



1/8/2020

Dear Provider:

Aetna Better Health of WV 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 be reviewing 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 policy and regulatory guidance provided by the state.

In addition to services already performed by Cotiviti, Aetna 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 your attention that contain the other carrier's information that will include name of carrier, member 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 as most carriers consider this as an appropriate reason to override timely filing.

Aetna Better Health of WV wants to ensure that our hospital providers can 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 WV has entered into a Business Associate Agreement (BAA) 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 WV
Provider Relations