

Aetna Better Health® of Michigan
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Provider Bulletin No 181

AETNA BETTER HEALTH® OF MICHIGAN

TO: Providers
FROM: Provider Experience Team
DATE: November 20, 2020
SUBJECT: Conduent Credit Balance Solutions (Conduent)

Dear Provider,

In our continuing effort to control the cost of health care for our members, Aetna Better Health, have established a formalized and ongoing process to identify and recover Aetna Better Health credit balances at hospitals and other providers by conducting periodic onsite provider reviews.

Conduent Credit Balance Solutions (Conduent), formerly CDR Associates, has been assigned to identify and recover credit balance overpayments on our behalf at your facilities. Conduent Credit Balance Solutions is a professional healthcare consulting firm that has focused exclusively on assisting both providers and payers by identifying and processing credit balances since 1989.

The scope of these reviews will include any account in a credit balance status where we made a primary or secondary payment. Conduent will need access to a current credit balance report listing any credit balance account with a Aetna Better Health insurance or plan code listed as primary or secondary. This is strictly a review of patient accounting records and will not involve medical records.

Conduent will perform all work necessary to identify and process our credit balances, including printing any necessary backup documentation from your system and records as required. As an integral part of the process, you will be given an opportunity to review and approve of each refund prior to a recovery by us.

Please note that in the past, credit balance reviews may have been conducted by Optum on our behalf at your facility. However, going forward, we are asking that you now utilize Conduent Credit Balance Solutions for the review of your Aetna Better Health credit balances.

A Conduent staff member will be contacting you in the near future to further explain the review process and to make arrangements to visit your facility.