

CareLink

By ActivateCare

BILLING SERVICES

Activate Care is pleased to offer CareLink customers comprehensive revenue cycle management services through our partner, PhyTech Informatics. PhyTech specializes in medical billing, credentialing, and revenue cycle management. **This partnership allows our CareLink customers to benefit from end-to-end revenue cycle services**, covering everything from encounter documentation to the submission of both medical and non-medical billing.

Claims are sent electronically to payers for automated payment, which enhances net collections and reduces the number of days in accounts receivable (A/R).



REVENUE CYCLE PROCESS

CareLink customers begin by completing a billing assessment form within the platform to capture encounter data, including z-codes. This information is then combined with demographic data from the platform to generate EDI segments (data tables) that are essential for creating the 837P file. Through an automated process, PhyTech receives the EDI data, conducts a thorough review, and scrubs the data. They then generate the 837P file and manage the claims process with payers via payments through Availity, their preferred clearinghouse.



SERVICE OPTIONS

PhyTech uses Availity as the clearinghouse for EDI claim submissions. CareLink customers can choose their preferred ERA (Electronic Remittance Advice) pathway:



**SINGLE
+ BASIC**



**SINGLE
+ FULL**



**SPLIT +
BASIC**



**SPLIT
+ FULL**

ERA PATHWAYS

PhyTech uses Availity as the clearinghouse for EDI claim submissions. CareLink customers can choose their preferred ERA (Electronic Remittance Advice) pathway:

SINGLE

- Utilizes Availity clearinghouse for ERAs
- Files are sent directly to PhyTech
- Payments are posted automatically
- No delays in reporting

SPLIT

- Allows the use of your own or pre-existing clearinghouse and/or ERA process.
- **Preferred Method:** Grant PhyTech access to the ERA portal for file retrieval, with manual payment posting after file retrieval.
- **Optional Method:** The customer manually sends files to Activate Care or PhyTech, with manual payment posting after retrieval.
- **Note:** Delays in reports may occur depending on the chosen file retrieval method.

POST-PAYMENT PATHWAYS

Customers can select from the following post-payment reporting options:

BASIC

- Monthly reconciliation report after payment posting

FULL

- Denial follow-up
 - Appeals
 - Re-submissions
- Monthly Reports
 - Payment/denial report
 - Reconciliation