

CLAIMS FAQ

DATES OF SERVICE BEGINNING August 1, 2019

IntegraNet Health is processing claims for all Amerivantage Plan members of our Primary Care Physicians.

GETTING STARTED

Check the member/patient ID Cards. If IntegraNet is referenced on the card, claims will be processed by IntegraNet. Visit our website at <https://www.integranealth.com> for additional or updated information.

ELECTRONIC CLAIMS

INTEGRANET CLEARING HOUSE (PORTAL ACCESS) – NEW SITE UPDATED 1-1-2020

Submit claims electronically, check the status of an existing claim, download EOP's and/or 835 remittances, and check patient's eligibility. For access you may self-register at <https://www.visibiledi.com/integranealth/Home/Login> or <https://www.INETCLAIMS.com> (user access old portal is no longer valid).

OTHER CLEARING HOUSES

Use your existing clearing house or enroll and use the IntegraNet clearing house - Visibiledi. To enroll with Visibiledi, go online to <https://www.visibiledi.com/integranealth/Home/Login>

PAYOR ID

IntegraNet Health Payor ID for professional and Institutions claims: **INET1**

**** clearing houses may have variation of "INET". Contact your clearing house for the correct payor ID variation.**

PAPER CLAIMS

- Submit on original, red and white CMS 1500 or 1450 (UB-04) claim forms with black, machine printed text.
- Attachments must be printed on 8.5" x 11" paper and accompany a valid claim form.
- Send paper claims to:

IntegraNet Health Claims
Department 1813 W. Harvard
Avenue, Suite 204
Roseburg, OR 97471

APPEALS/RECONSIDERATIONS

IntegraNet Health
Attn: Tequila Pritchard
1900 N Loop W 4th Floor
Houston, Texas 77018

<https://inetclaims.zendesk.com>
Phone: 832-320-7220
Fax: 832-320-7221

Customer Service or for questions regarding how to submit a claim (paper or portal), please call 541-464-6296

Timely filing is 95 days from the date of service

Additional information is online at <https://www.integranealth.com/>

Dates of service prior to 8/1/2019 should be filed directly with Amerivantage

Can still use Availity to check eligibility