

**Aetna Better Health® of Virginia**

9881 Mayland Drive  
Richmond, VA 23233



## **AETNA BETTER HEALTH® OF VIRGINIA**

### Payment Integrity Program Update

December 27, 2019

Dear Provider,

Aetna Better Health of Virginia has expanded services with Equian, Cotiviti, and Optum to further enhance our payment integrity program in accordance with expectations set forth by our various state Medicaid partners.

Equian will review claims for proper coding of facility claims against the final medical record available post-discharge to ensure that proper payment is being made in accordance with our contracts, national coding guidelines, and nationally accepted billing guidelines. This program will result in an outreach to arrange for release of medical records. In addition, Equian will identify claim overpayments, including retro-terminations, utilizing data mining techniques to validate claim payments for facility and professional claims against provider contracts, Aetna Better Health policy, and regulatory guidance provided by the state.

In addition to services already performed by Cotiviti, Aetna Better Health will partner with Cotiviti to identify instances of other third-party liability primary, specifically coordination of benefits with other carriers and Medicare. As part of the program, there will be letters sent to you that contain the other carrier's information that will include the name of the carrier, the member's number, and applicable effective dates. Medicaid is the payer of last resort, and the information provided should be used to file immediately upon receipt with the other carrier to prevent exceeding timely filing limits. If timely filing has been exceeded with the other carrier, please file the claim with proof of timely filing with Aetna Better Health, as most carriers consider this as an appropriate reason to override timely filing.

Aetna Better Health of Virginia wants to ensure that our hospital providers take advantage of Hospital Credit Balance services, offered by multiple suppliers in the industry that can assist with returning overpayments to Aetna Better Health. For that reason, we will be adding Optum as an option where our current supplier does not have access to your facility. Optum will be assigned facilities by Aetna Better Health and will contact you regarding review of our member accounts at your convenience.

In compliance with the HIPAA Privacy Rule, Aetna Better Health of Virginia has entered into a Business Associate Agreement with the above-mentioned suppliers. The Privacy Rule allows a covered entity to share information with another covered entity's business associate as if the request came from that other covered entity.

Thank you for your cooperation,

Aetna Better Health of Virginia

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