

# COS Billing, LLC

Medical Billing Services for Practitioners and Agencies

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## Summer 2025

### Please Note:

As we head into the heart of summer, we are mindful of seasonal slow-downs due to vacations and adjusted hours. These changes can affect productivity, so it is possible there could be minor delays producing reimbursements and contacting insurance companies for benefits.

Also, benefit requests might take longer due to shifting workloads.

### Providers and Patient Insurance

To ensure accurate and timely submission of insurance claims, please provide the following essential items for each new patient. Missing information may lead to claim denials or delays in reimbursement. This also applies to existing patients whose CPT or diagnostic codes have changed, as well as patients who have switched insurance. Please do not assume that we already have any of these things in these particular cases.

1. Full name
2. Date of birth
3. Address
4. Insurance company name
5. Clear copy of insurance card (front and back)

**Providing these items consistently helps avoid claim rejections and expedites reimbursement.**

### Amerihealth Issues

Over the past several weeks, a number of ongoing concerns have been encountered with AmeriHealth that may be impacting provider workflows, billing, and member services.

#### · **Claims Processing Delays**

AmeriHealth is experiencing significant backlogs in processing claims. Some providers are seeing delays of 60 days or more, causing disruptions in cash flow and administrative planning. We advise closely monitoring claim submissions and following up on any aging claims past 30 days.

#### · **Eligibility Verification Errors**

Some providers have noted discrepancies in real-time eligibility checks through AmeriHealth's portal. In some cases, members are showing as inactive despite being actively enrolled, leading to billing rejections.

#### · **Communication Challenges**

AmeriHealth's provider support line and account representatives have been slow to respond, with some cases going multiple weeks without follow-up. This has compounded delays and left many unresolved issues in limbo.

#### **What You Can Do:**

Notify us. If you are encountering any of these problems, please inform our team so we can elevate the issue on your behalf and collect data for further advocacy.

We understand how frustrating and disruptive these issues can be. We continue to work on resolutions, so your feedback and documentation are vital.