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 Provider Services
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 711 (TTY)

February 8, 2024

Thank you for your continued partnership with PA Health & Wellness. As you know, we are committed to continuously evaluating and improving overall Payment Integrity solutions as required by State and Federal governing entities. As a reminder, we have partnered with Optum who is supporting us in performing prepayment claim auditing. The purpose of our review is to verify the extent and nature of the services rendered for the patient’s condition and that the claim is coded correctly for the services billed.

For claims received on or after **4/1/2024** providers may experience a slight increase in written requests for medical record submission based on the areas outlined below. These requests will come from Optum and will contain instructions for providing the documentation. Once the medical records are received the claims will then be processed based on the outcome of the record review. Should the requested documents not be returned, the claim(s) will remain denied. Providers will have the ability to dispute findings through Optum directly in the event of a disagreement.

Editing Area	Description	Lines of Business
NCCI Modifier Override – Procedure Overlap (Professional)	This review seeks to prevent overpayment of inappropriately unbundled procedures per the NCCI coding guidelines.	Medicaid, Medicare, Marketplace
NCCI Modifier Override – Misuse of Column Two Code with Column One Code (Professional)	The review ensures that procedures are reported with the most comprehensive CPT that describes the services performed.	

Associated EX Code for EOP	Description
EXbo	DENY: MEDICAL RECORDS AND/OR OTHER SERVICE DOCUMENTATION REQUIRED

Thank you for your continued participation and cooperation in our ongoing efforts to render quality health care to our members. We look forward to helping you provide the highest quality of care for our members.

Sincerely,

PA Health & Wellness