



**AETNA BETTER HEALTH®**  
**AETNA BETTER HEALTH® KIDS**

## Changes to inpatient claim submission requirements

Dear Provider:

As of **01/01/15**, all inpatient claims with billed charges of over \$25,000 must include an itemized detail listing of each supply and service provided to the patient. This listing should also match the billed charge amount for the underlying claim.

### **Get paid timely by submitting clean claims**

You'll need to include this information in your submission in order for us to consider it a complete "clean" claim. If you don't submit the complete and correct itemized bill, we'll deny the claim requesting the itemized bill.

Starting **01/01/15**, Equian will help us with consistency in claim review and reimbursement practices with our hospital partners. They'll review high dollar claims submitted to us for consideration. If Equian identifies any issues during their claim review, they'll notify you of the issues. They're also available to resolve these issues as quickly as possible.

### **Questions?**

We realize this may already be part of your current process. If so, thank you for providing this information to us. If you have any questions about the claim submittal requirements, please call Aetna Better Health's Claims Inquiry Claims Research (CICR) Department at 1-866-638-1232 or Nadia Archuleta, Senior Claims Resolution Manager, Equian at 1-720-381-4495.

Sincerely,

Dwayne Parker  
Director of Provider Relations  
Aetna Better Health