



September 30, 2019

Change to Inpatient Claim Submission Requests

Re: Notification of Change to Inpatient Claim Submission Requirements

Summary:

Beginning on November 1, 2019, Aetna Better Health of Maryland will be collaborating with Equian, to ensure consistency in claims review and reimbursement practices with our hospital partners by reviewing all facility claims that exceed outlier thresholds.

Effective November 1, 2019, Aetna Better Health of Maryland will require submission of itemized bills with all facility claims anticipating \$50,000 reimbursement. You must submit an itemized detail listing each supply and service provided to the patient and match the billed charge amount for the underlying claim for submission of all facility outlier claims.

Itemized Bill Requirements:

- The itemized bill must list each supply and services provided to the member and match the dollar amount and date of service of the request.
- The request will apply to claims submitted with other insurance, changes in coverage, lapse in coverage or if the member's coverage termed during the length of stay.
- Interim billing will not require an itemized bill; however, it will be requested once the final bill has been submitted.
- The itemized bill must be submitted via paper and cannot be sent electronically.

What happens if the claim does not meet the requirements?

If the itemized bill is not included with the claim, the claim will result in a denial requesting the itemized bill. A new claim will need to be resubmitted with the itemized bill. To avoid a duplicate denial, please resubmit as a corrected claim.

How will Company communicate its findings?

If Equian identifies any billing issues during its review, it will send you detailed findings regarding these issues and provide you with a direct contact with whom you can discuss and resolve any issues you may have with its findings. You can also exercise your right to formally appeal Equian's finding.

Please send all formal appeal correspondence by mail or email directly to Equian at:

Equian
Attn: Appeals Department
600 12th Street, Suite 300
Golden, CO 80401
reconsiderations@equian.com

Questions:

If you have questions, please contact us at **1-866-827-2710** and select option 2.

Sincerely,
Provider Experience Department
Aetna Better Health of Maryland