



## FAX

To: All Aetna Better Health of Louisiana Providers

Date: January 9, 2020

### **Notification:** Possible claims recoupment

Aetna Better Health of Louisiana is writing to advise you that Aetna Better Health of Louisiana's system is being audited. During this auditing process, you may have received letters identifying claims under review for possible billing or payment errors.

If your letter(s) read as below:

December 19, 2019

Attn: Accounts Payable

A recent review of the following patient's files has revealed an overpayment.

Enrollee Name: [REDACTED]  
Medicaid ID#: [REDACTED]  
Patient Account: [REDACTED]  
Claim number #: [REDACTED]  
Date of service: [REDACTED]  
Refund amount: [REDACTED]  
Proposed Refund Date: [REDACTED]

Reason: Contract update

Primary Insurance Information:

We request that you refund the over-payment amount to the below address within 45 days of this letter. If we do not receive your response to this request within 45 days, the over-payment will be offset with future funds. Please include a copy of this letter with your payment.

1. The claims identified were part of a Legislative Audit and we are reviewing them to determine whether they were billed and paid appropriately. Under review are:
  - a. Units billed;
  - b. Modifiers billed;
  - c. Payments made; and
  - d. Add-on codes (billing a supporting/supplemental service without including the primary service on a claim).

2. Your group or facility must wait for recoupment to occur as it's possible that not all claims or lines referenced in their letter will be recovered.
3. Recoupments will be at line level and will occur on 1/30/2020.
4. An update will be sent from the health plan in the coming weeks if it is determined that your claims will be recovered.
5. A corrected claim with code 7 must be billed to have claims reprocessed and paid appropriately.
6. Once any affected claims have been recouped, you will receive an Explanation of Benefits (EOB) with the recoupment listed. At that time you may rebill your claim as a Corrected Claim (reason code 7) by updating the incorrect information.
  - a. *To prevent timely filing denials, you will need to rebill your corrected claim within 45 days of receiving the recoupment EOB.*

Any questions or concerns, please contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802**, and following the prompts.

Thank you,

Aetna Better Health of Louisiana