



**Banner
University Health Plans**

COTIVITI

Banner – University Health Plans

2701 E. Elvira Road, Tucson, Arizona 85756

Customer Care Center (800) 582-8686 • TTY 711 • Fax (520) 874-5555

www.BannerUHP.com

July 26, 2022

Dear Provider:

In our continued efforts to process claims in accordance with AHCCCS and Medicare claim processing guidelines, Banner – University Health Plans (B – UHP) and Banner Health Network (BHN) have secured a contract with Cotiviti, Inc. We are pleased to partner with such a recognized healthcare analytics company of the United States to achieve greater claim payment accuracy outcomes. Under our direction, Cotiviti, Inc. will be conducting post payment reviews of paid medical claims beginning November 15, 2022. The post payment reviews to be conducted are: Retrospective Claim Accuracy (RCA) and Clinical Claim Validation (CCV). These are the same reviews that are currently being conducted, just with a new vendor, Cotiviti, Inc.

What you can expect:

- RCA/Datamining reviews are conducted to ensure correct coding. These do not require additional documentation from the Provider.
- CCV reviews are conducted to ensure proper billing. These require a copy of the medical records, which may be requested, if B – UHP or BHN have not already received the medical records.
- B – UHP, BHN and Cotiviti are implementing a process to minimize the number of medical record requests to Providers.
- If a claim is identified for either review, you will receive a letter identifying the claim(s) selected and provide detailed information related to guidelines and timeframes to follow.

Cotiviti, Inc's staff includes physicians, registered nurses, medical and claims experts with varying expertise including, but not limited to, coding, claims operations and quality. They work collaboratively with their clients and medical providers in creating effective strategies, plans and activities to prevent both future payment errors and improving the reimbursement process.

Cotiviti, Inc is a Business Associate of B – UHP and BHN as defined in 45 CFR, Section 160.103 of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and will perform its responsibilities on behalf of B – UHP and BHN in full compliance with HIPAA requirements.

Consistent with this business relationship, we request your assistance in providing Cotiviti's staff access to medical and/or financial information necessary to complete these reviews to the same extent B – UHP's and BHN's staff would be authorized to access such records.

Thank you for your anticipated cooperation and please share this information with staff as you deem appropriate. If you have any questions, please do not hesitate to contact:

BHN Provider Experience Center

(800) 827-2454; Monday through Friday, 8 a.m. to 6 p.m. (EST)

B – UHP Customer Care Center

(800) 582-8686, TTY 711; Monday through Friday, 7:30 a.m. to 5 p.m. (MST)

Sincerely,

Tanner Horton

Sr. Director, Payment Integrity & Reimbursement

Banner – University Health Plans