

Aetna Better Health® of Virginia

9881 Mayland Drive
Richmond, VA 23233



Powered by RJ Health Systems

Provider Notification - RC Claim Assist NDC Tool

Dear Provider:

Aetna Better Health of Virginia is now offering our provider network a comprehensive resource to assist with submitting medical pharmacy claims. RC Claim Assist, powered by RJ Health, is now accessible to the Aetna Better Health network to provide an easy-to-use resource for correct billing units for medical drug codes.

Benefits of RC Claim Assist

- Provides a broad crosswalk of HCPCS/CPT drug codes, product names, and NDCs
- Reduces number of resubmissions for claims payment
- Contains complete drug information on package size billable units
- Aligns providers and payers on managing medically covered pharmaceuticals

How do I access RC Claims Assist?

Select this [link](#) and you will be directed to the RC Claim Assist website.

1. Select [Register](#) to complete a brief registration process. Or, follow [this URL](#)
2. Enter your billing NPI.
3. Enter your first and last name.
4. Create your Aetna Better Health password.

After registering with your billing NPI, all future logins will use this [link](#). Or, follow [this URL](#).

What are the billing requirements for NDC?

For full details, refer to pages 127 to 130 of the [Aetna Better Health of Virginia Provider Manual](#).

What if an NDC is no longer active?

When billing with NDCs on claims, it is important to ensure that the NDC used is valid for the date of service. This is because NDCs can expire or change. An NDC's inactive status is determined based on a drug's market availability in nationally recognized drug information databases.

Additionally, an NDC is considered obsolete two years after its inactive date. It is recommended to conduct a periodic check of records or automated systems where NDCs may be stored in your office for billing purposes. To help ensure that correct reimbursement is applied, the 11-digit NDC on your claim should correspond to the active NDC on the medication's outer packaging. Inactive products will continue to be reimbursed until they become obsolete.

If you have any questions on the data on RC Claim Assist, please email info@rjhealth.com. For questions on specific claims issues, please contact Provider Relations at AetnaBetterHealth-VAProviderRelations@Aetna.com.

Aetna Better Health® of Virginia

Aetna Better Health is part of the CVS Health® family of companies.

VA-21-06-17