


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	January 27, 2019
	Purpose:	Provider Bulletin: Expanded Benefits Suppliers
	Subject:	Payment Integrity Program
	Products:	Medicaid & Healthy Kids
	From:	<u>Provider Relations</u>

Dear Providers,

This communication is to inform you that Aetna Better Health of Florida has expanded services with Equian, Cotiviti and Optum.

Please review the attached notice that contains all the details.

We appreciate the excellent care you provide to our members. If you have any questions please feel free to contact us via e-mail: FLMedicaidProviderRelations@Aetna.com. You can also fax us at 1-844-235-1340 or call us through our Provider Relations telephone line: 1-844-528-5815.

Thank you.

Provider Relations Department

CONFIDENTIALITY NOTICE: This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above.

NOTICE TO RECIPIENT(S) OF INFORMATION: Information disclosed to you pertaining to alcohol or drug abuse treatment is protected by federal confidentiality rules (42 CFR Part 2), which prohibit any further disclosure of this information by you without express written consent of the person to whom it pertains of as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

www.AetnaBetterHealth.com/florida

FL-20-01-10

January 27, 2020

Dear Provider,

Aetna Better Health of Florida 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 Florida 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 Florida 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,



Lissette Martinez

Director, Network Management