

Aetna Better Health® of Kansas
9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210



Aetna Better Health® of Kansas

OptumInsight Credit Balance Bulletin

Aetna Better Health of Kansas has partnered with OptumInsight in implementing a formalized and ongoing process to identify and recover **Aetna Better Health of Kansas** credit balances at hospitals and other providers by conducting periodic onsite provider reviews.

OptumInsight has been assigned to identify and recover credit balance overpayments on our behalf at our contracted facilities.

OptumInsight will review accounts in a credit balance status where Aetna Better Health of Kansas made a primary or secondary payment. OptumInsight will request access to a current credit balance report listing any credit balance account with Aetna Better Health of Kansas insurance or plan code listed as primary or secondary. This is strictly a review of patient accounting records and will not involve medical records.

OptumInsight will perform all work necessary to identify and process our credit balances, including printing any necessary backup documentation from your system and records as required. As an integral part of the process, you will be given an opportunity to review and approve of each refund prior to a recovery by us.

Questions?

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: providerexperience_ks@aetna.com