


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	April 26th, 2021
	Purpose:	Provider Bulletin: Optum Update
	Subject:	Optum Payment Announcement
	Products:	MMA, FHK
	From:	<u>Provider Relations</u>

Dear Provider,

We are happy to announce that Aetna Better Health of Florida has expanded services with **Optum** to further enhance our prepay payment integrity program in accordance with expectations set forth by our various state Medicaid partners.

Optum will be reviewing physician and facility claims to ensure that proper payment is being made in accordance with our contracts, national coding guidelines and nationally accepted billing guidelines effective 6/1/2021. There are two new correct coding programs that will be deployed by Aetna Better Health: Orthonet and Claim Validation Emergency Department Code (EDC) Analyzer, Orthonet and Claim Validation.

Orthonet	The Orthonet program will ensure proper coding of complex surgical claims such as orthopedic or spinal surgery. This is a program that will compare the claim received from the provider against the medical record to validate the coding on the claim. Claims deemed to be incorrectly coded will be returned to the provider for correction prior to payment.
Claim Validation	Claim Validation will leverage a predictive model to identify claims that are potentially coded incorrectly. Once the claim is identified as requiring review, a medical record will be requested to validate the claim submitted by the provider. If the coding is determined to be inaccurate, the claim will be returned to the provider for correction prior to payment.

As with all correct coding programs administered by Aetna Better Health of Florida, the dispute and appeal rights will be provided when the claim is returned for correction prior to payment.

In compliance with the HIPAA Privacy Rule, Aetna Better Health of Florida has entered into a Business Associate Agreement (BAA) with the above-mentioned suppliers. The Privacy Rule

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allows a covered entity to share information with another covered entity's business associate as if the request came from that other covered entity.

We appreciate the excellent care you provide to our members. If you have any questions, please feel free to contact us via e-mail: FLMedicaidProviderRelations@Aetna.com. You can also fax us at 1-844-235-1340 or call us through our Provider Relations telephone line: 1-844-528-5815.

Thank you

Provider Relations Department
Aetna Better Health of Florida

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