AltaMed

Send claims to:

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



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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.