

## Frequently Asked Questions

### **How do I file secondary claims with Absolute Total Care (ATC)?**

Please submit a copy of the primary insurance company's EOB with your claim to ATC.

### **Can I file claims through the ATC website?**

Yes, please visit [absolutetotalcare.com](https://absolutetotalcare.com) and register to use our secure provider portal.

### **How often are claims processed?**

ATC processes claims and mails checks weekly.

### **Can I check claims status online?**

Yes, please visit [absolutetotalcare.com](https://absolutetotalcare.com) and register to use our secure provider portal.

### **I need help with a claims issue. Who do I contact?**

We have recently established an Escalated Provider Service Unit that is responsible for claims issues requiring research to determine the root cause for denial. Please contact Provider Services at 1-866-433-6041 or your Provider Network Representative for help with claims issues.

### **When I call for an authorization, do I need to include the authorization number on the claim?**

No, our claims system will automatically match the authorization to the claim for the dates of service authorized.

### **Does ATC offer electronic claims payment?**

Yes. ATC has partnered with PaySpan Health, offering an adjudicated claims settlement solution that delivers electronic payments and electronic remittance advices based on your preferences. Please visit [www.payspanhealth.com](https://www.payspanhealth.com) for more details.

### **Does ATC offer online eligibility verification?**

You may visit [absolutetotalcare.com](https://absolutetotalcare.com) and use our secure provider portal to obtain member eligibility information.