

AETNA BETTER HEALTH® OF KENTUCKY

Please note our newly formatted fax blast – A copy of this communication is available on our website:
www.aetnabetterhealth.com/kentucky, go to Provider News

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Medical Records and Claims Review

Aetna Better Health regularly reviews and analyzes claim handling practices to identify opportunities for improvement.

To that end, we are pleased to announce that as of **April 01, 2017**, we are working with Cotiviti Healthcare (Cotiviti) to assist us with provider claim reviews and reimbursement review practices. Cotiviti performs reviews of medical records for services rendered and conducts post payment reviews of medical claims. Lastly, Cotiviti will assist in identifying other insurance that the member might have.

In the upcoming days or weeks, you may receive a letter from Cotiviti requesting additional information pertaining to our reviews.

Questions?

If you have any questions about this review process, simply call Aetna Better Health of Kentucky's Provider Relations Department at **1-855-300-5528**. You can reach us Monday through Friday, 8 a.m. to 5 p.m., ET.