

## MEMO TO: CLINIC MANAGERS, BILLING MANAGERS, AND PROVIDERS

Effective 02/15/2024

TakeCare is excited to announce and implement an enhanced claims submission process to improve efficiency and enhance the tracking of submitted claims. To facilitate the transition to this new process, TakeCare is kindly requesting your practice/clinic to submit all claims electronically to [claims\\_submission@takecareasia.com](mailto:claims_submission@takecareasia.com), and strictly adhere to the following guidelines:

### CLAIMS SUBMISSIONS

#### Subject Format:

Provider Name (Type of Submission) Date of Service

#### Type of Submission:

- Primary
- Resubmission
- Medical Records
- Secondary
- Appeals

#### Body of Email:

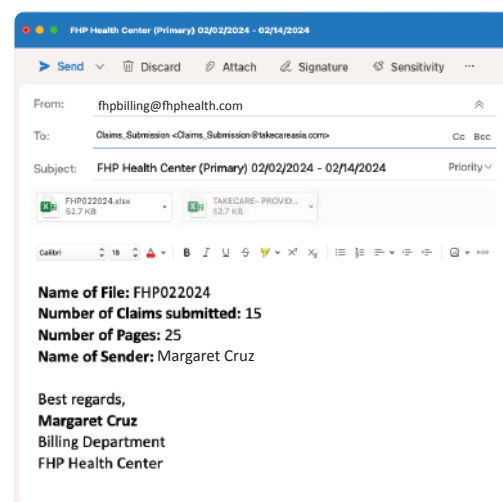
**Name of File:**

**Number of Claims submitted:**

**Number of Pages:**

**Name of Sender:**

*For Example:*



### Submission Process Requirements:

1. All file attachments must be named using this format: Provider Initial, Submission Month, Submission Year (e.g. **FHP022024**) and must be password protected. Please send password in a separate email.
2. This process is exclusively for claims submission; please refrain from submitting any reconciliation or inquiries through this email address.
3. Please do not combine different types of submissions in one email, e.g. submit initial submission separately from resubmission. The submissions must be sent separately for each type of submission with the appropriate subject line.
4. Please ensure the number of pages in the file matches the number of pages that will be included in the email.
5. All emails must include the attached "Transmittal Form" template in excel format.
6. Submissions of multiple claims should be consolidated into one file attachment and not individually submitted per claim.
7. If you are currently submitting via EDI, please also send applicable medical records/itemized bills to [claims\\_submission@takecareasia.com](mailto:claims_submission@takecareasia.com) using the Medical Records tab in the attached "Transmittal Form" template with the appropriate subject header.

An acknowledgment email will be sent out no later than the following business day upon receipt by the TakeCare team. We highly recommend that you follow and observe this new submission method and process for claims to assist TakeCare in processing and paying your claims in a timely manner.

Your strict adherence to these guidelines and process is greatly appreciated. If you encounter any issues or have further questions or clarification, feel free to contact our dedicated support team at **671-647-3526** or email [customerservice@takecareasia.com](mailto:customerservice@takecareasia.com)

Thank you for your cooperation as we continue to work together to enhance our claims submission process and provide better service to you as a valued partner in providing quality health care to our members and patients.