

October 5, 2021

Aetna's Optum Prepay Payment Integrity Program

Aetna Better Health of Pennsylvania has expanded services with Optum to further enhance our prepay payment integrity program in accordance with expectations set forth by our various state Medicaid partners.

Beginning December 5, 2021, Optum will be reviewing Aetna Better Health physician and facility claims to ensure that proper payment is being made in accordance with our contracts, national coding guidelines and nationally accepted billing guidelines.

There are three new correct coding programs that will be deployed:

EDC Analyzer will validate the level of ER Evaluation and Management code being billed by the facility based on resources used during the patient encounter. If the code is inaccurate based on their scoring model, the claim will be returned to the provider for recoding.

Orthonet will ensure proper coding of complex surgical claims such as orthopedic or spinal surgery. This is a program that will compare the claim received from the provider against the medical record to validate the coding on the claim. Claims deemed to be incorrectly coded will be returned to the provider for correction prior to payment.

Claim Validation will leverage a predictive model to identify claims that are potentially coded incorrectly. Once the claim is identified as requiring review, a medical record will be requested to validate the claim submitted by the provider. If the coding is determined to be inaccurate, the claim will be returned to the provider for correction prior to payment.

As with all correct coding programs administered by Aetna Better Health of Pennsylvania, the dispute and appeal rights will be provided when the claim is returned for correction prior to payment.

In compliance with the HIPAA Privacy Rule, Aetna Better Health of Pennsylvania 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.

If you have any questions about this update, please call Provider Relations at 1-866-638-1232.

Thank you for your cooperation,
Aetna Better Health Provider Relations