



# NETWORK *Notification*

**Notice Date:** February 12, 2021  
**To:** All Marketplace Providers  
**From:** CareSource  
**Subject:** Cotiviti Payment Enhancement Notification  
**Effective Date:** April 15, 2021

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## Summary

In our notification on Sept. 1, 2020, we advised of our continuing efforts to achieve greater payment accuracy. To assist us in that effort, we are announcing our partnership with Cotiviti, Inc for periodic post payment reviews of paid medical claims beginning in February 2021. The post payment reviews to be conducted are: Retrospective Accuracy (RA) and Clinical Claim Validation (CCV). These are the same/similar reviews that are currently being conducted, just with a new vendor, Cotiviti, Inc.

## Impact

What you can expect:

- RA reviews are conducted to ensure correct coding and 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 CareSource has not already received the medical records.
- CareSource 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 providing detailed information related to guidelines and timeframes to follow.

## Importance

Cotiviti, Inc's staff includes 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. You may already be familiar with Cotiviti, Inc as a leader in the industry with health plans across the United States.

Cotiviti, Inc is a Business Associate of CareSource 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 CareSource 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 CareSource's staff would be authorized to access such records.

**Questions?**

Thank you for your anticipated cooperation and please share this information with staff as you deem appropriate. CareSource is committed to assisting your navigation through this process. If you have any questions, contact CareSource's Provider Services at:

Ohio: **1-800-488-0134** (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time)

Kentucky: **1-800-855-5558** (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time)

Indiana: **1-866-286-9949** (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time)

West Virginia: **1-855-202-1091** (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time)

Georgia: **1-833-230-2155** (Monday through Friday, 7 a.m. to 7 p.m. Eastern Standard Time)

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