

Aetna Better Health® of Virginia
9881 Mayland Drive
Richmond, VA 23233



AETNA BETTER HEALTH® OF VIRGINIA

Medical Records and Claims Review

August 15, 2018

Dear Aetna Better Health Provider:

Aetna Better Health wants providers to know that we regularly review and analyze claim handling practices to identify opportunities for improvement. To that end, we are reminding our provider network, we work 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.

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 Virginia's Provider Relations Department at **1-855-652-8249**. You can reach us Monday through Friday, 8:00 AM to 5:00 PM ET.

Sincerely,

Provider Relations Department
Aetna Better Health of Virginia