB	E-Claim	Paper Claim
Medicare / Cal Mediconnect	2 working days	15 working days
Commercial	2 working days	15 working days
Medi-Cal	2 working days	15 working days
PDR (CO & MCL Only)	Written acknowledgement within 2 working days from PDR date received	Written acknowledgement within 15 working days from PDR date received

### Claims Processing TAT (Clean & Un-Clean Claims)

LOB	Contracted	Non-Contracted
Medicare / CalMediconnect	60 calendar days	30 calendar days
Commercial (non ERISA)	45 working days	45 working days
Commercial ERISA	30 calendar days	30 calendar days
Medi-Cal	30 calendar days	30 calendar days
PDR (CO & MCL Only)	Written PDR determination is sent to provider within 45 working days	Written PDR determination is sent to provider within 45 working days

### Medicare Unclean Claims

After determination that additional information is needed, claims are pended and processing time for non-contract claims is extended to 60 calendar days. If records are not received within that timeframe, claim is closed and denied for non- receipt of additional information needed. When additional information is received after 60 calendar days, the claim is considered as a new claim; and current date received is used.

Revised: 4/1/19