

Aetna Better Health® of Kansas

HCAIP Reductions Implemented

Per KMAP Bulletin #17155 from June 2017, provider payment reductions were restored, except for the Health Care Access Improvement Program (HCAIP) enhanced payment rate for hospital inpatient claims for in-state hospitals. The HCAIP enhanced payment rate for inpatient claims continued to receive the 2.14 percent reduction, which is taken off the base DRG payment, for years 2017, 2018, 2019.

Aetna Better Health of Kansas has retrospectively implemented the HCAIP enhanced payment rate for hospital inpatient claims for in-state hospitals on New Day Claims. Effective for dates of service back to **January 1, 2019**, Aetna Better Health of Kansas applies the adjustment for the HCAIP enhanced payment rate for inpatient claims with the 2.14 percent reduction, which is taken off the base DRG payment.

Beginning in late February 2020, Aetna Better Health of Kansas will send notice of the recoupment of any overpayments **greater than \$100** for the 2.14 percent on inpatient claims for in-state hospitals where the adjustment applies for dates of service back to **January 1, 2019**. Providers are required to submit a refund of the overpayment.

How to Refund an Overpayment

Providers are required to send a refund of the overpayment to Aetna Better Health of Kansas within 60 days of identification of the overpayment and must include the following information:

- A check issued to Aetna Better Health of Kansas in the amount of the overpayment
- The name and ID number of the member for whom we have overpaid
- The dates of service
- A copy of the Remittance Advice identifying the overpayment
- Any other documentation to assist in accurate crediting of the refund

Providers can use the Overpayment Refund Form found [here](#) to submit with their overpayment check.

Mail this information to the address below if you are submitting a check:

Aetna Better Health of Kansas
Attention: Finance
PO Box 841004
Dallas, TX 75284-1004

Additionally, providers may have had claims pay at the incorrect base DRG payment amount, which, regardless of the HCAIP reduction applied, may have resulted in an underpayment. These underpayments have been reconciled with the impacted providers.

If a provider has concerns about an overpayment or underpayment notice, the provider may contact us in writing and contest, within 30 business days of notice, to:

Aetna Better Health of Kansas
Attention: Provider Experience
9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210

If Aetna Better Health of Kansas does not receive a contest notice within the above timeframes, the provider authorizes Aetna Better Health of Kansas to recoup the requested reimbursement amount from current claims payments.

Questions?

If you have general questions about this communication, please contact Aetna Better Health of Kansas Provider Experience Department:

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

By Email: **providerexperienceks@aetna.com**